

Policy Title	Business Continuity, Emergency and Disaster Preparedness			Form Number	BH-PO-CC-016-01
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VERSION HISTORY				
Version	Approved by	Revision Date	Description of Change	Author
1	Damian Thorp	May 19, 2026	Creation of Policy	Sharon J. Hook
4	Damian Thorp	May 28, 2026	Policy Review	LZP3

APPROVAL AND REVIEW			
Process Owner: LEANDRO PERTIERRA III Clinical Process and Compliance Manager PRINT NAME SIGNATURE POSITION	Reviewed: DAMIAN THORP Chief Operating Officer PRINT NAME SIGNATURE POSITION	Approved: CATHERINE SUVA Director PRINT NAME SIGNATURE POSITION	I certify that the undersigned read and understand the details discussed in this policy. I acknowledge that adhering to standard practices is required by the company and laws. PRINT NAME SIGNATURE POSITION
DATE:	DATE:	DATE:	DATE:

ADDITIONAL NOTES:

1. POLICY STATEMENT:

- 1.1. CCWA guarantees continuity of business operations during and after a major emergency or disaster occurrence that impairs the ability to operate normally. The Prevention, Preparedness, Response, and Recovery (PPRR) framework is included in this plan.

2. SCOPE:

- 2.1. The management of CCWA., all employees and contractors, and the company's operated locations are subject to this policy and its procedures.

3. PURPOSE OF THE PLAN:

- 3.1. Emergency preparedness is important for people with disabilities at risk due to poor planning, which leads to inadequate care and the inability to evacuate. People with disabilities in closed facilities are at high risk of neglect in emergency situations where natural safeguarding and oversight from support networks may be limited. Emergency management should manage and mitigate risks to participants and workers in emergency situations. The continuity of services is vital to ensuring participants have safe and appropriate support prior to, during, and after the emergency situation.
- 3.2. In handling emergency situations, it is vital to consider an individual's personal support systems and networks, giving the members the option to add their own and the organization's emergency management plan. Involvement of people with disabilities in the planning and creation of tactics that create a feeling of importance in an emergency situation, enabling them to take initiative and influence others to act.

2. NDIS QUALITY INDICATORS:

- 2.1. Emergency and disaster management includes planning that ensures that the risks to the health, safety, and well-being of participants that may arise in an emergency or disaster are considered and mitigated and ensures the continuity of supports critical to the health, safety, and well-being of participants in an emergency or disaster.
- 2.2. To achieve this outcome, the following indicators should be demonstrated:
 - 2.2.1. Measures are in place to enable the continuity of supports that are critical to the safety, health, and well-being of each participant before, during, and after an emergency or disaster.
 - 2.2.2. The measures include planning for each of the following:
 - 2.2.2.1. Preparing for and responding to an emergency or disaster;
 - 2.2.2.2. Making changes to participant support;
 - 2.2.2.3. Adapting and responding to changes to participant supports and to other interruptions;
 - 2.2.2.4. Communicating changes to support workers, participants, and their support networks.
 - 2.2.3. Develop emergency and disaster management plans, consults with participants and their support networks about the plans, and puts the plans in place.
 - 2.2.4. The plans explain and guide how the governing body will respond to and oversee the response to an emergency or disaster.
 - 2.2.5. 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.
 - 2.2.6. The plans have periodic review points to enable the governing body to respond to the changing nature of an emergency or disaster.
 - 2.2.7. Regular review of the plans and consultations with participants and their support networks. The governing body communicates the plans to workers, participants, and their support networks.
 - 2.2.8. Each worker is trained in the implementation of the plans.

3. DEFINITION OF TERMS:

- 3.1. **Bluebird Homecare** means CCWA, ABN 55 625 827 974.
- 3.2. A disaster is a significant disturbance that surpasses the ability of impacted groups or society to recover on their own by causing extensive loss of people, property, money, or the environment, e.g., wildfires, flooding, pandemics like COVID-19, and cyclones.
- 3.3. An emergency occurs when there is a direct threat to someone's life, health, property, or environment. The majority of emergencies require quick action to prevent them from getting worse, e.g., a heart attack or fire.
- 3.4. Plans for emergencies aimed at employees:
 - 3.4.1. Emergency protocols and effective actions.
 - 3.4.2. Evacuation process.
 - 3.4.3. Immediate notification of emergency services
 - 3.4.4. Medical attention and support.
 - 3.4.5. Good communication between all CCWA workers and the designated person to oversee the emergency response; emergency protocol testing and frequency.
 - 3.4.6. Provide relevant workers with information, education, and training on how to execute emergency measures.
 - 3.4.7. The fact sheet on emergency plans can be found at [www.safeworkaustralia.gov.au.doc/emergency-plans-fact-sheet](http://www.safeworkaustralia.gov.au/doc/emergency-plans-fact-sheet) (Appendix A)
- 3.5. The NDIS Emergency Plans targeting customers must:
 - 3.5.1. Provide continuity of services that are essential to participants' health, safety, and well-being both before and after an emergency or disaster.
 - 3.5.2. Consulted participants and their support systems.
 - 3.5.3. Define how CCWA will manage and respond to an emergency or natural disaster.
 - 3.5.4. Test and modify in the event of a catastrophe or disaster using procedures that are in place.
 - 3.5.5. Be reassessed whenever an emergency or disaster's characteristics alter.
 - 3.5.6. Frequent review in cooperation with participants and their support systems is necessary. It needs to be explained to employees.

