

EMERGENCY AND DISASTER
MANAGEMENT PLAN

CARINBUNDI 2025

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Updated: 17th December, 2025 - V1



Purpose

Emergency and Disaster Management includes planning that ensures that the risks to the health safety and wellbeing of Clients that may arise in an emergency or disaster are considered and mitigated and ensures the continuity of supports critical to the health, safety, and wellbeing of clients.

The purpose of this plan is to provide service and business continuity, protection, and reassurance to Clients and staff of Carinbundi – in the event of an emergency, disaster, pandemic, or pandemic-like event.

The activation of this plan is to be made by the Carinbundi Board, or in their absence through the CEO.

Objectives

- To provide timely and accurate information to Carinbundi NDIS Clients, and staff
- To reduce the risk of serious illness and/or death
- To reduce the spread of pandemic outbreaks at Carinbundi – to the extent that this is possible
- To maintain continuity of Carinbundi client support during an emergency, disaster, or pandemic, for as long as possible.
- To enable Client support to resume as soon as possible.

Measures Include Planning for each of the following:

- Measures are in place to enable continuity of supports that are critical to the safety, health, and wellbeing of each client before, during and after an emergency or disaster:
 1. Person-centred Emergency Preparedness process for, and responding, to the emergency or disaster.
 2. Making changes to Client Supports by adapting to disaster planning, management, and recovery inclusive of the diverse needs and experiences of people with disability.
 3. Adapting to and rapidly responding to changes to Client supports and to other interruptions.
 4. Communicating changes to Client supports to workers and to Clients and their support networks.
- The Governing Body develops emergency and disaster management plans (the Plan), consults with Clients and their support networks about the plans and puts the plans in place.
- The plans explain and guide how the Governing Body will respond to and oversee the response to an emergency or disaster.
- Mechanisms are in place for the Governing Body to actively test the plans and adjust them in the context of a particular kind of emergency or disaster.
- The plans have periodic review points to enable the Governing Body to respond to the changing nature of an emergency or disaster.
- The Governing Body reviews the plans in June and December and consults with clients and their support networks about the review of the plans.
- Each worker is trained in the implementation of the plans.

The following pages give a Response Overview (phases 1, 2, and 3); followed by a more detailed Plan for each phase within the Overview.

This is a living document, and may be changed at any time, given daily consideration of the threat of and/or the outbreak of, a virus directly affecting Carinbundi services.

Business and Service Continuity

<i>Current Essential Operational Requirements</i>	<i>Resources / Required to Maintain Operations to Ensure Continuity of Supports</i>	<i>Back Up Options</i>	<i>Personnel Responsible</i>
Office Locations	Level 1, 10 Barolin St 52a Hinkler Avenue	Working from Home	CEO
Critical Office Infrastructure	IT, Access to critical information about clients and their service delivery requirements	IT Contractor for: Accessing information remotely and ensure that support plans and service agreement can be accessed digitally	Senior Manager of Staffing and Customer Systems
Staffing Requirements – Administration	Mobile Equipment	Working from Home	CEO HR Manager
Staffing /requirements – Service Delivery	All office supplies are in each SIL location	Site offices	Senior Management Team
Staffing Requirements Management	Mobile Equipment	Working from Home	HR Manager Senior Management Team
BRSI Board (Governing Body)	Zoom Technology	Conferencing Meetings	EA / Community Relations
Risk Management	Risk Mitigation Link	P:\POLICIES and PROCEDURES	CEO Senior Quality Manager WH&S Manager

Insurance

<i>Type of Insurance</i>	<i>Cover</i>	<i>Details</i>
Workers Compensation		P:\Insurance\Insurance Documents
Professional Indemnity		P:\Insurance\Insurance Documents
Contents		P:\Insurance\Insurance Documents
Association Liability		P:\Insurance\Insurance Documents
Management Liability		P:\Insurance\Insurance Documents
Industrial Special Risk		P:\Insurance\Insurance Documents
Public and Product Liability		P:\Insurance\Insurance Documents
Motor Commercial		P:\Insurance\Insurance Documents
Motor Commercial Fleet		P:\Insurance\Insurance Documents

Data Security

<i>Information Back-Up Procedures</i>	<i>Frequency</i>	<i>Who's Responsible</i>	<i>Remote Access Procedures</i>
Client records, financial records, contact lists	Nightly	IT Contractor & Senior Manager of Staffing & Customer Systems	Refer to Working From Home Policy

Emergency Action Plan

<i>Emergency Contacts</i>	<i>Phone Numbers</i>
Police / Fire / Ambulance	000
SES – State Emergency Services	132 500
Poisons Information Line	13 11 26
Lifeline	13 11 14
Beyond Blue	1300 22 46 36
National Telephone Interpreter Service	1300 131 450
Bundaberg Local Disaster Management Plan Disaster management – Bundaberg Regional Council	1300 883 699
Carinbundi On Call Services	0455 082 515
CEO	0488 283 588

