

**Enable WA Inc.**

# **Emergency Management and Recovery Plan**

**Date:** 1/12/2021

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## Plan management

<b>Date last updated</b>	12/01/2022
<b>Person responsible</b>	Ian Mumford

## Business details

### Registration details

<b>Business name</b>	Enable WA Inc.
<b>Australian business number (ABN)</b>	40 673 480 698

## Contact details

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## The Continuity Plan

This plan outlines **how Enable WA will prepare our business for an emergency** or disruption such as a major flood, bushfire or disease outbreak. Our continuity plan identifies essential areas of our business and how we'll keep them running in an emergency situation.

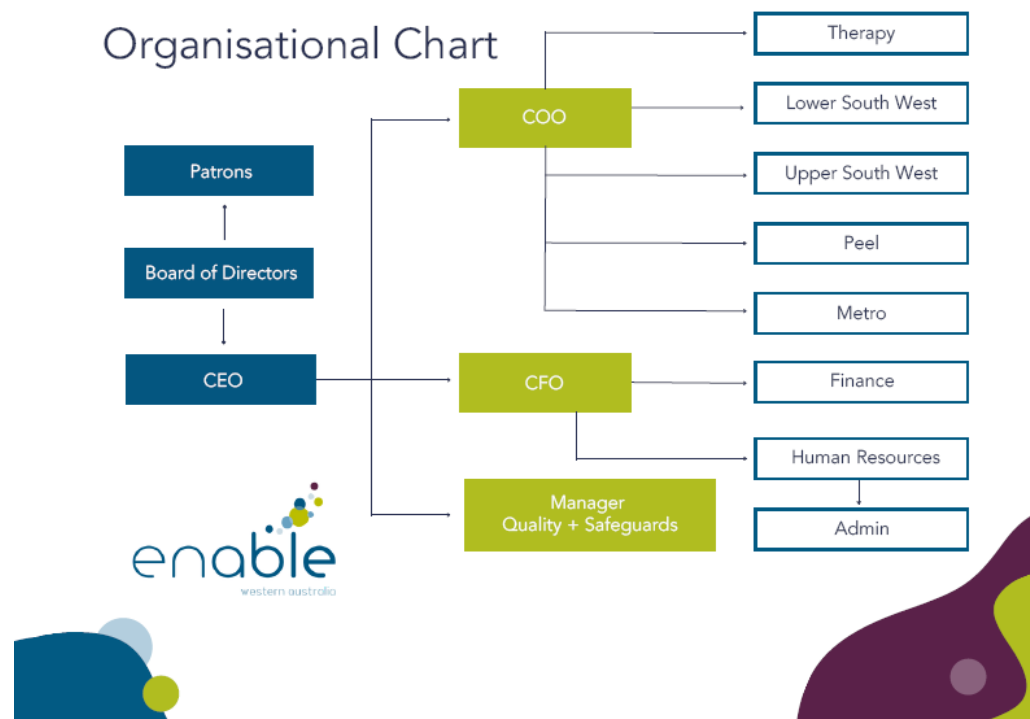
It has been designed as reference/guide for the communication of critical information and actions to Enable WA personnel, clients and stakeholders where there is a requirement to alert teams or individuals of situations which may pose a threat of injury and/or the loss of life.

This plan has been developed in and adherence to all relevant Enable WA policies and procedures.

## Our key products/services

Enable WA is a non-government, not-for-profit organisation. We provide support to individuals and their families living with disability and psychosocial diagnosis, as well as aging, and short and long-term illness.

## Organisational Structure



## **Client Services - Disability Support**

Enable WA will identify workers with capabilities that are relevant to assisting in the response to an emergency or disaster. To identify workers, Enable WA will review current competencies and qualifications using existing HR systems.

Enable WA will utilise mechanisms such as worker furloughing and agency contacts to source a workforce in the event of a disaster or emergency. All worker inductions will be provided online using Employment Hero and MS Teams to ensure flexible delivery in the event of an emergency or disaster.

### **WORKERS IDENTIFIED TO ASSIST IN THE RESPONSE TO AN EMERGENCY OR DISASTER:**

<b>Name</b>	<b>Capabilities</b>
David Naughton	Management of public health, RN
Lauren Aldridge	RN, Infection control, complex health needs
Fiona Harris	RN