4. GENERAL GUIDELINES:

- 4.1. CCWA emergency and disaster preparedness plans define the most appropriate action for hazards to ensure the workers' safety and that of others within the building.

5. PROCEDURES:

- 5.1. Roles and Responsibilities
 - 5.1.1. Managing Director Overall leadership and communication with stakeholders.
 - 5.1.2. Commercial Manager Financial and operational oversight.
 - 5.1.3. Operations Manager: Coordination of emergency response efforts.
 - 5.1.4. Team Leaders: Regional coordination and staff management.
 - 5.1.5. Support Workers: Execution of emergency procedures and **participant support**.
- 5.2. Emergency Contacts
 - 5.2.1. Ambulance Service Emergency: 000
 - 5.2.2. Non-emergency Ambulance in WA: (08) 9334-1234

- 5.2.3. Fire or Life-Threatening Emergencies: 000
- 5.2.4. Police: 131 4444
- 5.2.5. State Emergency Service (SES): 132 500
- 5.2.6. Lifeline WA Crisis Support: 13 11 14
- 5.2.7. Kids Helpline: 1800 551 800
- 5.2.8. Poison Hotline: 13 11 26
- 5.2.9. Mental Health Emergency Response Line: 1300 555 788
- 5.2.10. Rurallink (4:30-8:30PM): 1800 552 002
- 5.2.11. National Relay Service (NRS) For deaf hearing: 1800 555 660, 1800 022 222
- 5.2.12. NRS Speech Impairment (SMS): 0416 001 350
- 5.2.13. CCWA Emergency Contact: 1300 714 372

5.3. Emergency Policy and Procedure

- 5.3.1. Enrolled dwellings
 - 5.3.1.1. CCWA ensures all their facilities comply with
 - 5.3.1.1.1. Existing applicable local building laws, regulations, or legislation at the time of construction and retroactive provisions like the smoke alarm requirement.
 - 5.3.1.1.2. New construction activity must adhere to the applicable provisions of the building approval at the appropriate time.
- 5.3.2. Operational readiness
 - 5.3.2.1. The management team guarantees the development, implementation, and review of suitable operational readiness measures consisting of
 - 5.3.2.1.1. Fire emergency management and evacuation protocols related to the SDA-registered residences are housed, but there is no fire emergency management or evacuation plan of their own.
 - 5.3.2.1.2. Ensure all fire safety systems are maintained. Handled deviations using an alternative solution in compliance with the maintenance schedule; and
 - 5.3.2.1.3. Obtain a current Fire Safety Handbook.
 - 5.3.2.2. The 'all hazards' approach governs the preparation, response, and recovery from emergencies, including but not limited to fire, bushfire, flood, relocation, evacuation, and prolonged service interruption.
 - 5.3.2.3. In the event of an emergency, make every effort to guarantee that residents receive essential services from
 - 5.3.2.3.1. CCWA;
 - 5.3.2.3.2. SIL providers, who offer supported independent living (SIL) services to residents in CCWA's enrolled dwellings; and
 - 5.3.2.3.3. Other service providers, to the extent possible.
- 5.3.3. Supporting client emergency readiness for residents in enrolled dwellings
 - 5.3.3.1. Ensure SIL providers actively improve the safety of vulnerable people in emergencies; ensure SIL providers encourage and support participants who meet the definition of a vulnerable person to undertake personal emergency planning. For identified bushfire risks, a specific bushfire plan should be done in addition to basic personal emergency planning.
 - 5.3.3.2. Any fire incidents and false alarm reports should be lodged with the NDIS Commission and all other regulatory bodies in accordance with the CCWA Incident Management and Reporting Policy BH-P-CC-008-05.
- 5.3.4. Emergency Evacuation Plan is displayed in each dwelling

