

POLICY 2.10 – EMERGENCY & DISASTER MANAGEMENT

Wonderland Community Services (WCS) will create, uphold, review and modify as required The Emergency and Management Plan for the organisation to ensure planning occurs that ensures that the risks to the health, safety and wellbeing of participants/young persons 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 participants/young people in an emergency or disaster.

PROCESSES

Quality Indicators	How WCS will do this.
<ul style="list-style-type: none"> Measures are in place to enable continuity of supports that are critical to the safety, health and wellbeing of each participant/young person before, during and after an emergency or disaster. 	<p>When an emergency or disaster occurs the Management Team will meet and determine which supports are critical to the safety, health and wellbeing of each participant/young person before, during and after an emergency or disaster and document this information in our management staff meeting minutes.</p> <p>The Emergency and Disaster Management Plan will be read, and this policy will be referred to.</p>
<ul style="list-style-type: none"> The measures include planning for each of the following: <ul style="list-style-type: none"> a) preparing for, and responding to, the emergency or disaster; b) making changes to participant/young person supports; c) adapting, and rapidly responding, to changes to participant/young person supports and to other interruptions; d) communicating changes to participant/young person supports to workers and to participants/young 	<p>Site Managers, Client Care Officers, and Key Workers will be invited to a planning meeting to outline the specific step by step requirements needed for each participant/young person to prepare for and respond to the emergency or disaster, what changes are required for the participant/young person supports, how to quickly make changes as required, communicate changes to the participants/young persons and their network supports including COS workers.</p>

Quality Indicators	How WCS will do this.
person and their support networks.	
<ul style="list-style-type: none"> The governing body develops Emergency and Disaster Management Plans (the <i>plans</i>), consults with participants/young persons and their support networks about the plans and puts the plans in place. 	In developing the Emergency and Disaster Management Plan and especially for review of the plan the WCS Governing Body will ensure participants/young persons and support networks are consulted for feedback.
<ul style="list-style-type: none"> The plans explain and guide how the governing body will respond to, and oversee the response to, any emergency or disaster. 	WCS Governing Body will ensure that the plans will guide how they will respond to and oversee any emergency or disaster.
<ul style="list-style-type: none"> 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. 	WCS Training and Compliance Manager will ensure a review of the plan occurs bi-annually adjusting the plan as required with new information around potential emergencies and disasters that might impact the organisation, its staff, its operations and participants/young persons, and have this plan approved by the Chief Safety Officer.
<ul style="list-style-type: none"> The plans have periodic review points to enable the governing body to respond to the changing nature of any emergency or disaster. 	Review points are bi-annually in line with other reviews that occur in the organisation for continuous improvement.
<ul style="list-style-type: none"> The governing body regularly reviews the plans and consults with participants/young persons and their support networks about the reviews of the plans. 	Feedback for changes to the Emergency and Disaster Management Plan will be published and an email to all participants/young persons and support networks will be sent to ask for further feedback about the plans.
<ul style="list-style-type: none"> The governing body communicates the plans to workers, participants/young persons and their support networks. 	WCS Governing body will require Site Managers to call whole staff meetings to communicate plans to staff. WCS Governing body will require Administration Staff (Intake and Bookings) and Client Care Officers to communicate plans to participants/young persons and their support networks in the event of an emergency or disaster.

Quality Indicators	How WCS will do this.
<ul style="list-style-type: none"> Each worker is trained in the implementation of the plans. 	<p>The Governing Body will upload the Plans to the WCS Learning online platform and will require staff to read the plans as part of their initial and ongoing training bi-annually. In addition, an email providing the Emergency and Disaster Management Plan will be sent to staff bi-annually to read.</p>

DATE	PERSON/S	DETAILS
07.08.2025	Becci Fazldeen	Review and update
29.01.2025	Ashleigh Davis	Review and update
01.03.2024	Bronwyn McMullen	Review and update
24.11.2021	Toni Mehigan	Policy created