



VIVID

Emergency Policy

POLICY:

Murray Human Services Inc., trading as We are Vivid (Vivid), recognises its responsibility to provide a safe and healthy work environment for clients, employees, consultants, contractors and visitors. This commitment extends to ensuring that Vivid's operations do not place the community at risk of injury, illness or property damage.

As far as is practicable, Vivid will:

- provide safe equipment and systems of work;
- provide written procedures and instructions to ensure safe systems of work;
- ensure compliance with legislative requirements and current industry standards;
- provide information, instruction, training and supervision to clients, employees, and contractors to ensure their safety, as far as practical;
- provide support and assistance to employees.

SCOPE:

This policy, and the following procedures, apply to all Vivid sites. Each site will have a documented Emergency Management Manual that is specific to that location.

In this policy "Site Manager" is a reference to a site's Team Leader, or Business Coordinator or the most senior manager based at that site.

PROCEDURES:

1. Emergency Management Manual

- 1.1 An Emergency Management Manual must be prepared and maintained by the Site Manager for all reasonably foreseeable emergencies that could occur within each site and be reviewed every 12 months by the Administration Assistant (Risk & Quality) in conjunction (where necessary) with emergency services specialists.
- 1.2 Emergency Management Manuals must take into account the existing emergency systems of each site such as fire protection equipment, communication systems, emergency lighting, exit doors and stairwells. They must also take into account

Approved by: Chief Executive Officer

Emergency Policy

Approved: 21 February 2019

Next Review Date

November 2026

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staffing levels during normal working hours as well as after-hours activities and contacts.

- 1.3 The need to move persons with disabilities must also be considered including the facilities and equipment easily available to aid persons with a disability and the allocation of who is responsible for ensuring all persons with a disability are accounted for and safely moved.
- 1.4 The Emergency Management Manual must be displayed on each site's OH&S notice board and be accessible on SharePoint.
- 1.5 At each site, all risks will be continually monitored by the Site Manager in order to minimise the potential for an emergency and the Emergency Management Manual is, where appropriate, to be amended (provided the amendment has the prior approval of the Administration Assistant (Risk & Quality) accordingly.
- 1.6 Emergency Contact numbers for internal and external emergency contacts must be included in each site's Emergency Management Manual.
- 1.7 The Administration Assistant (Risk & Quality) is responsible for ensuring that the equipment provided for emergency procedures is checked by qualified personnel in accordance with service contracts.
- 1.8 The Administration Assistant (Risk & Quality) has responsibility for ensuring that the maintenance of emergency equipment (fire extinguishers, fire blankets, hydrants and hoses, sprinklers, alarms and detectors) is conducted in accordance with legislative requirements.
- 1.9 Where smoke detectors are not hard wired, battery changes are to be scheduled and arranged by the Administration Assistant (Risk & Quality) and records maintained of all maintenance and inspection work.

2. Internal Emergencies

Some potential internal emergencies that must be considered when developing an Emergency Management Plan are:

- 2.1 Fire;
- 2.2 Medical Emergency;
- 2.3 Security breach/civil disturbance;
- 2.4 Bomb threats/suspect package;
- 2.5 Hazardous material spill/toxic emissions;
- 2.6 Infectious disease outbreak;
- 2.7 Other hazards specific to Vivid.

3. External Emergencies

Some potential external emergencies that must be considered when developing an Emergency Management Plan are:

- 3.1 Storm;
- 3.2 Flood;
- 3.3 Bush fires;
- 3.4 Thunderstorm asthma;
- 3.5 Motor vehicle accident;
- 3.6 Civil disturbance;
- 3.7 Hazardous material spill/toxic emissions;
- 3.8 Explosion;
- 3.9 Any other area specific risks;
- 3.10 Incident at an adjacent business - such as a fire that could affect a Vivid site;
- 3.11 Infectious disease outbreak.

