

P017 – Emergency and Critical Incident Policy & Procedures

1. Purpose

Managing emergencies and critical incidents effectively is an essential part of providing quality and safe disability supports and services.

Under the National Disability Insurance Scheme (NDIS), service providers are responsible for developing emergency and disaster management plans.

The purpose of this policy is to ensure District 360 prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event.

2. Scope

This policy applies to:

- Senior management
- all staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers.

3. Definition

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

Emergency management is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity.

A critical incident is an unexpected traumatic event, involving personal or professional threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.

A traumatic event is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then

include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

Complex trauma refers to a condition resulting from multiple exposures to one or more traumas. When repeatedly exposed to traumatic stress, disruptions can occur in brain structure and function, central and autonomic nervous system arousal, endocrinological and immunological function. These biological disruptions interact with psychological, emotional, cognitive and spiritual **processes**.

Critical Incident Debriefing (CID) is a preventative health measure to minimise the impact of traumatic events and the development of major psychological health problems such as posttraumatic stress disorder (PTSD).

Clinical Waste means waste that has the potential to cause disease, including, for example, the following- animal waste; discarded sharps; human tissue waste; laboratory waste.

Hazardous substance are substances which can cause detrimental health effects, such as damage to respiratory tract, skin, eyes, etc., including carcinogens and are defined as such under WHS Legislation.

Pandemic is the worldwide spread of disease. Outbreaks of new infectious diseases can cause more severe illness than other diseases already circulating in the population due to a lack of immunity to the new disease. This lack of immunity may also increase the pandemic potential of the new disease.

4. Principles

- a) Emergency management planning is being prepared for events or incidents that stretch our ability to cope beyond normal day-to-day capacity.
- b) The organisation is committed to the protection of consumers, staff, volunteers, board members, students and visitors during emergencies.
- c) District 360 swiftly and effectively responds to emergency situations, with the foremost goals of preserving life, protecting the organisation's property, and restoring operations as quickly as possible.
- d) Critical incidents can be a threatening experience and appropriate supports are required to minimise long term effects arising from exposure to the trauma.

5. Outcomes

Emergency situations are prevented as far as practical. The negative impacts of emergency situations and critical incidents are minimised through effective management.

6. Functions and Delegations

Position	Delegation/Task
Management	Develop and Review Emergency and Critical Incident Policy. Compliance with Emergency and Critical Incident Policy.

	<p>CEO</p> <p>Ensures development and implementation of Emergency and Critical Incident Policy.</p> <p>Ensures potential disaster and emergency situations are identified, and appropriate emergency management plans are in place.</p> <p>Manager</p> <p>Lead responsibility for implementation of emergency and critical incident procedures, including identification of potential situations, developing, documenting and communicating response plans, reporting on actual situations, and reviewing policy and procedures following a disaster or emergency situation.</p> <p>Coordinate staff training in emergency and critical incident, such as fire response, building evacuation, etc.</p>
Staff	<p>Compliance with Emergency and Critical Incident Policy. Contribute to the development of Emergency and Critical Incident Policy. Administration Officer Coordinate emergency evacuation drills.</p>

7. Risk Management

All senior management, managers, staff and volunteers are trained in disaster and emergency response procedures at induction by the Induction Coordinator.

Emergency evacuation drills are undertaken in all sites annually under the instruction of Office Manager.

Disaster and emergency management plans are reviewed annually and/or following the event of a disaster or emergency situation. As far as possible, traumatic events are prevented, and the impacts of trauma are minimised following traumatic events.

8. Policy Implementation

All staff have access to and are familiar with policies and procedures relating to disaster emergency management.

All staff have information which outlines actions to follow for various disaster and emergency situations, and are supported to undertake training for specific roles in emergency and critical incident.

9. Policy Details

District 360 identifies, prevents and manages disaster and emergency situations within its sphere of responsibility and influence, until the arrival of appropriate emergency services.

