

Disaster/Emergency Management Plan

This plan outlines how FCLT plans for, and responds to disasters and emergencies, including the management of COVID outbreaks within the service.

All people receiving support, their families, fellow services, partners, and suppliers are alerted to this plan.

Internal continuity plan:

Continuity plan coordinator: Nishant Bansal, Administration Manager - 0424 680 002

Back up coordinator: Rambir Singh, Operations Manager - 0424 316 060

Personal Assistant to the Team: Divya Kapoor

Essential services in order of priority:

1. **Priority A:** Shared homes with 24/7 support coverage. Response to be customised for 100% continuity.
2. **Priority B:** Visiting support to private homes with high levels of dependency and limited natural supports. Response to be customised for safe levels of support with reductions and withdrawals of support if necessary and possible.
3. **Priority C:** Visiting support to private homes with reasonable levels of independence and some natural supports. Response to be customised for safe levels of support with reductions and withdrawals of support if necessary. Support can be reduced or suspended for extended periods of time.
4. **Priority D:** Sites for hosting daily lifestyle activities. Support can be reduced or suspended for extended periods of time.

Support skill sets:

The General Manager, Service Manager, Operations Manager, Personal Assistant, Service Coordinators, House Coordinators, and rostered supports workers all have the training required to continue direct support under difficult circumstances. They receive supplementary directions and training to suit approaching and changing conditions.

ALL DIRECTIONS ARE DERIVED FROM STATE GOVERNMENT AGENCIES AND MONITORED FOR CHANGE BY THE DAY. THESE BROAD COMMUNITY DIRECTIONS ARE REFINED, AS DIRECTED BY THESE AGENCIES, TO SUIT THE VULNERABILITIES OF THE PEOPLE BEING SUPPORTED BY FCLT.

Relevant issues and responses:

Plan activation

The Continuity Plan Coordinator and General Manager monitor sector notifications. Either can call the response team to an immediate Zoom meeting.

Planning

All team personal work from home-based offices with full digital communication hardware and software and a vehicle. There are Service Coordinators living and working in each main provision areas that are trained to work alone if the areas are isolated or communications fails.

Communications

Daily team Zoom meetings commence as soon as a response is required as well as the commencement of a phone text chain so that the team can continually talk to each other. Essential partners are regularly updated

A plan specific to managing COVID 19 outbreaks is included in our policies and procedures – Managing COVID Outbreaks

Rising levels of support difficulty indicating the need for serious support delivery modifications, reductions and possible complete closure are notified to Communities and NDIS if and as they start arising.

Staff depletion

Plans have been discussed for severe staff depletion including mobile teams, the closure of low priority areas and the redeployment of staff. The approach to staff depletion, beyond our control, will be notified to Communities and NDIS for the arrangement of external and inter-service assistance.

This is not a precise, procedural plan but rather a guide to let employees know what sorts of strategies to be ready for.

If employee numbers were seriously depleted the following steps would be taken, commensurate to the shortage:

- Extending capacity by matching qualified supervision with non-qualified personnel
- Approving the use of overtime
- Calling on volunteers to work alongside remaining employee numbers

- Setting up mobile support teams to circulate around homes to help skeleton crews at crucial times, like personal care in the mornings and evenings. This could include delivering meals from a central kitchen
- Mobile support teams might also be used to circulate amongst people who receive visiting support in their own homes
- In a severe shortage the people we support might need to be congregated in a smaller number of homes or sheltered locations
- Some employees have expressed an interest in taking clients to their houses
- if the extent of a crisis warrants it. The need for this, and who would be involved, would be assessed at the time

All of this would, of course, depend on consultation with government agencies, doctors, and health officials.

Delivery of essential services to the community

FCLT does not deliver any essential community targeted services. It delivers only to those who contract for support.

Delivery of FCLT Services

Any indication of a coming need to modify, reduce or close any locations would be relayed to Communities and NDIS for directions.

Cancelling annual leave, approving overtime, redeploying workers, cross training, brokering workers from other organisations, using volunteers, part-time workers, retired workers and restructuring down to survival level service provision is possible with direction from Communities and NDIS.

Human resources

Cross training methods are in constant practice to maintain FCLT' flexibility.

All personal can move freely between locations and contracts because screening checks are the same for all personnel, at all levels of the organisation

There are no human resource impediments to moving personal because the entire workforce is focused, oriented, and trained in the same way and comes under the same award.

Testing plan

The plan has been successfully tested during the 2020 COVID-19 pandemic and continues to work each time it is applied to COVID outbreaks

Communication with service users/families/workers

All directions issuing from the team are:

- Posted on the opening page of the website and archived in the websites Staff Memo folder
- Sent out to all personnel by email
- Sent or given to people being supported who can comprehend the directions
- Sent to families and people responsible for people being supported who cannot comprehend the directions
- Discussed in person with people who have difficulty comprehending directions
- Email addresses and phone numbers are always on tap for all personnel
- Links and hard copies of all directions from government agencies are continually provided and updated on the opening website page and in emails
- Educative information is relayed personally, on the website, by email and posted as hard copies on the walls in all support locations

Planning ahead:

All scenarios, including the worst-case scenarios are reviewed in readiness.

Available Assets

- Eastside Studios:
 - Large heated accessible area for emergency shelter
 - Commercial kitchen for central food distribution
 - Extra freezers for food management
 - Accessible bathroom and toilets
 - Gas and electric heating
 - Gas and electric cooking
- Caravans – Three double berth electric/gas caravans
- Portable Generators x 4

- Vehicle fleets including wheelchair accessible vans in each main service provision area – Devonport/Latrobe and Burnie/Wynyard
- Portable Marquees for shade and shelter
- Many foldup beds
- Water trailers x 2
- Three mobile toilets, one fully accessible

Drills

- See the Fire Safety policy that addresses home evacuation drills
- An annual two-to-three-month summer camp is set up in the Full Care Lifetime (FCLT) utilising all our outdoor equipment. Most of our residential clients and their support workers stay over for a few nights as a holiday but it is also a drill for:
 - Getting to know how clients and staff react to unexpected and unusual environments
 - Getting used to delivering support in unusual environments
 - Testing some assets

Other considerations

Accounts have been opened for the supply of personal protective equipment. Reserve supplies are held in depots in each of the two main service provision areas. An Employee Support Provider who understands the stress of emergencies has been engaged with open, anonymous access for all personnel.