4. Evacuation Site Plan, Exits and Assembly Points

- 4.1 An Evacuation Site Plan must be developed and maintained by the Site Manager for each Vivid site. These will be displayed at appropriate points throughout each site and contain the site layout, emergency exit points, emergency equipment location, assembly point(s), brief instructions and key emergency contact numbers.
- 4.2 Exits must be highlighted on the Evacuation Site Plan and consideration must be given as to how persons with disabilities will reach these exits.
- 4.3 Emergency exits and their access routes must remain unobstructed at all times.
- 4.4 Assembly Points
 - 4.4.1 This is the point of muster after an evacuation. It is preferred that two Assembly Points are nominated - the second area is to be used if safe access to the first is compromised by the emergency. Primary and secondary Assembly Points must be highlighted on the Emergency Site Plan for each site.
 - 4.4.2 No person is to leave the Assembly Point until directed by Site Manager.

5. Evacuation Pack (Accommodation Services only)
 - 5.1 An Evacuation Pack must be readily available, in an accessible location, at all Accommodation Services sites.
 - 5.2 The contents of the Evacuation Pack must be checked by the Site Manager and Health and Safety Representative (HSR) monthly using the [Evacuation Pack Contents Checklist](#). This Checklist is to be completed and saved in the OH&S file on server for that site.
 - 5.3 It is the responsibility of the Residential Supervisor to update the Daily Residential Checklist, the Evacuation Pack checklist has been completed.
6. Central Control
 - 6.1 A Central Control must always be available at each site.
 - 6.2 The Central Control refers to the location of the Site Manager and the communication system used in an emergency (e.g. public address system or megaphone, if available).
7. General Emergency Procedure
 - 7.1 It is highly recommended that employees download the Emergency+ app to their smart phone. This app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.
 - 7.2 In the event of an emergency staff must:
 - 7.1.1 Raise the alarm by informing the Site Manager and/or the most senior staff member at the site.
 - 7.1.2 Ensure that Emergency Services (police, fire or ambulance) are contacted by dialling 000.
 - 7.1.3 Inform and remove all persons from immediate danger.
 - 7.1.4 Close doors and windows (if safe and do not lock them).
 - 7.1.5 Tackle the emergency (e.g. use a fire extinguisher) only if safe to do so.
 - 7.1.6 Ensure collection of attendance rolls along with visitor sign in records to be used to check personnel evacuated.
 - 7.1.7 Always follow the Site Manager's instructions.

8. Raising the Alarm

- 8.1 When an emergency is identified the staff member discovering the emergency must notify other occupants of the site by using the alert system (e.g. public address system or megaphone) for that site.
- 8.2 That staff member also has responsibility for notifying, if time permits, the Site Manager.

9. Evacuation Drill

- 9.1 An evacuation drill must be held at each site at least annually to familiarise all staff, clients and residents (where applicable) with this policy.
- 9.2 Throughout the drill the Site Manager will:
 - 9.2.1 review/test the evacuation process and procedures;
 - 9.2.2 identify needs and planning inadequacies;
 - 9.2.3 demonstrate capabilities and communication;
 - 9.2.4 provide opportunities for people to work together.
- 9.3 The Site Manager and the HSR must determine a schedule of evacuation drills and ensure that they occur. The schedule for evacuation drills must be a standing item in staff meeting agendas.
- 9.4 The [Evacuation Drill Report](#) must be completed in an evacuation drill. An electronic copy is to be saved in the [OH & S file in Microsoft Teams](#) for that site and also forwarded to the Administration Assistant (Risk & Quality).
- 9.5 With Accommodation Services' sites, it is the responsibility of the House Coordinator to update the [Daily Shift Report](#) that the [Evacuation Drill Report](#) has been completed.
- 9.6 An assessment of each evacuation drill will be conducted by the Site Manager and HSR of each site. Evacuation Drill Forms will be used to assist in the review of the Emergency Management Manual for each site.

10. Site Manager's role in the event of an emergency

- 10.1 The Site Manager, on becoming aware of an emergency, must take the following actions:
 - 10.1.1 Ensure appropriate emergency services have been notified;
 - 10.1.2 If necessary initiate evacuation procedures;

- 10.1.3 Brief the emergency services upon their arrival on the type, scope and location of the emergency;
- 10.1.4 Direct persons under their control to check the site for any abnormal situation;
- 10.1.5 Communicate with and advise emergency services personnel as soon as possible of the circumstances and actions taken;
- 10.1.6 Provide emergency services personnel with a list of the occupants of the site and confirm which of those persons have been accounted for;
- 10.1.7 Operate firefighting equipment ONLY if safe to do so;
- 10.1.8 Ensure an orderly evacuation from the building to the Assembly Point;
- 10.1.9 Maintain control of all evacuated persons at the Assembly Point;

10.2 Health and Safety Representatives

If the Site Manager is absent during an emergency, the HSR must follow the actions listed in the clause 10.1.