<b>Essential jobs/people</b>		
<b>Task details</b>	<p><b>Support Workers</b></p> <p>Client Support (Disability) in their homes or community.</p> <ul style="list-style-type: none"> <li>● Companion</li> <li>● Personal Carer</li> <li>● Skills trainer</li> <li>● Mentor</li> <li>● Connector and facilitator</li> <li>● Host family</li> <li>● Home sharer</li> </ul>	<p><b>Service Coordinators</b></p> <p>Organisation of client's supports</p> <p>Oversight and management of support workers.</p>
<b>Training/skills required</b>	<p><b>Mandatory</b></p> <p>Manual Handling, Medication Administration, Seizure Management, Safe and enjoyable meals, NDIS worker module, De-escalation Training</p> <p><b>Client Specific</b></p> <p>Any specific training required for each client's individual needs.</p>	<p>NDIS Worker module</p>
<b>Current arrangements</b>	<p>Support and therapy staff assigned to client team</p>	
<b>Back up options</b>	<p><b>Support Worker</b></p> <p>All clients have back up support worker option</p> <p>Client preferred support worker list on CareLink</p> <p>Coordinator may directly assist client if no other alternative</p> <p>Therapy Assistant may be available to support client</p> <p>Liaison with like providers or relief agencies (Carers Plus) to deliver temporary support</p>	<p><b>Coordinator</b></p> <p>Other coordinators from same region</p> <p>Other coordinators from different region</p> <p>Management Team</p> <p>Some HR officers</p> <p>Q&amp;S Team</p>

<b>Essential equipment/systems</b>			
<b>Task details</b>	PPE (all staff)	client specific equipment including Hoists, Commodes, Beds, Accessible Vehicles, Wheelchairs, Feeding equipment	Carelink <ul style="list-style-type: none"> <li>• Rostering of supports</li> <li>• Client information</li> </ul>
<b>Current arrangements</b>	Stored at regional offices, client's home, support workers cars	Clients own equipment stored in their own homes.	All of client services have access to carelink Coordinators – Computer Support Workers – Mobile Phone
<b>Back up options</b>	Source PPE from supplier/other office	Rental of specialist equipment from mobility centre etc	Z:, MS Teams
<b>Essential equipment/systems</b>			
<b>Task details</b>	MS Teams		
<b>Current arrangements</b>	Communication between support workers and internal staff including coordinators, Q&S, HR.  Communication of Enable wide information		
<b>Back up options</b>	Phone calls, Emails, Social Media		

## Client Services Therapy

### Essential Staff/equipment/systems

<b>Task details</b>	Services provided by: Occupational Therapist Speech Pathologist Physiotherapist Psychologist Dietitian Positive Behaviour Support Practitioner Therapy Assistant	Services are provided in-home, school, workplace, within the community, or at Enable WA offices	Services that are considered high priority include: <ul style="list-style-type: none"> <li>- Behaviour management of aggressive/violent clients where others or self are at risk of harm</li> <li>- Severe dysphagia needs</li> <li>- Mobility equipment needs</li> <li>- ADL equipment needs</li> </ul>
<b>Training/skills required</b>	University degree or masters Registration with APRAH or membership with association Certificate III for Therapy Assistants NDIS Worker Orientation Module	PBS practitioners must be registered with NDIS Quality and Safeguarding Commission	
<b>Current arrangements</b>	Services delivered in line with capacity, need and funding		
<b>Back up options</b>	Clients may be able to access another therapist in the team	Therapy Assistant may be available to support client	
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Recording of client sessions	Including progress notes, billable time and reports	Recorded on CareLink



<b>Training/skills required</b>	Induction in Therapy Services involves CareLink education and training		
<b>Current arrangements</b>	Completed by all therapy services team members		
<b>Back up options</b>	If CareLink is not available, then therapy team can record notes and billable time in Outlook calendars	If CareLink is off line, therapists can access client information via Z:drive	
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Travel to service client	Services are better outcomes when delivered in natural environments	
<b>Training/skills required</b>	Driver's licence Access to vehicle		
<b>Current arrangements</b>	Therapy team either use own vehicle or Enable WA pool car		
<b>Back up options</b>	If travel is not permitted due to restrictions, then therapy can be delivered virtually via technology  If therapist loses licence then they will be stood down.	Most staff have laptops with camera function.	

## Quality and Safeguards

### Essential Jobs/People

<b>Task details</b>	Q&S Manager Oversight of Q&S Team	Q&S Specialist Authorised Reporting Officer	WHS Co-ordinator
<b>Training/skills required</b>			Cert IV in work health and safety
<b>Current arrangements</b>	Sarah Pepper	James Hughes	Tushar Yadav
<b>Back up options</b>	James Hughes Lauren Aldridge Tushar Yadav	Sarah Pepper Lauren Aldridge Tushar Yadav	Sarah Pepper
<b>Essential Jobs/People</b>			
<b>Task details</b>	Clinical Nurse Oversight of HIDA clients Care Plan Development HIDA trainings		Managing Workers Compensation Process Near Miss/ Incident Management
<b>Training/skills required</b>	Bachelor Degree AHPRA Registration		