Communication Plan

<i>Internal and External Stakeholders that will need to be notified</i>	<i>Contact Details</i>	<i>Method of Communication:</i> <i>Mail Merge, Mailchimp, Email, SMS, Facebook. Website, Telephone</i>	<i>Key Messaging:</i> <i>Staff and client safety and wellbeing remain a priority for Carinbundi. We will continue to update you as the situation evolves</i>
Clients	P:\CLIENT FILES	Mailchimp, Facebook, SMS, Website, Telephone	We will continue to update you as the situation evolves
Admin Staff	TRACCS	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Management Staff	TRACCS	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Volunteers	P:\CLIENT FILES	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Families / Guardians	P:\CLIENT FILES	Email, Facebook, Website, SMS, Mailchimp, Telephone	We will continue to update you as the situation evolves
Disaster Relief	P:\NDIS – Information Home - Disaster Relief Australia	Telephone, Email, website, SMS	We will continue to update you as the situation evolves

Internal and External Stakeholders that will need to be notified	Contact Details	Method of Communication: Mail Merge, Mailchimp, Email, SMS, Facebook. Website	Key Messaging: Staff and client safety and wellbeing remain a priority for Carinbundi. We will continue to update you as the situation evolves
Bundaberg LGA Disaster Management Plan	QDMPG Compliance Checklist (bundaberg.qld.gov.au)	Website	Disaster management – Bundaberg Regional Council

Evacuation Procedures

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
Fire	• Call 000 for emergency services; • Alert people in the immediate vicinity and request assistance; • Activate the fire alarm; • Report the emergency immediately to Program Managers / On Call; • Extinguish the fire if it can be undertaken safely; • Follow the procedure for on-site evacuation; • Evacuate to designated assembly point; • Check all clients, staff, and visitors are accounted for; • Home Page Queensland Fire and Emergency Services (qfes.qld.gov.au) • Brief emergency services upon arrival and then follow the instructions of the Fire Brigade.		Individual floor plans are displayed in all locations and a copy held in the red WHSO folder
Bushfire	• Call 000 for emergency services; • Report the emergency immediately to Program Managers / On Call; • Determine appropriate response strategy in consultation with emergency services; • If evacuation is required and time permits before you leave: ○ Make sure you close all doors and windows; ○ Turn off power and gas. • Check all clients, staff, visitors, and contractors are accounted for; • Home Page Queensland Fire and Emergency Services (qfes.qld.gov.au) • Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.		

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
Intruder/ Unauthorised Person	• Call 000 for emergency services and seek and follow advice; • Policelink - Reporting QPS • Report the emergency immediately to Program Managers / On Call; • Do not do or say anything to the person to encourage irrational behaviour; • Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants; • Determine whether evacuation or lock-down is required in consultation with Police where possible; • Evacuation only should be considered if safe to do so.		
Bomb or Substance Threat	• Call 000 for emergency services and seek and follow advice; • Policelink - Reporting QPS • Report the threat to Program Managers / On Call; • Do not touch any suspicious objects found; • If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered: • If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff; • Ensure staff, clients and visitors that have been evacuated are moved to a safe, designated location.		
Power Outage	• Call 000 for emergency services if required and follow advice; • Evacuate the premise if needed or assist individuals in darkened work areas to move to safe locations; • Locate the source of the power outage and report the outage to Ergon Energy Outages call 132 296; • Implement backup power sources if available; • Once power returns, recover and restart systems, re-establish network connections; • Check with building facilities personnel on the cause of the outage and determine remedial actions to prevent future reoccurrence.		
Severe Weather Event	• Call 000 if emergency services are needed and follow advice; • Report the emergency immediately to Program Managers / On Call;		

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
	- Before the storm, store, or secure loose items external to the building, such as outdoor furniture and rubbish bins; - Disconnect electrical equipment – cover and/or move this equipment away from windows; - Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required; - Instigate a lockdown.		
Communicable Diseases Including Pandemic	- Ensure person who tests positive to a serious infectious disease is sensitively informed and immediately isolated or sent home; - Ensure all people are wearing appropriate PPE; - Notify Program Managers, and / or On Call; - Notify the family / guardian of clients; - Notify your public health unit, as per current advice; - Evacuate non-essential people from the workplace; - Activate outbreak management plan; - Distribute the plan to all relevant stakeholders; - Release an initial communication to clients, staff, family, and any other key stakeholders; - Implement contact tracing and monitoring of all clients - Conduct testing of staff and clients; - Adjust the roster as relevant and source and induct a workforce if workforce disruptions occur; - Implement cohort /zoning at the workplace to manage infections; - CEO will convene working group and report actions to the Governing Body; - Support staff and clients who are isolating. Home Queensland Health		
Flood	- Call 000 if emergency services are needed and follow advice; - Report the emergency immediately to Program Managers / On Call; - Before the flood secure loose objects; - Disconnect electrical equipment – turn off electricity, gas, and water mains; - Leave sandbags across doorways and over drainage holes and in toilets to prevent backflow;		

Emergency	Outline of Procedures	Evacuation Point / Address	Supporting Documentation
	- Follow expert advice and leave immediately when told to evacuate. Take your emergency kit with you; - Support other staff and residents to evacuate the premises; - Obey any road closure signs and be careful at crossings and flood ways as river levels may rise rapidly. Do not drive into water of unknown depth and current. **IF IT'S FLOODED – FORGET IT**		
Heat Wave	- Monitor weather forecasts and heatwave alerts; - Ensure air conditioning, fans, and cooling systems are operational; - Promote adequate hydration and access to cool fluids; - Adjust activities, schedules, and outings to minimise heat exposure; - Ensure emergency contact details are current; - If heat stress is suspected, staff must take immediate action and seek medical assistance; - First aid measures must be applied immediately; - Call 000 if symptoms worsen and do not improve.		