11. Emergency Management Training

The Human Resources Manager will ensure that:

- 11.1 All Site Managers and HSRs are provided with initial and annual refresher training, which will be recorded in the Staff Professional Development Plan.
- 11.2 Staff are provided with fire safety training, which will be recorded in the Staff Professional Development Plan.
- 11.3 Staff participate in an evacuation drill and receive refresher training on emergency management procedures at least annually. This will be recorded in the Staff Professional Development Plan.
- 11.4 Emergency (including site specific) procedures will be included in induction training for all new staff and contractors.

12. Fire Safety Manual (Accommodation Services)

- 12.1 It is the responsibility of the House Coordinator to ensure:
 - 12.1.1 The Fire Safety Manual is updated annually or as required.
 - 12.1.2 Weekly Fire Safety Checklist are completed and documented using the Fire Safety Checklist Form.

12.1.3 Evacuation drills and/or fire drills are undertaken on a two monthly basis and recorded in the [Evacuation Drill Report](#).

12.1.4 The Evacuation Pack contents are checked monthly using the [Evacuation Pack Contents Checklist](#) and updated as required. The Daily Shift Report ([Burke House](#), [Crossen](#) & [Paroo](#)) is completed.

12.2 The documents required in this manual are:

12.2.1 Vivid's Emergency Policy;

12.2.2 [DHHS Fire Safety Handbook \(Burke House\)](#);

12.2.3 [Emergency Management Manual](#);

12.2.4 [Evacuation Site Plan](#);

12.2.5 [Emergency Contacts Form](#);

12.2.6 [Evacuation Pack Contents Checklist](#);

12.2.7 [Weekly Fire Safety Checklist](#);

12.2.8 [Evacuation Drill Report](#);

12.2.9 Details of fire safety issues reported, action required and evidence that actions have been completed satisfactorily;

12.2.10 Essential safety measures records/reports.

12.3 Accommodation services must, in their Fire Safety Manual, have:

12.3.1 A list of Residents;

12.3.2 A Client Status Report for each resident;

12.3.3 A Fire Risk Behaviour Assessment for each resident;

12.3.4 Fire Damage to Asset Form.

13. Business Continuity Plan

13.1 The Business Continuity Plan (BCP) will be maintained to plan for Vivid's response to critical incidents, including natural disasters, disease control and loss of utilities.

13.2 The BCP must contain measures to enable continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.

- 13.3 The BCP must also include planning for the following:
- 13.3.1 preparing for, and responding to, the emergency or disaster;
 - 13.3.2 making changes to client supports, including the temporary relocation of SDA residents;
 - 13.3.3 adapting, and rapidly responding, to changes to client supports and to other interruptions;
 - 13.3.4 communicating changes to client supports to workers and to participants and their support networks.
- 13.4 The Administration Assistant (Risk & Quality) is responsible for ensuring that the BCP is reviewed on at least an annual basis with that review process including consultation with clients and their support networks.
- 13.5 Any review or change to the BCP must be approved by the Chief Executive Officer and tabled with the Board of Management.

14. Failure to Comply

Failure to comply with this policy may result in disciplinary action in accordance with the [Disciplinary Policy](#). This may include informal counselling, warnings or termination of employment.

15. Related Policies and Documents

Other policies and documents which are relevant to the Emergency Policy include:

- 15.1 [Heat Policy;](#)
- 15.2 [Continuous Improvement Policy;](#)
- 15.3 [In Case of Emergency information;](#)
- 15.4 [Health & Safety Induction Policy;](#)
- 15.5 Crisis Communications Plan;
- 15.6 [Heatwave Preparedness Checklist.](#)

Version Control

V1.0 - 21.02.2019	V1.1 - 03.04.20	V1.2 - 08.09.2020	V1.3 - 06.09.2022	V1.4 - 13.10.2022	V1.5 - 14.11.2024
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