Emergency Management Plan

HWH Corporate Office

August 2023

Contents

In Case of an Emergency

ALWAYS CALL 000 (TRIPLE ZERO) IF THERE IS AN IMMEDIATE DANGER TO LIFE

For advice, speak to an HWH Principal and lodge an Incident Report, which will notify the Incident Management Team.

Documentation information

Validity Period

Valid Till: Dec 2024,

Approved By: Staff Principal

To Be Reviewed: Dec 2025

Distribution

Name	Position Title and Organisation Name	Date Sent	Email Address
Katie Nesbitt	Principal - Service Delivery	TBA	katie.nesbitt@homewisehealth.com.au
Caroline Rigby	Principal – Clinical Governance	TBA	caroline.rigby@homewisehealth.com.au
Will Holmes à Court	Principal – Finance & Administration	TBA	will.hac@homewisehealth.com.au
Clinical Care Managers			Included as a Message in the HWH HQ file. Link to our Google document.

Purpose

This Emergency Management Plan details how the HomeWise Health (HWH) Corporate Office will prepare for and respond to emergencies that may impact business continuity and our ability to continue providing our clients with the highest level of care.

Scope

This document outlines HWH's emergency management arrangements. This plan applies to all Corporate office staff, contractors, and visitors. This document does not address Emergency Plans related to individual clients as these are addressed on a client-by-client basis and held in their file in our Care Management System (Basecamp) associated with care delivery.

Preparing for an emergency

Our Service profile

Homewise Health provides in-home managed care services to clients who are Aging or living with a disability. Our services include Active Care, 24 Hour Live-In Care and Sleepovers, and the management/oversight and support for the client's various health conditions.

Services may range from as little as 3 hours per week to 24x7 (168 hours per week) coverage.

The Emergency Plan intends to ensure the safety and well-being of corporate staff and our clients, which requires business continuity to ensure service delivery continuity.

Should HWH's Corporate Office, a rented premise, be compromised by any emergency we have, with the benefit of few back office staff and familiarity with remote working, immediate access to the home of one of the Principals, Caroline Rigby, within walking distance. This will serve as the Emergency Office in case of the need for an evacuation.

This premise is located at 2A Bourgoyne Street, Gordon, an adjacent suburb with easy access to public transport. In addition, should we require longer-term accommodation, we have access to the North Shore Corporate Centre in Gordon, which we occupied premises before moving to the current Pymble premises.

Direct experience by the Principals of an emergency (a roof collapse) in an antecedent business in 2018 equips them to respond to any emergency that makes the office impossible to occupy in the short to medium term.

General Information

Service Name	In-Home Care Services
Physical Address	Suite 201B, Building 2, 20 Bridge Street, Pymble
Office Days	Mon-Fri
Office Hours	9 am – 5 pm
Service Days	Mon-Sun
Service Hours	24 Hours
Phone	1800 717 590
Email	info@homewisehealth.com.au
Website	www.homewisehealth.com.au
Relocation Location/address and phone number	2A Burgoyne Street, Gordon, 2072 1800 717 590
Number of service users	50
Total Number of Staff	110
Methods used for communications to the care community (clients & support workers)	Phone & BaseCamp Application – Pings (Short Text), Case Notes (Messages)

Building information summary

This section outlines Pymble Corporate Centre's fire and emergency safety features and any known building and site hazards, such as chemical or fuel storage.

The building's Emergency Management Plan and response team are first5minutes. First5minutes provides an extensive eTraining module and good documentation.

Fire suppression systems

System	Location
Refer to the Novlan Building Manager.	Ground Floor / adjacent office (exterior entry) Location of Control Valve

Alarms

Alarms	Location	Monitoring Company	Location of Shut-off Instructions
Fire:	Refer to the Novlan Building Manager.		
Intruder:	Refer to the Novlan Building Manager.		
Other: [e.g. duress alarm]	Refer to the Novlan Building Manager.		

Utilities

Utilities	Location	Service provider	Location of Shut-off Instructions
Water:	Refer to the Novlan Building Manager.		
Electricity:	Refer to the Novlan Building Manager.		

Communication systems

System	Location
Internet	Refer to the Novlan Building Manager.

Building and site hazards

Hazard Description	Location
All site-related hazards	Refer to the Novlan Building Manager.

Clients and staff requiring additional support

Staff

This Emergency Plan addresses the requirements of Office Staff at the Pymble location. It is available to all in the Basecamp documents and covers disaster prevention, preparedness, response, and recovery.

Clients

Each HWH has a client-specific Emergency Plan, which is located in their BaseCamp file.