<b>Current arrangements</b>	Clinical Nurse employed 0.8 FTE Lauren Aldridge		
<b>Back up options</b>	Q&S team to oversee CEO – David Naughton (Registered Nurse)		
<b>Essential /equipment/systems</b>			
<b>Task details</b>	Car access	MS Teams	<b>Care Link</b>
<b>Training/skills required</b>	Drivers Licence		
<b>Current arrangements</b>	Q&S team either use own vehicle or Enable WA pool car	Communication with all internal staff and support workers.	Accessing client information
<b>Back up options</b>	If travel is not permitted due to restrictions, then therapy can be delivered virtually via technology	Phone calls, Email	MS Teams

<b>Corporate Services Finance</b>			
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Payroll	2 Finance Staff	
<b>Training/skills required</b>	Developed working knowledge of 'Employment Hero' Software Package and Carelink	Web/cloud based – can be operated remotely with internet access	

<b>Current arrangements</b>	Processed fortnightly		
<b>Back up options</b>	Finance staff relocate to alternative office space and log on via web portal	Train 3 <sup>rd</sup> staff member/develop system competency	
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Accounts receivable	2 Finance Staff	
<b>Training/skills required</b>	Developed working knowledge 'Exo' Business Software Package and Carelink	Web/cloud based – can be operated remotely with internet access	
<b>Current arrangements</b>	Processed fortnightly		
<b>Back up options</b>	Finance staff relocate to alternative office space and log on via web portal	Train 3 <sup>rd</sup> staff member/develop system competency	
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Accounts Payable/Bank Reconciliation	3 finance staff	
<b>Training/skills required</b>	Developed working knowledge 'Exo' Business Software Package and Carelink	Web/cloud based – can be operated remotely with internet access	
<b>Current arrangements</b>	Processed twice weekly		
<b>Back up options</b>	Finance staff relocate to alternative office space and log on via web portal		
<b>Essential jobs/people</b>			
<b>Task details</b>	NDIA Funds Management	2 finance staff	
<b>Training/skills required</b>	Knowledge of Exo Business, Carelink and PRODA portal		
<b>Current arrangements</b>	Daily processing		
<b>Back up options</b>	Finance staff relocate to alternative office space and log on via web portal	Web/cloud based – can be operated remotely with internet access	

<b>Essential equipment/systems</b>			
<b>Task details</b>	Computer Hardware with systems access.	Westpac Toggle for Enable WA bank A/C access	Toggles assigned to Finance Officers (4) and Executive (2)
<b>Current arrangements</b>			
<b>Back up options</b>	To be confirmed		
<b>Corporate Services Human Resources</b>			
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Recruitment and On-boarding	6 HR staff	
<b>Training/skills required</b>	Developed working knowledge of Enable WA's recruitment and On-boarding processes and Carelink/Employment Hero software packages	Web/cloud based – can be operated remotely with internet access to Enable's operational folders and archives	
<b>Current arrangements</b>	Processing daily		
<b>Back up options</b>	HR staff relocate to alternative office space and log on via web portal	All HR staff develop system and process competency	
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Induction and Training		
<b>Training/skills required</b>	Developed working knowledge of Enable WA's induction and training processes as well as MS Teams, Carelink/Employment Hero and Eventbrite software packages	Web/cloud based – can be operated remotely with internet access	
<b>Current arrangements</b>	Processing daily		

<b>Back up options</b>	HR staff relocate to alternative office space and log on via web portal	All HR staff develop system and process competency	Access to training providers to deliver essential/mandatory staff training
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	Performance Management	HR Manager and 2 HR Staff	
<b>Training/skills required</b>	Developed and working knowledge of Enable WA's Performance Management and Disciplinary Processes and records management		
<b>Current arrangements</b>	Processing as required		
<b>Back up options</b>	HR staff relocate to alternative office space and log on via web portal	All HR staff develop system and process competency	Retain open channels of communication with Jobs Australia and company lawyers

<b>Essential jobs/people</b>			
<b>Task details</b>	Industrial Relations Compliance		
<b>Training/skills required</b>	Developed and working knowledge of SCHADS Award and applicable legislation/common law contracts		
<b>Current arrangements</b>	Processing as required		
<b>Back up options</b>	HR staff relocate to alternative office space and log on via web portal	All HR staff develop system and process competency	Retain open channels of communication with Jobs Australia and company lawyers
<b>Essential jobs/people</b>			
<b>Task details</b>	Workplace Health and Safety		
	Developed and working knowledge of Injury management, WorkSafe practices and requirements applicable legislation		

<b>Current arrangements</b>	Processing as required		
<b>Back up options</b>	HR staff relocate to alternative office space and log on via web portal	All HR staff develop system and process competency	Retain open channels of communication with Aurenda Injury Management Consultants and WorkSafe and Enable WA's EAP provider.