- 5.3.4.1. Prepare, test, and conduct an annual review of the emergency plan with respect to each enrolled dwelling, including
 - 5.3.4.1.1. Emergency plan, e.g., fire wardens, floor wardens, and first aid officers;
 - 5.3.4.1.2. Local emergency services contact details, e.g., police, fire brigades, and the poison information center;
 - 5.3.4.1.3. Mechanisms described to alert people at the enrolled dwelling during an emergency or possible emergency, e.g., sirens or bell alarms;
 - 5.3.4.1.4. Evacuation procedures, including arrangements for assisting any people with hearing, vision, or mobility impairments;
 - 5.3.4.1.5. Testing emergency protocols, including how often they should be tested, and
 - 5.3.4.1.6. Information, teaching, and training of concerned workers on the situation
- 5.3.4.2. The emergency evacuation plan must be implemented in an emergency involving the residents, and compliance with emergency services workers' directions is required.
- 5.3.4.3. In the event of a resident-related disaster, the emergency plan for an enrolled dwelling must be carried out. Workers in emergency services must follow their directions.
- 5.3.4.4. Annual review of the emergency evacuation plan for registered dwellings that fall under the following circumstances:
 - 5.3.4.4.1. The enrolled dwelling has undergone modifications, including substantial upkeep, repairs, enhancements, refurbishments, or renovations
 - 5.3.4.4.2. When there are adjustments made to the quant
 - 5.3.4.4.3. There has been an additional noteworthy alteration to the enrolled homes; or
 - 5.3.4.4.4. The contingency scheme is tested
 - 5.3.4.4.5. At least annually, all workers must participate in emergency and evacuation drills under the CCWA Emergency Plan.
- 5.3.5. Fire Emergency
 - 5.3.5.1. Ensure fire safety equipment is fitted appropriately for the hazards associated with homes enrolled in CCWA
 - 5.3.5.2. All exit signs are maintained and kept illuminated, and emergency exits remain unlocked.
 - 5.3.5.3. Fire equipment should be positioned away from heat sources and undergo routine maintenance in compliance with the planned maintenance schedule.
 - 5.3.5.4. Support workers at a home that is enrolled will receive fire safety training.
 - 5.3.5.5. The management guarantees that fire apparatus is routinely inspected by the fire department or fire apparatus manufacturer.
 - 5.3.5.6. Emergency contact information for important employees with certain duties or functions
- 5.4. Evacuation Procedures
 - 5.4.1. Ambulance
 - 5.4.1.1. Use the nearest phone to the site of the emergency.
 - 5.4.1.2. Call 000 and ask for an ambulance.
 - 5.4.1.3. State address
 - 5.4.1.4. Call back number: state the relevant dwelling's phone number or an alternate phone.
 - 5.4.1.5. Number of patients
 - 5.4.1.6. Symptoms: egg chest pain
 - 5.4.1.7. Advice: state of consciousness
 - 5.4.1.8. Patient's name and date of birth

5.4.1.9. Be prepared to meet the ambulance.

5.4.2. Bomb Threat

5.4.2.1. Remain calm.

5.4.2.2. Keep the caller talking, and try to gain as much information as possible.

5.4.2.3. Don't hang up the phone.

5.4.2.4. If possible, alert another staff member.

5.4.2.5. Using an alternate phone, call 000 and ask for the police.

5.4.2.6. State address

5.4.2.7. Call-back number: state the relevant dwelling's phone number or an alternate phone.

5.4.3. Fire

5.4.3.1. Alert all building occupants to prepare for evacuation.

5.4.3.2. Call 000 and ask for fire.

5.4.3.3. State address

5.4.3.4. Call-back number: state the relevant dwelling's phone number or an alternate phone.

5.4.3.5. Account for all personnel.

5.4.3.6. If it is safe to do so, attempt to extinguish the fire with available equipment (ensure you have the correct extinguisher for the type of fire).

5.4.3.7. Evacuate; ensure all doors behind you are closed.

5.4.3.8. Do not go back inside; await the fire brigade.

5.4.4. Armed Robbery

5.4.4.1. Obey the robbers' instructions; do only what they say and nothing more. Do not be a hero.

5.4.4.2. Stay out of danger and raise the alarm only when it is safe to do so.

5.4.4.3. Call 000 and ask for police.

5.4.4.4. State address

5.4.4.5. Contact number: state the relevant dwelling's phone number or an alternate phone

5.4.4.6. If possible, another staff member should try to note the robber's escape vehicle and route.

5.4.4.7. Lock the doors and ask any witnesses to remain until the police arrive.

5.4.4.8. While awaiting the police, do not touch anything the robber may have handled.

5.4.4.9. Make clear notes about their appearance, age, accent, mannerism, height, jewelry, clothing, etc.

5.4.5. Emergency Kit:

5.4.5.1. Include BCP, policies, insurance details, key financial information, and hard copy patient records.

5.4.6. Event Log

5.4.6.1. Use the Emergency and Disaster Event Log -BH-F-CC-012-01

5.5. **Recovery Planning**

5.5.1. **Recovery Checklist:**

5.5.1.1. Refocus efforts towards recovery.

5.5.1.2. Deactivate workers and resources as necessary.

5.5.1.3. Continue gathering information.

5.5.1.4. Assess financial position and review cash requirements.

- 5.5.1.5. Contact an insurance broker/company.
- 5.5.1.6. Develop financial goals and timeframes for recovery.
- 5.5.1.7. Keep staff and stakeholders informed.
- 5.5.1.8. Identify information requirements and sources.
- 5.5.1.9. Set priorities and recovery options.
- 5.5.1.10. Update the recovery plan.
- 5.5.1.11. Capture lessons learned from recovery.