Each file identifies the particular requirements of each client, such as

- Medical conditions which require a medical management plan (for example, asthma)

- Those recovering from an accident or illness

- Have a vision, hearing or ambulatory impairment

- Have an intellectual disability

- Use of a wheelchair or scooter

- Those who are Aging or living with a disability

- are non-English speaker

Staff requiring additional support

Name	Location	Condition	Assistance is needed during an emergency.	Who is responsible?
Nil				

Transport

All office staff have adequate independent transport, and client transport solutions are articulated in their emergency plans. Support Workers' transport, being remote workers by occupation, will be unlikely to be impacted by any emergency at the corporate office as they seldom need to visit.

Emergency Kit Checklist

The Emergency Kit Contains:	Yes/No/NA
Service's information	
List of emergency contacts and staff information (in phones)	Yes
Service users' data and next-of-kin contact information (in phones)	Yes
Service users and staff with an additional support list (contained in the plan), including any service users' medications and cool packs/care plan/identification	Yes
Copy of facility site plan and the plan, including evacuation routes	Yes
General equipment and supplies	
Facility keys	Yes
Standard Portable First Aid Kit and its location in the Store Room	Yes
A charged mobile phone and charger/s (batteries checked and charged)	Yes
Torch with replacement batteries or wind-up torch (batteries checked and charged)	Yes
Whistle	NA
Pens, markers, paper	NA
Bottled water (use by date checked)	NA
Portable non-perishable snack (use by date checked)	NA
Sunscreen and spare sunhats	NA
Antibacterial wipes, hand sanitiser gel and surgical face masks	Yes
Date Emergency Kit Checked:	30 Aug 23
Next check date:	30 Jun 24

Responding to an emergency

Emergency Contacts

Emergency Services

<div style="background-color:#8B1A00; color:white; padding:10px;">
ALWAYS CALL **000** (TRIPLE ZERO) IF THERE IS AN IMMEDIATE DANGER TO LIFE
</div>

Our Service Contacts

Key Organisational roles

Key Roles	Name	Phone	Phone (After Hours)	Mobile
Approved Provider or Person with Management or Control Representative	Katie Nesbitt			0411 464 362
Responsible Person / Primary Nominee	Katie Nesbitt			0411 464 362
First Aid Officer	Erin Sharp			0407 342 011
OHS Representative	Katie Nesbitt			0411 464 362
Bulk Messaging System Operator (e.g. SMS)	Suzie Crowne			0410 829 079

Key organisational

Position	Name	Phone	Mobile
Emergency Evacuation/relocation contacts	Katie Caroline Will	As for Mobile	As Below

Local contacts

Organisation	Name	Phone	Location/address
Fire	Fire & Rescue NSW	02 9493 1037	966 Pacific Hwy, Gordon NSW 2072
Police Station	Gordon Police Station	02 9418 5399	2 Park Avenue, Gordon NSW 2072
Hospital/s	Royal North Shore Hospital	02 9926 7111	Reserve Road, St Leonards NSW 2065
Electricity	Novlan Building Manager	0400 802 926	Managers Office Building 2
Water Corporation			
Facility Plumber			Adjacent to HWH (exterior entrance)
Facility Electrician			

Service users' staff primary emergency contacts

Refer to BaseCamp for Staff Records for current Staff and Emergency contact names and numbers.

Incident Management Team (IMT)

Our Incident Management Team (IMT) will direct how we respond to emergencies.

Our IMT follows our corporate structure. As HWH is small, there are too few staff to assign each IMT role to a different person. As such, staff members can take on multiple roles.

Incident Management Team

| Title	Name	Contact number
Principals	Katie Nesbitt	0411 464 362
	Caroline Rigby	0400 346 245
	Will Holmes à Court	0411 519 999
Clinical Care Managers	Milgo Vetta-Alim	0415 338 006
	Jussel Vega	0407 342 011
	Martina Goulden	0413 796 640
Care Administration	Suzie Crowne	0425 324 610

Figure 1 – Incident Management Structure
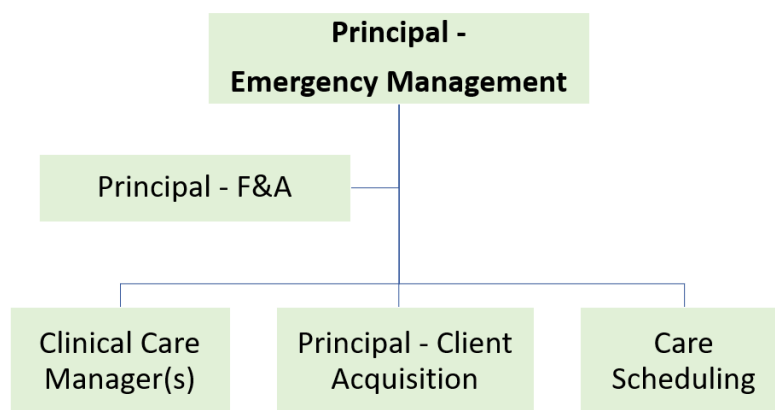
Communication Hierarchy

This hierarchy enables us to easily identify who will contact the relevant person or clients, such as emergency services, in an emergency.