<b>Enable Board of Directors</b>			
<b>Essential Staff/equipment/systems</b>			
<b>Task details</b>	<p>Organisational governance and oversight including; financial, legislative, regulatory, quality/continuous improvement and contractual responsibilities</p> <p>Line management and performance development of CEO</p> <p>Delegation of authority</p> <p>Oversight of perceived and actual conflicts of interest</p> <p>Managing risks</p> <p>Liaison with CEO regarding media relations and associated releases</p>	<p>Participant/Family stakeholder</p> <p>Professional Qualification</p> <p>Business acumen and experience</p> <p>Financial management experience</p> <p>NDIS/Disability sector knowledge</p> <p>Strategic and Business Planning expertise</p>	
<b>Training/skills required</b>	<p>NDIS Worker Screening</p> <p>NDIS Worker Orientation</p> <p>Enable WA Board Induction</p>	<p>NDIS Quality and Safeguarding Standards</p> <p>Acknowledgement and adherence to Board Code of Conduct (key personnel checks as per NDIS requirements)</p>	

<b>Current arrangements</b>	<p>Monthly meetings</p> <p>CEO, President, open channels of communication</p> <p>Global Board email group address and mobile phone contacts</p> <p>Access to mobile technology and board specific software applications (Board Effect)</p>	Board papers and departmental reports, agendas and minutes and annual report	
<b>Back up options</b>	President/Deputy president	Meetings and alternative locations or via Teams/Zoom/Video/Telephone Conference	

### Key Stakeholders/Partner Agencies to be contacted in the event of an emergency that disrupts normal operations

Customer or business name	Contact method
<i>Service delivery partners (ie Support Coordinators, Plan Managers, GPs, Pharmacies)</i>	<i>Client Specific</i>
<i>NDIS Quality and Safeguards Commission</i>	<i>Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a> Telephone No: 1800 035 544</i>
<i>Westpac Bank</i>	<i>Email or telephone or face to face</i>
<i>Harmonic IT Support</i>	<i>Email: <a href="mailto:support@harmonicit.com.au">support@harmonicit.com.au</a> Telephone No: 08 9707 2555</i>



<p>Funders - NDIS, Dep't of Communities, Health, ICWA,</p>	<p><u>NDIS</u>  Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a>  Telephone No: 1800 035 544</p> <p><u>Department of Communities</u>  Email: <a href="mailto:enquiries@communities.wa.gov.au">enquiries@communities.wa.gov.au</a>  Telephone No: 1800 176 888</p> <p><u>Department of Health</u>  Email: <a href="mailto:enquiries@health.gov.au">enquiries@health.gov.au</a>  Telephone No: (08) 9222 4222</p> <p><u>ICWA</u>  Telephone No: (08) 9264 3333</p>
<p>Yellow Digital – Communications and Media</p>	<p>Email: <a href="mailto:hello@yellowdigital.com.au">hello@yellowdigital.com.au</a>  Telephone No: 0421 882 350</p>
<p>Building and structural repairs and maintenance</p>	<p>Name: Malcolm's Home Maintenance  Telephone No: 9731 5329  Email: <a href="mailto:malcolm1962.mrh@gmail.com">malcolm1962.mrh@gmail.com</a></p>
<p>Letting agents and landlords (rented office premises – all locations except Bunbury)</p>	<p>Perth Office – 76 Hasler Road, Osborne Park  B &amp; R Kuscevic  36 Kookaburra Street  STIRLING WAS 6021  0428 116 223  <a href="mailto:bandrkuscevic@biqpond.com">bandrkuscevic@biqpond.com</a></p> <p>Therapy/Buss Office – 3 Fairbairn Road, Busselton  Professionals Southwest  PO Box 468  BUSSELTON WAS 6280</p>

08 9754 1522

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*MANDURAH WA 6210*

*08 9535 1822*

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<p>PPE suppliers</p>	<p>St. Johns Ambulance  Email: <a href="mailto:accoutns@stjohnambulance.com.au">accoutns@stjohnambulance.com.au</a>  Telephone No: 9334 1388</p> <p>Bell Fire Equipment Co Pty Ltd  Email: <a href="mailto:accounts@bellfire.com.au">accounts@bellfire.com.au</a>  Telephone No: 97256100</p> <p>Universal Choice Wholesaler  Email: <a href="mailto:sales@universalchoice.net">sales@universalchoice.net</a>  Telephone No: 1300 889 300</p> <p>EnableWA  Email: <a href="mailto:danielle@enablewa.org.au">danielle@enablewa.org.au</a>  Telephone No: 97927500</p>
<p>Fuel Supply for vehicles</p>	<p>EnableWA  Email: <a href="mailto:danielle@enablewa.org.au">danielle@enablewa.org.au</a>  Telephone No: 97927500</p>

## Insurance

Insurance type	<i>[Example: Building insurance.]</i>	<i>Business Insurance</i>
<b>Policy coverage</b>	<i>[Examples: damage from fire, floods, storms]</i>	Earthquake, Cyclone, Fire, Accidental Damage, Theft, Glass, Electronic Equipment, Building Damage.
<b>Policy exclusions</b>	<i>[Example: Damage from landslides.]</i>	Flood.