A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, board members, managers, contractors, volunteers, students, visitors and consumers, including:

- fire
- gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- bushfire
- storm
- earthquake
- bomb threat
- civil disorder or illegal occupancy
- hostage or terrorist situation
- death
- robbery
- physical (including sexual) assaults.
- Pandemic – life threatening disease

10. Risk Assessment

District 360 uses risk assessment processes to identify and control barriers to effective emergency management.

Staff, Board members, managers, contractors, students, volunteers and consumers are expected to behave in a way which minimises the risk of emergencies occurring.

11. Preparedness

The **Emergency Plan Checklist (F069)** supports the organisation to prepare for potential disaster and emergency situations and is reviewed on an annual basis.

8 TOPICS OF THE P-CEP (Person-Centred Emergency Preparedness) MODEL

Living situation

- With whom they live
- Where they live, including the location and demographic (e.g. town, city, etc.)
- What type of place they live in, e.g. a house, an apartment, etc.
- The accessibility of their home and any potential fire/safety exits to be aware of

It should also outline where the person will live during an emergency, e.g. their parents' home, a residential facility, etc.

Social Connections

This refers to their social relationships/connections. It can be family, friends, carers, colleagues, etc.

In an emergency, they form a crucial support network.

Transportation

Transportation includes transport needs, e.g. wheelchairs. It also includes places they need to go to e.g. work, shopping, etc.

In the plan, this section should take into account how the person will use transport and what kind, as well as if they are able. E.g. a boat during a flood. If not, then alternatives should be considered and included.

Management of Health

This refers to any information or medication that is relevant to the person's health needs, such as medicines, nutrition, mental health needs, insurances, etc.

This is important to include as it ensures the person's health is maintained and emergency medications are available.

Assistance with Animals

Some people with disability may have assistance animals for physical or emotional support.

For example, a person with low vision may have a guide dog who helps them navigate.

If this is the case, it is vital that the person's assistance animal is looked after and safe during an emergency, as well as their insurances (medication, tags/collars, etc.).

Assistive Technology

These are devices, systems, or designs that make tasks more accessible to people with disability.

For example, hearing aids, screen readers, prosthetics, etc. which may need extra batteries or protection from wear and tear.

Personal Support

Personal support refers to the support a person with disability receives to help them with daily activities. Usually, a carer or support worker provides this support.

The plan should include who comprises this network and in which areas the person needs support. E.g. family, friends, health professionals, etc.

Communication

Communication methods differ depending on the person's disability.

The person's plan should include their preferred communication method and supports needed, e.g. computer, internet, assistive technology, etc. If this not possible, alternatives should be considered and included in the plan.

All staff, board members, managers, contractors, students and volunteers are provided with training to ensure they are familiar with implementation of disaster and emergency management plans.

All staff, board members, managers, contractors, students and volunteers familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

All fire safety activities undertaken by the organisation are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

Where relevant, all staff, students and volunteers familiarise themselves with techniques to minimise physical and emotional harm from other people.

12. Response

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property District 360 initiates recovery and aims to restore operations as quickly as possible.

The availability of critical incident debriefing is an essential component of the organisation's approach to emergency management.

When required, supportive counselling is provided to consumers, staff, volunteers, students and board members who are affected by an emergency or critical incident within two hours of the event (for defusing and mobilisation) and then within 48 to 72 hours (for critical incident debriefing).

13. Emergency and Critical Incident Procedures

District 360 managers are to support the participant to complete F069 Emergency Plan and Checklist

Staff are to follow the instructions outline in the Emergency plan and if they have any questions, these are to be directed to their line manager.

A Critical Incident Report:

- is to be completed by the staff member involved in the incident or notification of the incident.
- is to contain as much information as possible and indicate the people directly involved in the incident.

The staff member who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support. They are to contact emergency services where required and must contact their manager immediately.

Management will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.