Figure 2 – Our Communication Hierarchy
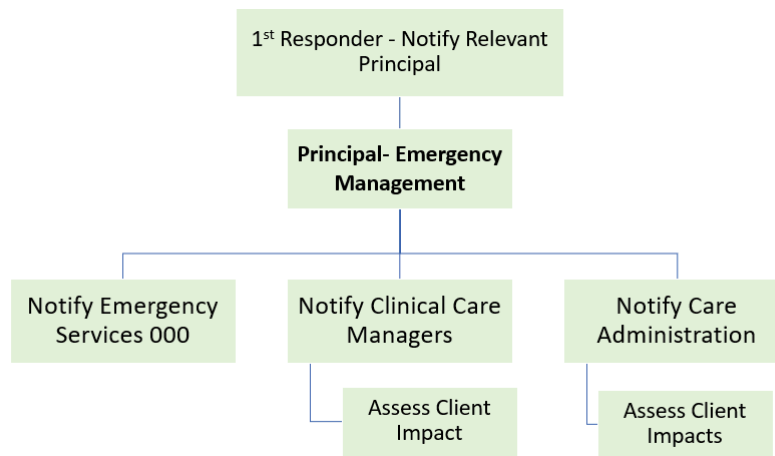
Emergency response procedures

During an emergency, it may be necessary to **activate one or a combination** of the following emergency procedures:

• Altering or ceasing services

• Relocation

• Evacuation

• Shelter-in-place

• Shelter indoors

HWH will apply good judgment when actioning any emergency procedures as the circumstances of the emergency need to be considered in your response. These procedures will be modified to incorporate any specific modifications/additions arising from our risk assessment.

Response procedures for specific emergencies

From a location perspective, the office in a ground-floor suite in one of three buildings in the Pymble Corporate Centre adjacent to Ryde Road and next door to Bunnings, enjoys a lower-risk operating environment.

The potential hazards might arise from;

Power Outage

In the event of a power outage, we would

1. Contact the building manager, currently Alfie Guliano, in the adjacent office or failing that ring the Landlord's agent, Novalan.
2. Determine the source of the failure and the length of the potential outage. Note that having a Bunnings mega store next door incentivises the electricity authorities to rectify any local power failure expeditiously.
3. Should the outage be local to the building and anticipated to be longer than an hour or two, principals will decide whether to decamp to the backup premises or ask the staff to work from home or do client visits.

Flooding/Water Hazards

In the event of flooding through water service failure, as the hilly topography does not expose the sire to flooding other than via a burst water main, we would follow a similar process to a power outage.

Fire Event

In the event of a fire and the subsequent alarm, we will

1. Follow the Building Managements "In case of fire" evacuation procedure.
2. Determine the duration of the disturbance and take a similar decision path as for power outages.

Notably, Pymble Fire Station is within 200 meters of the building, so a fire is unlikely to do extensive damage.

Internet Outage

If the office lost its internet access, a service critical to the performance of our roles, staff would.

1. Toggle to their mobile phones.
2. The Principal responsible for the Emergency Response or other manager would immediately take steps to understand the cause and duration of the outage.
3. For a short-term outage, i.e. < 1 day, there would be no change as mobile internet access is adequate.
4. For longer than a day, staff may work out of home or at the Emergency Office until services are restored.

Road Accidents

Bridge Street is the only route to the Corporate Centre which has three access points 2 of which are for the underground parking. The facility is situated halfway down the street. It is a street that facilitates the movement of trucks for servicing Bunnings, Storage Services, Trade Stores, other light industries, commercial units, the Army Reserve and professional offices.

In the case of an accident blocking the road, vehicular access can be from either end, so we don't foresee that this would, in any circumstance, impact the business.