<b>Insurance company</b>		<i>Community Underwriting Agency Pty Ltd.</i>  <i>Grange Insurance Brokers</i>
<b>Contact name</b>		<i>Steve Guy</i>
<b>Phone number</b>		<i>08 9201 8088</i>
<b>Date product disclosure statement reviewed</b>	Select date	<i>30/11/2021</i>
<b>Payments due</b> Amount and frequency.	<i>[Example: \$XXX monthly.]</i>	<i>30/11/2021</i>

## Property and infrastructure

*[Describe how you protect your property and infrastructure from damage or theft. For example, alarms, security staff or cameras to protect against intruders, fire retardant or flood resistant building materials, fuel reduction to reduce fire risk.]*

How we protect our property and infrastructure.

*Office buildings are all protected by fire alarms and Bunbury HQ, South Metro offices are protected by security alarms. Building are well maintained, cleaned under contract arrangements.*

## Relocation options

*Please see below:*

<b>Location type</b>	Civic buildings and services (liaison via WA Gov't DOC and Health)	Private Home of Employees Private Home of Client	
<b>Address (and name if a business)</b>	Where available in affected locations	Where available	
<b>Resources and equipment available</b>	Portable ICT and mobile phones	Computers, Phones, Internet Access.	
<b>Resources needed</b>	Cloud based ICT including Carelink, Riskware, Employment Hero, Teams	Access to Remote Server.	
	Backup support and administration staff  Access to power generator or solar battery	Record keeping and financial acquittals specific to the incident/emergency	

## Staff training

Job title	Name	Skills or strengths	Training needed
Emergency Response Team Members	Hub Specific with Manager/Exec Oversight	Clinical, Managerial and Emergency/Disaster response experience	Procedural and operational knowledge

## How we maintain staff skills

How we document and regularly review staff skills to make sure we maintain required skills.

All staff skills and qualification and renewal dates are recorded in employment hero and updated by Enable WA HR Team

## Information Backup

How we back up our essential business information.

Information type	How often	Who's responsible	Procedure
All client, employee, HR and financial data recorded in all software platforms	Daily	Harmonic IT – Brett Shortland Name and mobile number. PH: 9707 2555	Backed Up automatically to Data Centre in Perth WA.

## **The emergency action plan**

This plan outlines **what to do in an emergency** and who to contact.

## **Communication methods**

Emergency communication approaches have been developed in consultation with Enable WA's Advisory Group and approved through Enable WA's Board of Directors

The primary objective of emergency communications is to ensure the quick and accurate dissemination of information for the safety and well-being of all Enable WA personnel, clients and stakeholders and that everyone affected by the emergency receives status updates until the situation/emergency is concluded.

## **PROCEDURES**

### **Level 1 - Routine Incidents**

Routine Incidents are those which can typically be handled locally (security, power outages, IT problems) and for which there is no immediate threat to life safety or critical infrastructure.

Despite no imminent threat, there may be a requirement to disseminate advisory information to Enable personnel, clients and stakeholders for awareness and if necessary, keeping individuals away from the affected locations.

Messaging for these scenarios will normally be sent through the Enable's MS Teams Platform and mobile text messages where necessary.

### **Level 2 - Emergency Incidents**

Emergency Incidents are situations which may require the assistance of emergency services including Police, Fire or Ambulance as the circumstances would be beyond the capacity of what could be handled directly by Enable WA.

These incidents have the potential to cause (or will have already caused), a disruption to normal operations and the potential for casualties and/or damage to infrastructure.

In these types of events, the Management Group will provide direction on actions and communications related to the emergency.

Critical information relating to emergency incidents will be communicated through established messaging protocol including:

- Enable's MS Teams Platform
- Internal and external email
- Telephone calls
- Enable's social media channels and established media protocols.

### **Level 3 – Disaster level Incidents**

Disaster level Incidents are significant and involve major disruption to Enable WA's operations, serious injuries, loss of life and critical infrastructure. Disaster level Incidents are well beyond Enable's capacity to manage and require a full emergency services response.

Emergency communications will flow through the established protocols in consultation with the WA Government District or Local Emergency Management Committee (DEMC/LEMC). There will also be significant involvement of the Management Group.

Disaster-level Incidents require a continuous and unimpeded flow of information involving all aspects of emergency communications, including:

- The development of key outbound messages for pre-approval by the President and/or CEO
- The coordination of news conferences and/or news releases in consultation with DEMC/LEMC
- Updating the media through the duration of an emergency event
- Convening a communication working group (if required) established by the CEO/President to circulate information when and where it is required

### **Post Emergency Communications**

The CEO and Management Group in consultation with DEMC/LEMCEOC will determine when an emergency event has concluded and regular communications may resume. Although the emergency may have subsided, it will still be necessary to inform Enable personnel, clients and stakeholders about recovery efforts and after-effects of an emergency incident.