Critical Functions List

ROLE	PRIMARY PERSON	BACK UP - 1	BACK UP - 2
CEO	Clive Pearce	Stephanie Darlison	Arthur Begeda
SIL Manager	Carley Poole	Izac Mischewski	Clive Pearce
RP Manager	Jodie Bemet	Carley Palmer	Clive Pearce
Compliance	Clive Pearce	Sue Sohler	Lee-Ann Hammer
Company Accountant	Paulette Hook	Clive Pearce	Kaylene Lines
Program Centre Manager (Day / Night / Respite)	Tania Anderson	Jacinta Hartfiel Jasmine Mayes	Clive Pearce
Roster Manager	Sharon McNamara	Rebecca Fabris Tony Moosbrugger	Stephanie Darlison
HR Manager	Lee-Ann Hammer	Clive Pearce	Tina Marshall
Crisis Manager	Clive Pearce	Carley Poole	Stephanie Darlison
WH&S	Lee-Ann Hammer	Clive Pearce	Joanne Faulkner
BRSL – Board	Arthur Begeda Board Chairman	Rosemary Fry Treasurer	Sue Derry Secretary
Board Members	Board Meetings to be held via Zoom for the period of the Emergency or Disaster.		

Emergency Equipment

<i>Item</i>	<i>Item</i>
Hand Soap	Dishwashing Liquid
Laundry Detergent	Toilet Paper
Face Shields	Glasses
Shoe Covers	Tissues
High Alcohol Hand Sanitiser	Disinfectant Spray
Gloves – Small	Gloves – Medium
Gloves – Large	N95 Masks
Aprons	Hand Sanitiser Pumps
Thermometers	Paper Towels

Emergency Kit

<i>Item</i>	<i>Item</i>
First Aid Kit	Portable Radio
Spare Batteries	Torch
Bottled Water	Non Perishable Food
Gloves	Can Opener
Candles	Lighter
Spare Clothes	Toiletries
Documents	Medication

Recovery

The aim of the Recovery Phase is to restore all business and support functions to pre-disaster/pandemic levels. Considerations to be made in transitioning back will include:

Official advice to all staff, clients, and families that the emergency/pandemic has ended, and business will return to normal. Evaluating the risk, and any additional vigilance required for potential further outbreaks.

Consideration given to the care of clients and/or staff who may be fatigued, fearful, or emotionally fragile post-isolation; and potential sickness and loss of a loved one.

Consider the emotional support needs of each staff member if a loss of a client has occurred during an Emergency or Disaster.

Consider any immediate practical supports for clients – e.g., restocking of food or medical supplies, mobility support due to period of inactivity.

Links for people who may require counselling as a result of Emergency or Disaster (e.g., mental health support, occupational therapy, medical services, counselling), giving consideration to the likely pressure placed on these types of services upon a general return to 'business as usual.'

Ensure high-grade sanitisation of all shared spaces before clients and staff return.

Conduct a post-emergency/pandemic recovery plan business Impact study.

Further Information / Reference:

1. With Legislation and/or Regulations changing often for further information or advice contact:
 - Refer to Qld Health Guidelines
 - and/or your Health Care Professional
2. Carinbundi have initiated ZOOM as the preferred platform for virtual support, meetings, discussions etc – without being face-to-face.
3. It's good to be on top of the news. But remember too, there's a lot of misinformation and scaremongering out there. If you feel overwhelmed, contact Carinbundi, or talk to someone you trust.

After any event, whether it's an emergency or a disaster, the most important thing for most of us is to maintain our well-being.

There are also hotlines you can call if you feel overwhelmed.

- Beyond Blue – 1300 22 4636 (24 hrs a day)
- Lifeline – 131 114
- Or contact a provider from the EAP – Employee Assistance Program

Also, there are some good 'breath' and 'meditation' apps you can explore:

- Headspace – <https://www.headspace.com>
- Calm – <https://www.calm.com>

Review of the Emergency and Disaster Management Plan

<i>Original Ratification</i>	31 st August, 2022	Management Plan
<i>Original Author/s</i>	Senior Quality Manager	Sue Sohier

Revision No.	Date	Author/s	Notes / Actions to amend the plan
1	31 st January, 2024	CEO	Review and Ratified Plan
2	29 th April, 2025	Senior Quality Manager	Review and Update Plan – Removing Reference to COVID-19
3	17 th December, 2025	Senior Quality Manager	Review and Update Plan – Adding Reference to heatwave