



Disaster Plan

Event	Planning	Responding	Communicating	Recording	Reviewing	Responsible
IT Failure	Decentralised, cloud based SAAS systems are in place eliminating single points of failure with multi levels of redundancy affording access to core business systems and processes anywhere, anytime.	The Executive Team, communicate with all staff via social media (BaseCamp & QBTime) on mobile or fixed devices giving the necessary directions for the provision of client services.	The Executive Team will initiate all communication with any impacted clients, staff and other allied health professionals. Clients will have multiple access points either via the HWH 1800 number and/or BaseCamp	Records will be recorded on The Incident Report accessible via the internet and resolved through the Incident Management process.	The Review is embodied in the Incident Management System and available in the associated register	Executive Team
Natural Disaster	All service delivery locations (client homes) distributed throughout Greater Sydney/Newcastle are to be detailed and assessed for the likelihood of a natural disaster and the details of relevant emergency services noted.	The Support Coordinators have responsibility to engage with emergency service, to initiate emergency protocols as appropriate and to initiate any alternate service provision, review of service needs and the rescheduling of staff. They will develop responses appropriate to the threat	The relevant Support Coordinator in consultation with the Directors have responsibility for communicating with the relevant emergency services to understand the impact and appropriate response to the disaster.	Records will be recorded on The Incident Report accessible via the internet and resolved through the Incident Management process.	The Review is embodied in the Incident Management System and available in the associated register	Executive Team
Pandemic Infectious Disease	In the event of a pandemic the Directors have a responsibility to develop a pandemic infectious disease plan consistent with the relevant Health Authority that provides guidance for staff and clients.	The Support Coordinators in conjunction with the Directors have responsibility to ensure continuity of services and to apply all safety measures and to ensure appropriate staff capacity, training and PEP available	The Directors are responsible for communicating with the regulatory bodies, clients, and the nominated representatives and with other staff to ensure full understanding of the impact and responses to the pandemic.	A pandemic plan is to be developed, implemented and kept current by the Directors consistent with guidance by the relevant Health Authorities and a record will be kept utilising the Incident Management System.	The Review is embodied in the Incident Management System and available in the associated register	Executive Team