Where required, a meeting will be organised to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with the affected person's relatives and other supports
- Liaison with other organisations
- Counselling and supporting staff, board members, volunteers, students and consumers not directly involved in, but affected by, the incident.
- Media management (if required)
- Where appropriate District 360 may be required to provide support to the family in the form of:
 - hiring interpreters
 - making arrangements for hospital/funeral/memorial service/repatriation
 - obtaining a death certificate
 - assisting with personal items and affairs including insurance issues

District 360 will conduct a review of actions arising from the above meeting to ensure:

- Follow up such as de-briefing, counselling and prevention strategies have been completed.
- Relevant people have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
- Further follow up required is documented and responsibilities allocated to appropriate staff.

14. Critical Incident Debriefing (CID)

Critical Incident Debriefing (CID) will occur within 24 hours after the incident.

Debriefing may include individual and group counselling, where the aim is to:

- Decrease feelings of isolation
- Provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.

There will usually be an initial counselling session, followed up with one or more debriefing sessions.

Initial counselling will occur as soon as possible after the incident, preferably immediately or within a few hours. Depending on the type or severity of the critical incident, initial defusing may include:

- A short factual statement about what is known about the incident, the possible effects on those involved, what is being done for them and what is going to happen in the future, eg.; planned debriefing sessions

- Information on acute stress response (what is happening to people now) and how people can care for themselves. See Information Handout Traumatic Events
- An arrangement for a structured debriefing session within 48-72 hours
- The provision of different levels of service for those differently affected
- Referrals to various resources including counsellors.

District 360 will maintain confidentiality to ensure that:

- Only a record of when and where a debriefing took place will be kept; and
- No information will be released without the agreement of the individual or group.

15. Evacuation

Office

In the event of an alert to evacuate either verbal, automatic alarm or manual alarm and the threat is not immediate, all consumers, staff, board members, managers, contractors students, volunteers and visitors:

- Proceed along designated routes to the designated assembly area(s)
- Ensure assistance is provided to people with disabilities and/or special needs
- Office Manager to collect visitor sign-in and staff attendance registers and direct people to assembly point
- Check attendance at assembly area against the attendance registers.
- Remain at the assembly area until advised by Management] and/or emergency personnel that it is safe to return to premises.

In the Community

In the event of an alert to evacuate either verbal, automatic alarm or manual alarm and the threat is immediate, all staff;

- Exit the building or premises immediately to the designated assembly area(s)
- Ensure assistance is provided to people with disabilities and/or special needs
- Contact your manager immediately and inform of the situation
- Remain at the assembly area until advised by the management and/or emergency personnel that it is safe to return to premises.

Additional guidelines for threat of fire: In the event of a fire threat and if it is safe to do so, close all doors and windows and turn off power supply before leaving the premises.

Additional guidelines for bomb threat: In the event of a bomb threat and the threat is not immediate, open all doors and windows before leaving the premises.


16. Fire

In the event of a fire:

- Trigger the fire alarm
- Contact fire emergency services
- Alert the nominated fire warden and/or a senior staff member

- Evacuate people from the immediate area of the fire behind a rated fire door or outside the building
- Fight the fire with existing equipment if safe to do so.

R	REMOVE	Remove person/s from immediate danger if safe to do so
A	ALERT	Raise the alarm by phoning 000staying the emergency. FIRE / SMOKE: and use the break glass fire alarm (where fitted). Alert the Manager/Delegate as appropriate.
C	CONTAIN/CONTROL	The fire and smoke by closing all doors in the area. Leave lights on.
E	EXTINGUISH/EVACUATE	Extinguish only if safe to do so, otherwise Evacuate

	Carbon Dioxide	Dry Powder	Water	Wet Chemical
Type of Extinguisher:				
Colour Code	Red body BLACK band	Red body WHITE band	Red body RED band	Red body OATMEAL band
For use on:	For flammable liquid, electrical, oil, grease, all other.	For chemical, flammable liquid, electrical, gases.	For use on paper, wood and plastics fires.	For use on cooking oils and fats. Also suitable for wood, paper and plastics.
Not for use on:		(Electronics)	Flammable liquids, cooking oils, fat or electrical fires	Energised electrical equipment

17. Bomb

In the event of a bomb threat via phone call:

- Remain calm
- Record as much information as possible from the caller using questions and observations including:
 - What type of bomb is it?
 - How will it go off?
 - What does it look like?
 - When it set to go off?
 - Where is it?
 - When was it put there?
 - Who put it there?
 - Why was it put there?
 - Will it explode or will something be released?
 - If a substance is released, what is it? How much is there? How will it be released?
 - Observations about the caller: gender, age, accent?
 - Any background noise?
- Contact police who can assist in determining if evacuation is required
- If instructed, evacuate consumers, staff, Board members, students, volunteers and visitors as for the above evacuation procedures
- Notify CEO/Manager and/or other senior staff

In the event of a letter bomb (threat via postal mail):

- Do not disturb, move or touch the package if possible
- Contact police who can assist in determining if evacuation is required
- If instructed, evacuate consumers, staff, Board members, students, volunteers and visitors as for the above evacuation procedures
- Notify CEO/Manager and/or other senior staff

18. Suspicious Mail

In the event of a suspicious item of postal mail arriving to the premises:

- Do not disturb, move or touch the package if possible
- If you have touched the article wash your hands if it is possible, within the work area
- Contact police who can assist in determining if evacuation is required
- Inform others present of what has occurred and advise them to stay in their work area
- Prevent others from entering the work area
- Do not attempt to clean up spilt material or brush it off your clothing
- If instructed, evacuate consumers, staff, Board members, students, volunteers and visitors as for the above evacuation procedures
- Notify CEO/Manager and/or other senior staff

19. Holdup

In the event of a hold-up situation:

- Assume the offender is armed and that any firearms are loaded
- Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all questions asked
- Do not attempt to disarm or apprehend the offender
- Take mental notes of details about the offender and any items that are touched by the offender
- If it is safe to do so, raise the alarm by dialling your last call or District 360

Immediately after the incident:

- Lock access doors to secure the area and prevent people from approaching
- Notify the police immediately
- Notify CEO/Manager and/or other senior staff
- Attend to the post-incident needs of consumers, staff, Board members, volunteers, students and visitors affected by the incident.

20. Earthquake

In the event of an earthquake: If you are indoors:

- Remain indoors and seek shelter under strongly constructed tables, desks or door frames
- Keep away from windows, fixtures, furniture, and items that may become unstable
- Evacuate the premises if it is safe to do so.

If you are outdoors:

- Move quickly away from buildings, electrical structures and flammable products
- Proceed to designated assembly area if safe to do so. After the earthquake:
- Check attendance at assembly area against the attendance registers
- Respond to injured people
- Check for gas leaks, power failure and any other hazard - Turn off electricity, gas and water if it is safe to do so
- Prevent entry to premises if unsafe - Contact and liaise with emergency services if required
- Notify CEO/Manager and/or other senior staff.

21. Flood

In the event of a flood: - Do not enter the flood waters

- Eliminate potential electrical hazards
- Place high value equipment and records away from impending floodwaters if it is safe to do so
- Stay in a safe location while it continues to offer protection

- Evacuate consumers, staff, Board members, students, volunteers and visitors as for the above evacuation procedures.
- Contact and liaise with emergency services if required
- Notify CEO/Manager and/or other senior staff.

22. Clinical waste

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

Single-use sharps should be placed (by the user) into a sharps container that meets the Australian and New Zealand Standards AS 4031:1992 and AS/NZS 4261:1994.

23. Pharmaceutical waste

When uncertain about how to dispose of leftover pharmaceuticals, they should be returned to pharmacy for correct disposal.

Most disinfectants can be disposed of through the sewer system by running cold water into the sink before pouring the disinfectant into the sink. Leaving the cold water running for a few moments after the disinfectant has been disposed of dilutes the disinfectant.