These messages will typically be conveyed through Enable's MS Teams Platform, email, social media platforms and phone calls.



## External Emergency contacts Head office and Regions/Hubs

Organisation name	Contact Number
In an emergency call	000
WA Police (specific to each Enable Region)	131 444
St John Ambulance Call Centre	9334 1222
WA Country Health Services South West	08 9781 2350
WA Metropolitan Health Services (North and South)	08 9223 8500
Department of Fire and Emergency Services	13 3337
Department of Communities	08 6414 2777
NDIS Quality & Safeguarding Commission	1800 800 110
Western Power	131 087
Health Direct	1800 022 222
Employees and their emergency contact details	Accessed via Employment Hero App

## Emergency procedures

[List your emergency/evacuation procedures for events such as fires or storms. It may be useful to attach a copy of detailed emergency procedures and floor plan with the location of emergency exits, emergency kit and safety equipment clearly marked. Your emergency procedures should also include a map of evacuation locations for all emergencies.]

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
Fire evacuation procedure	<ol style="list-style-type: none"><li>1. Alarm raised and relevant emergency services authorities contacted.</li><li>2. Wait for evacuation signal.</li><li>3. Follow fire warden instructions.</li><li>4. Calmly evacuate the premises from nearest emergency exit.</li><li>5. Arrive at evacuation location.</li><li>6. Locate and account for all staff.</li></ol>	Bunbury HQ <ul style="list-style-type: none"><li>• Front car park</li></ul> Busselton <ul style="list-style-type: none"><li>• Driveway</li></ul> Manjimup Mandurah Osbourne Park <ul style="list-style-type: none"><li>• Front carpark/street</li></ul>	The Fire and emergency procedures.doc filed in Z: Drive under the 'Emergency' folder. A printed copy is also kept in the staffroom/Kitchen at each office	office floor plan, map of evacuation locations

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
Personal Threat	<p>Follow the Personal threat procedure</p> <p>Contact the police if safe to do so (000)</p> <p>Retreat to a safe place if safe to do so</p> <p>Locate and account for all staff</p>	<p>Outside or</p> <p>Osbourne Park</p> <ul style="list-style-type: none"> <li>● Outside meeting room</li> <li>● 2x meeting room</li> <li>● Storage room</li> </ul> <p>Bunbury</p> <ul style="list-style-type: none"> <li>● CEO's Office</li> <li>● HR Back Office</li> <li>● Therapy Front Office</li> <li>● Storeroom</li> <li>● Manager's Office</li> </ul> <p>Mandurah</p> <ul style="list-style-type: none"> <li>● Suites 1, 2, 3 and 4 (All Rooms)</li> </ul> <p>Busselton</p> <ul style="list-style-type: none"> <li>● Front and Back Door</li> <li>● Inside Toilet</li> <li>● Outside Toilet</li> </ul> <p>Manjimup</p> <ul style="list-style-type: none"> <li>● Front and Back door</li> <li>● Toilet</li> </ul>	<p>MS Teams Policy and Procedure channel.</p> <p>Employment Hero</p>	<p><b>Personal Threat Procedure</b></p> <p>Printed copy is found in the Emergency and Disaster Kit in every office and at the Bunbury HQ reception.</p>

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
Bomb Threat	Follow bomb threat procedure and checklist document.	Bunbury HQ <ul style="list-style-type: none"> <li>● Front car park</li> </ul> Busselton <ul style="list-style-type: none"> <li>● Driveway</li> </ul> Manjimup Mandurah Osbourne Park	MS Teams Policy and Procedure channel.  Employment Hero	<b>Bomb Threat Procedure and Checklist Documents</b>  Printed copy is found in the Emergency and Disaster Kit in every office and at Bunbury HQ Reception.  office floor plan, map of evacuation locations
Hazardous Materials	Follow Hazardous Materials Procedure	Bunbury HQ <ul style="list-style-type: none"> <li>● Front car park</li> </ul> Busselton <ul style="list-style-type: none"> <li>● Driveway</li> </ul> Manjimup Mandurah Osbourne Park	MS Teams Policy and Procedure channel.  Employment Hero	<b>Hazardous Material Procedure</b>  Printed copy is found in the Emergency and Disaster Kit in every office and at Bunbury HQ Reception.  office floor plan, map of evacuation locations
Medical Emergency	Call 000 – Ambulance Call for office first aider Perform CPR if able and required Obtain first aid kit	N/A		