Area Map
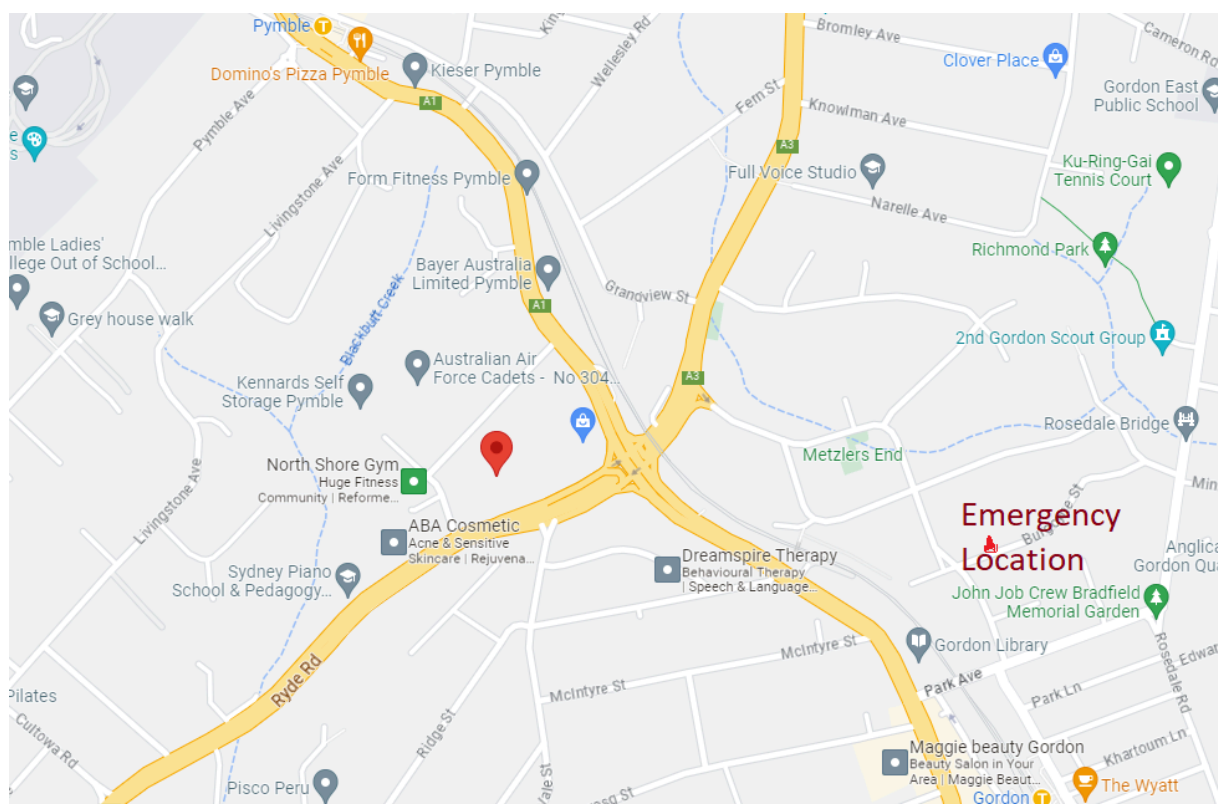
Evacuation Map

As above

Recovery

Refer to the Business Continuity Plan

Emergency Management Plan Completion Checklist

This completion checklist has been developed as a 'final check' to assist us in confirming that we have completed all the necessary components of our plan.

Component	P / O	Action Required
The distribution list has been completed	YES	Included in Basecamp
The site profile has been populated and reflects the service's general information, other services/users of the site and building information summary	YES	
Service users and staff requiring additional support have been identified, and strategies are put in place for these persons in the event of an emergency	YES	Included in Basecamp
A transportation plan has been completed	NA	
Potential local hazards have been identified	TBA	

Component	P / O	Action Required
Risks have been rated and risk assessments included	YES	
Local mitigations/controls have been specified	YES	
Emergency Kit Checklist has been completed	YES	
Appropriate key local community contact numbers have been added for example Fire, Ambulance, Police, local government, nearest hospital	TBA	
Key contact numbers for internal staff have been added	YES	
Approved Provider or Person with Management or Control Representative and department regional contact numbers are included	YES	
Service users'/staff's primary emergency contacts have been added	YES	Included in Basecamp Client file
An Incident Management structure has been identified, with appropriate persons assigned and contact details provided	YES	
Responsibilities are clearly defined and back up names included for each position in the incident management team	YES	
Communications tree detailing process for contacting emergency services, staff and primary emergency contacts is included	YES	
Altering or ceasing service, evacuation, lockdown, shelter-in-place and shelter indoors procedures are in place and are completed	YES	
Localised emergency response procedures have been developed for specific emergencies in-line with the hazards/threat identified in the risk assessment	YES	
The area map has: • two evacuation assembly areas on-site • external evacuation routes • surrounding streets and safe exit points marked • emergency services access points marked	TBA	
Final check completed by:	KN	
Date:	31 Aug 23	