24. Hazardous substances

Hazardous substances such as chemicals – toxic or corrosive substances, bloodborne pathogens, biological hazards, chemical exposures, respiratory hazards, sharps injuries

- A material safety data sheet (MSDS) / Safety Data Sheet (SDS) will be provided in the workplace for all hazardous substances;
- If hazardous substances are used at the workplace then they must be a current hazardous substance register
- Undertake a risk assessment for all hazardous substances, including air monitoring if needed, and in some cases prepare a risk assessment report (see below);
- Provide information and training to people likely to be exposed to a hazardous substance at the workplace before they start work, including information and training on:
 - the potential health risks and any toxic effects;
 - the control measures and their correct use;
 - correct care and use of PPE; and
 - any need for, and details of, health surveillance.
- Keep records of the information and training provided;
- Reduce the risks to people at the workplace that could arise from exposure to a hazardous substance by means of preventing of exposure, or where this is not practicable, reducing exposure using controls other than personal

protective clothing and equipment (PPE). Only use PPE where other controls are not practical or not sufficient.

25. Pandemic

A pandemic can be loosely categorised as the direct risks of infection and the indirect risks arising from changes to usual work arrangements.

In the event of a pandemic situation, Workplace will take the appropriate measures to minimise disease transmission and prevent infection are based on an understanding of how the disease is transmitted from person to person.

In the event of a pandemic, refer to the [Department of Health WA](#)

In the event of a pandemic, follow the following guidelines.

a. Social distancing

A primary transmission control measure is social distancing, that is reducing and restricting physical contact and proximity. Encourage social distancing through measures such as:

- allowing only identified, essential employees to attend the workplace
- utilising alternative work options including work from home
- discouraging handshaking, kissing and other physical contact in the workplace
- maintaining a minimum distance of one metre between employees in the workplace (person-to-person droplet transmission is very unlikely beyond this distance)
- discontinuing meetings and all social gatherings at work including informal spontaneous congregations
- closing service counters or installing Perspex infection control barriers
- using telephone and video conferencing.

b. Hygiene and use of personal protective equipment

Transmission can be reduced by undertaking additional cleaning at the workplace and supporting good personal hygiene. More information on hygiene and cleaning, including some specific guidelines, is provided in Appendix A. Hand and respiratory hygiene training should also be provided. Unwell employees with pandemic-like symptoms should not be at work. If an employee develops symptoms while at work, they inform the office and go home immediately.

c. Control entry to the workplace

Given the situation, drastic measure may come into place by restricting entry to the workplace of persons who may have been infected with a pandemic disease or who have a relatively high risk of contracting it. Based on medical advice, employers and employees should comply with exclusion periods for employees who are exposed to the infectious disease, show symptoms, are ill or have returned from travel to

pandemic-affected areas. This may include taking an employee's temperature prior to allowing them entry to the workplace.

26. Emergency Contact Numbers

District 360 - 1800 411 818

Police - 000

Local Police - please ensure you inquire about the nearest police station.

Fire Brigade - 000

Ambulance - 000

Royal Perth Hospital - (08) 9224 2244

Fremantle Hospital - (08) 9431 3333

State Emergency Centre - 132 500

Alcohol and Drug Support Line - 08 9442 5000 / 18001980424

Mental Health Emergency Response Line - 1300 555 788 (Perth metropolitan)

Lifeline - 13 11 14

Here For You - 1800Here4U 1800 437 348

Disability Services Commission WA - (08) 9329 2300

Poisons Information Centre - 13 11 26

National Association of Loss & Grief - 1800 195 575

27. Other relevant District 360 policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- M003 Health and Safety Handbook
- P027 Work Health and Safety Policy
- P028 Medication Management Policy and Procedures
- P035 Safeguarding Participants Policy
- P047 COVID-19 Plan and Business continuity Policy and Response Plan
- F069 Emergency Plan and Checklist

28. Related legislation and links

- Ausmed: [Maintaining Continuity of Supports for NDIS Participants](#)
- Collaborating 4 Inclusion:
 - [Person-Centred Emergency Preparedness \(P-CEP\) Toolkit](#)
 - [Person-Centred Emergency Preparedness \(P-CEP\) Workbook](#)
- National Disability Insurance Scheme:
 - [The NDIS in each state](#)
 - [New NDIS Practice Standards and Quality Indicators | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)
- Queensland Government:
 - [Disability Inclusive Disaster Risk Reduction](#)
 - [Disaster Preparedness for People with Disability](#)
 - [Disaster Preparedness](#)
- Victoria Government: [Social services sector emergency management policy](#)
- United Nations: [Disability-Inclusive Disaster Risk Reduction and Emergency Situations](#)

29. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

30. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	19 November 2019
Last updated Date	31 July 2024
Next Review Date*	31 July 2025
Last amended	- Updated contact details

APPENDIX A – Emergency Evacuation Checklist

SITE EMERGENCY PLAN EMERGENCY EVACUATION CHECKLIST

Item	Comments and Time
Alarm activated	
Emergency Services called (if required)	
Wardens report – <area>	
Wardens report – <area>	
Note: include communication with staff manning entrances around building	
Persons with disabilities accounted for	
Evacuation completed	
Security arrived	
Emergency services arrived	

Comments (include any injuries, reports, names etc):

APPENDIX B – Fire And Evacuation Instruction Record

The instructions given take into account the following components:

1. The location of the buildings’ escape routes (fire exits and pathways to an exit).
2. A procedure for conducting members of the public to an exit and then to the designated assembly area (safe place).
3. Checking of all rooms (including toilets) for people (after assessing the risk from smoke or fire).
4. The location of fire-fighting equipment (fire extinguishers, fire blankets & fire hose reels).
5. The location of fire alarms or equipment for warning of fire (if applicable).
6. The method of operation of fire-fighting equipment (fire extinguishers, blankets & hose reels).
7. The method used to activate fire alarms or equipment for warning of fire (if applicable).
8. Making the announcement for occupants of the building to evacuate. This can be delivered via messengers or a public address system (if applicable)
9. Contacting the Fire Service using ‘000’ telephone number passing on details of the emergency.
10. Assessing the effectiveness of the building evacuation, with consideration as to who may be missing and where they may still be within the building. (Conducting a head count)
11. Meeting the attending Fire Service Officer to pass on updated details of the emergency.

Instruction Guidelines

- **General evacuation instructions** must be given to staff within 2 days of a person commencing work in the building (Points 1-5) and repeated annually.
- **First response evacuation instructions** must be given to staff within one month of a person commencing work in the building (Points 1-7) and repeated two-yearly.
- **Evacuation coordination procedures** must be given to nominated responsible staff within the month prior to that person taking on those responsibilities (All Points) and repeated annually.
- Instructions on **any change to the Fire Evacuation Plan** must be given to all persons within one month of the change taking effect.

BUILDING:

ADDRESS:

Date	Name of Person Trained	Instruction Given (Use numbers listed in the above points as indication)											Instructors Name
12/12/2009	I. Blum	1	2	3	4	5	6	7	8	9	10	11	B Jones

FIRE AND EVACUATION PRACTICE RECORD

BUILDING NAME:

ADDRESS:

Date	Time evacuation started	Time evacuation ended	Action to be taken e.g. Review of building fire and evacuation plan or giving additional instruction
			-

Practice Evacuations Guidelines

- Evacuation practices must be conducted **annually for all buildings**.
- The practice must be carried out with an **appropriate number of persons**.
- The practice must be carried out in an **appropriate way**.
- The practice must be **recorded**.

The Practice Record must include the following:

1. The date of the evacuation
2. The times the evacuation started and ended
3. Any action taken as a result of the evacuation.

APPENDIX C – Community and Disability level for duress alarms

Dependent on the client's level of care/complexity, a duress alarm may be required. District 360 will identify the client's level at the time of initial assessment.

Support level	Details	Duress procedure
Level 1	Low care	Contact District 360 1800 411 818 and the participants support coordinator.
Level 2	Medium care	Contact District 360 1800 411 818 and the participants support coordinator Optional – Duress alarms dependent on client's needs
Level 3	High / complex needs / behavioural challenges	Mandatory for client to purchase GPS Tracker / Duress Alarm Unit and pendant/s through clients AT funding.