5.5.2. **Recovery Contacts:**

- 5.5.2.1. Insurance and accounting contacts.

5.6. **Maintaining Continuity of Supports**

5.6.1. Critical Operations:

- 5.6.1.1. Ensure continuity of essential services like medication management, PEG feed regimes, and wound care.
- 5.6.1.2. Use telehealth options when face-to-face interactions are not possible.

5.6.2. Staffing:

- 5.6.2.1. Implement cross-training programs for backup staff.
- 5.6.2.2. Manage leaves and absences to maintain staffing levels.

5.6.3. Participant Support:

- 5.6.3.1. Ensure access to necessary supplies and support.
- 5.6.3.2. Coordinate with local emergency services for evacuation and relocation.

5.7. **Post-Emergency Recovery**

5.7.1. Assessment and Review:

- 5.7.1.1. Conduct a thorough assessment of the impact on participants and services.
- 5.7.1.2. Review and update the emergency plan based on lessons learned.

5.7.2. Support for Staff and Participants:

- 5.7.2.1. Provide counseling and support for those affected by the emergency.
- 5.7.2.2. Re-establish regular communication and service delivery.

5.7.3. Testing and Maintenance

- 5.7.3.1. Regular drills and training sessions for all staff.
- 5.7.3.2. Annual review of the emergency and disaster preparedness plan.
- 5.7.3.3. Consultation with participants and their support networks on plan improvements.

8. **FORMS:**

- 8.1. Event Log

9. **REFERENCES:**

9.1. New NDIS Practice Standards and Quality Indicators

<https://www.ndiscommission.gov.au/providers/registered-ndis-providers/provider-obligations-and-requirements/ndis-practice-standards-1>

10.1. Safe Work Australia

www.safeworkaustralia.gov.au/doc/emergency-plans-fact-sheet

10.2. NDIS Emergency and Disaster Management Plan

**11. APPENDICES:****11.1. NDIS Emergency and Disaster Event Log**

		BLUEBIRD HOMECARE ABN 55 625 827 974		Form Control Number BH-F-CC-012-01	
		EMERGENCY OR DISASTER EVENT LOG		Page 1 of 3	
Business Name:					
Address: [COMPLETE DETAILS WHERE THE WORKPLACE IS THE CLIENT'S HOME]					
Brief Description of the Event:					
Insurance Policy Information:					
Insurer:		Policy Number		Phone Number	
INFORMATION, DECISIONS OR ACTIONS Note down any decisions taken during and after the event, and the recovery action after the event.					
Date :					
Time:					
Date:					
Time:					
DAMAGES Enumerate the damaged items, indicating the year of purchase, if known.					
Property	Damage	Purchase Date			
Equipment	Damage	Purchase Date			
Furniture	Damage	Purchase Date			
Vehicle	Damage	Purchase Date			
Stocks	Damage	Purchase Date			
Others	Damage	Purchase Date			
DAMAGE PHOTOS OR VIDEOS Before and after photos (if available) and GPS location if photographing aerial views of a large property					
Location or item photograph					
Location or item photograph					
EVIDENCE OF FINANCIAL NEED Evidence of financial to fast track insurance claims					
QUOTES AND SCOPE OF WORK Quote for repair work, include business contacts, scope and cost of repairs					
POST EVENT Additional items purchased or work done to repair damages					
[Date Created: May 2021 Date Reviewed: January 29, 2025]					



Emergency Contact Numbers Poster



BLUEBIRD HOMECARE PTY LTD. ABN 55 625 827 974
FORMS, REGISTERS AND CHECKLISTS

EMERGENCY PHONE NUMBERS (BH-F-CC—76-02)		
	Ambulance Service Emergency	000
	Non-emergency Ambulance in WA	(08) 9334-1234
	Fire or Life-Threatening Emergencies	000
	Police	131 4444
	Doctor	
	Pharmacy	
	CCWA	1300 714 372
	Emergency	000
	State Emergency Service (SES)	132 500
	Lifeline WA Crisis support Suicide Prevention	13 11 14
	Kids Helpline	1800 551 800
	Poison Hotline	13 11 26
	Mental Health Emergency Response Line	1300 555 788
	Rurallink (4:30-8:30PM)	1800 552 002
	National Relay Service (NRS) For deaf hearing	1800 555 660 1800 022 222
	NRS Speech Impairment (SMS)	0416 001 350