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Supporting documents
Natural Disaster and/or Evacuation	Follow instructions from Enable's Management Team and DFES.	Bunbury HQ <ul style="list-style-type: none"> <li>● Front car park</li> </ul> Busselton <ul style="list-style-type: none"> <li>● Driveway</li> </ul> Manjimup Mandurah Osbourne Park <ul style="list-style-type: none"> <li>● Front carpark/street</li> </ul>	MS Teams Policy and Procedure channel.  Employment Hero	office floor plan, map of evacuation locations
Pandemic	Follow government advice  Enable's Management Group and Q&s Team to advise all workers.	Working from home policy and procedure to be followed	MS Teams Policy and Procedure channel.  Employment Hero	
Power Outage	LSW- Check Western Power website, Notify Bunbury Office and inform staff and clients.  USW- Check Western Power and inform staff and clients. Keep on note on the front door.  PEEL- If planned outage, Receive an email from real-estate agent and staff to work from home. If unplanned, inform clients and staff regarding power outage.  PERTH- Follow Power outage procedure			

## Fire and Emergency action plan drill schedule

Procedure type	How often	Office location/ person responsible	Next drill date
<i>Fire and evacuation</i>	<i>Twice Yearly</i>	Bunbury -Monique Venter, Elle Elias, Johathan Bingham, Jenna Bigg, Samuel Nicoll, Carloe Striek	Select date
		<i>Busselton – Coordinator Mark Wright</i>	Select date
		Manjimup – Coordinator Shelby McGovern	Select date
		Mandurah – Delle Postlethwaite, Gwenda Toko Mikahere	Select date
		Obourne Park – John Faulkner, Niomi Mathew, Kaleb Norman	Select date
			Select date
			Select date

## Emergency kit

### Location

**Osbourne Park:** Store Room

**Mandurah:** Suite 2- In the Kitchen

**Bunbury:** In the kitchen, under the microwave self

**Busselton:** Gym room – top shelf near door

**Manjimup:** Next to front door – under coffee table

### Emergency kit contents- to be ordered for each office[

Object	Checked/reviewed date	Responsibilities
Emergency management and recovery plan	1/07/2022	Hard copy to be provided by Manager to each Hub
Emergency and recovery contacts	1/07/2022	Hard copy to be provided by Manager to each Hub
Insurance documents	1/07/2022	Chief Financial Officer to access via remote server
Financial documents	1/07/2022	Chief Financial Officer to access via remote server
Torch	1/07/2022	HR Officer assigned to Head Office or Hub
First-aid kit	1/07/2022	HR Officer assigned to Head Office or Hub
Portable radio	1/07/2022	HR Officer assigned to Head Office or Hub
Plastic bags	1/07/2022	HR Officer assigned to Head Office or Hub
Spare batteries	1/07/2022	HR Officer assigned to Head Office or Hub
Adhesive tape	1/07/2022	HR Officer assigned to Head Office or Hub
Pen/pencil and notepad	1/07/2022	HR Officer assigned to Head Office or Hub
List of employees and contact details	Select date	Accessible to all employees via Enable remote server/Carelink

### Emergency team roles and responsibilities

[Important responsibilities that need to be covered.]

Fire Warden	Communicate procedures to all staff.			
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<b>First Aid Officer</b>	<i>Supervise and action emergency evacuation procedures.</i> <i>Attend relevant training courses.</i> <i>Conduct regular drills.</i> <i>Update procedures regularly.]</i> <i>Attend relevant training courses</i> <i>Check first aid kits</i>			
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## The recovery plan

We complete this plan **after an emergency** happens to help recover our business.

[Find services and tools to [help your business recover.](#)]

## Business impact assessment

[Based on your assessment of the damage to your business, complete the table below.]

Anticipated Impact to Services	Severity	Action	Recovery steps	Resources needed	Actioned by	Estimated completion
<i>Delivery of support services to vulnerable clients</i>	Select severity	Repair	<i>Explore alternative strategies for support and refer to client specific emergency response plan</i>	<i>Access to client and staff files/rosters</i>		Select date
<i>Delivery of corporate services (HR, ICT &amp; Finance)</i>	Select severity	Select action				Select date
Staff Wellness	Select severity	Select action				Select date



<b>Anticipated Impact to Services</b>	<b>Severity</b>	<b>Action</b>	<b>Recovery steps</b>	<b>Resources needed</b>	<b>Actioned by</b>	<b>Estimated completion</b>
Building/Office infrastructure and functionality						

## Recovery contacts

*[Include all of the organisations/people that will be essential to the recovery of your business. For example: insurance providers, service providers, employees, suppliers, business advisers or lawyers.]*

The key people who will help us recover.

<b>Customer or business name</b>	<b>Contact method</b>
<i>Service delivery partners (ie Support Coordinators, Plan Managers, GPs, Pharmacies)</i>	<i>Client Specific</i>
<i>Westpac Bank</i>	<i>Email or telephone or face to face</i>
<i>Harmonic IT Support</i>	<i>Email: <a href="mailto:support@harmonicit.com.au">support@harmonicit.com.au</a> Telephone No: 08 9707 2555</i>

<p>Funders - NDIS, Dep't of Communities, Health, ICWA,</p>	<p><u>NDIS</u>  Email: <a href="mailto:contactcentre@ndiscommission.gov.au">contactcentre@ndiscommission.gov.au</a>  Telephone No: 1800 035 544  <u>Department of Communities</u>  Email: <a href="mailto:enquiries@communities.wa.gov.au">enquiries@communities.wa.gov.au</a>  Telephone No: 1800 176 888  <u>Department of Health</u>  Email: <a href="mailto:enquiries@health.gov.au">enquiries@health.gov.au</a>  Telephone No: (08) 9222 4222  <u>ICWA</u>  Telephone No: (08) 9264 3333</p>
<p>Yellow Digital – Communications and Media</p>	<p>Email: <a href="mailto:hello@yellowdigital.com.au">hello@yellowdigital.com.au</a>  Telephone No: 0421 882 350</p>
<p>Building and structural repairs and maintenance</p>	<p>Name: Malcolm's Home Maintenance  Telephone No: 9731 5329  Email: <a href="mailto:malcolm1962.mrh@gmail.com">malcolm1962.mrh@gmail.com</a></p>
<p>Letting agents and landlords (rented office premises – all locations except Bunbury)</p>	<p>Perth Office – 76 Hasler Road, Osborne Park  B &amp; R Kuscevic  36 Kookaburra Street  STIRLING WAS 6021  0428 116 223  <a href="mailto:bandrkuscevic@biqpond.com">bandrkuscevic@biqpond.com</a>    Therapy/Buss Office – 3 Fairbairn Road, Busselton  Professionals Southwest  PO Box 468  BUSSELTON WAS 6280</p>

08 9754 1522  
[carol@profsbsn.com.au](mailto:carol@profsbsn.com.au)

*Manjimup Office – 6a Brockman Street, Manjimup  
Stubberfield, Patrick & Anne  
37 Ipsen Street  
MANJIMUP WA 6258  
0428 712 413  
[Whitehouse37@bigpond.com](mailto:Whitehouse37@bigpond.com)*

*Mandurah Office – U1,2,3,4/55 Sutton Street, Mandurah  
H&N Perry  
54 Mandurah Terrace  
MANDURAH WA 6210  
08 9535 1822  
[hnperry@hnperry.com.au](mailto:hnperry@hnperry.com.au)*

<p><i>PPE suppliers</i></p>	<p><i>St. Johns Ambulance</i>  <i>Email: <a href="mailto:accoutns@stjohnnambulance.com.au">accoutns@stjohnnambulance.com.au</a></i>  <i>Telephone No: 9334 1388</i></p> <p><i>Bell Fire Equipment Co Pty Ltd</i>  <i>Email: <a href="mailto:accounts@bellfire.com.au">accounts@bellfire.com.au</a></i>  <i>Telephone No: 97256100</i></p> <p><i>Universal Choice Wholesaler</i>  <i>Email: <a href="mailto:sales@universalchoice.net">sales@universalchoice.net</a></i>  <i>Telephone No: 1300 889 300</i></p> <p><i>EnableWA</i>  <i>Email: <a href="mailto:danielle@enablewa.org.au">danielle@enablewa.org.au</a></i>  <i>Telephone No: 97927500</i></p> <p><i>EnableWA</i>  <i>Email: <a href="mailto:danielle@enablewa.org.au">danielle@enablewa.org.au</a></i>  <i>Telephone No: 97927500</i></p>
<p><i>Fuel Supply for vehicles</i></p>	

## Insurance claims

*[What insurance policies have you claimed for? Use the table below to record any discussions you have with insurers about your claims.]*

<b>Insurance company</b>	<b>Contact details</b>	<b>Date of contact</b>	<b>Details of conversation/claim</b>	<b>Follow up actions</b>
<i>[Example: XYZ Insurance]</i>	<i>[Example: D Higgins, Phone number]</i>	<i>Select date</i>	<i>[Example: The assessor will visit on Tuesday 14 May. Estimated claim amount is \$XXX]</i>	<i>[Examples: estimating the damage, locating and listing serial numbers for stolen equipment, providing photos, do not clean up the property until inspected]</i>

## Marketing strategy

*[Detail your marketing strategy after the emergency. If your business is reopening its doors, how will you get the message out? What channels will you use to target customers? How does this strategy differ in light of any changes in the market?]*

<b>Activity</b>	<b>Channel(s)</b>	<b>Message</b>
<i>Liaison with Yellow Digital</i>	<i>Regular communications traditional media and social media</i>	<i>Subject to circumstances</i>

This Plan will be reviewed as per the following schedule unless otherwise required.

<b>Date</b>	<b>Completed/comments</b>
June 2023	Routine Review – actions to be completed by Lauren
June 2024	
June 2025	