

EMBER

PREPAREABILITY

Emergency Preparedness for
NDIS and Care Providers



PROVIDER REQUIREMENTS

Preparing for natural disasters such as bushfires and floods is something we all need to do. As a care provider, emergency planning for the people you support and the staff you employ is crucial to the safety of all.

Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants 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 in an emergency or disaster.

The NDIA expects all registered providers to have emergency plans in place and ready to enact if required, as part of their registration requirements.*

WHY I NEED THIS BOOKLET

The content contained in the booklet is designed to support NDIS and Care Providers as they think, prepare and act in emergency situations. It not only provides tips for supporting individuals living with disability but outlines a holistic approach, focusing on support staff, evacuation vehicles and sensory kit items.

The content contained within this booklet is designed to be a guide. Organisations should endeavor to tailor the content to suit the protocols and procedures of their organisation along with staff and the people they support.

Helping your not for profit be emergency ready

THE EMBER PROGRAM

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This booklet has been designed to support your existing processes and to get you thinking about safety. Emergency plan templates, support staff checklist and sensory kit ideas are contained within.

Two FREE Apps have been designed to help you support participants plan and to communicate with non-verbal individuals - the Non Verbal Communicator App and the EmberApp - Emergency App.

Visit www.emberapp.com.au/download for more.

- *Source: NDIS and bushfire and emergency support | NDIS (@ 8 December 2020)*

MEET OUR CHARACTERS

In this guide you will meet EMBER's mascots who will teach you how to prepare for emergency situations. You can also find out more about them on the EMBER Website and App.



**EMBER
THE KOALA**



**FLAME THE
COCKATOO**



**BLAZE
THE ROO**



**ASH
THE WOMBAT**



PARTICIPANT PLANNING

GEOFF'S STORY

Living on the South Coast of NSW, Geoff has unfortunately experienced the rage of bushfires first hand.

Geoff has experienced two bushfire events on the South Coast, first in 2001-2002 whilst living with his family in Erowal Bay and later in 2019-2020 living in supported accommodation in North Nowra.

His memory of the most recent bushfires is strong, making him an advocate for emergency preparedness:

"On New Year's Eve the fires swept the mountains heading north towards Nowra. It got really dark outside because of the smoke.

The house staff informed me and my housemates that we had to evacuate. I was confused and upset as I didn't know what to take with me but the house staff helped. I took my laptop and used the "RFS Fires near me App" to keep an eye on the situation. My housemates and I ended up staying two nights in a hotel before we were allowed to come back home."

The EMBER backpack has helped Geoff prepare for emergencies and complements existing monthly fire drills undertaken by staff and residents at his home.

" I have added medication, photos, money and RFS booklets to my backpack. I like the checklist and Communication Board as I can show them to staff in an emergency."

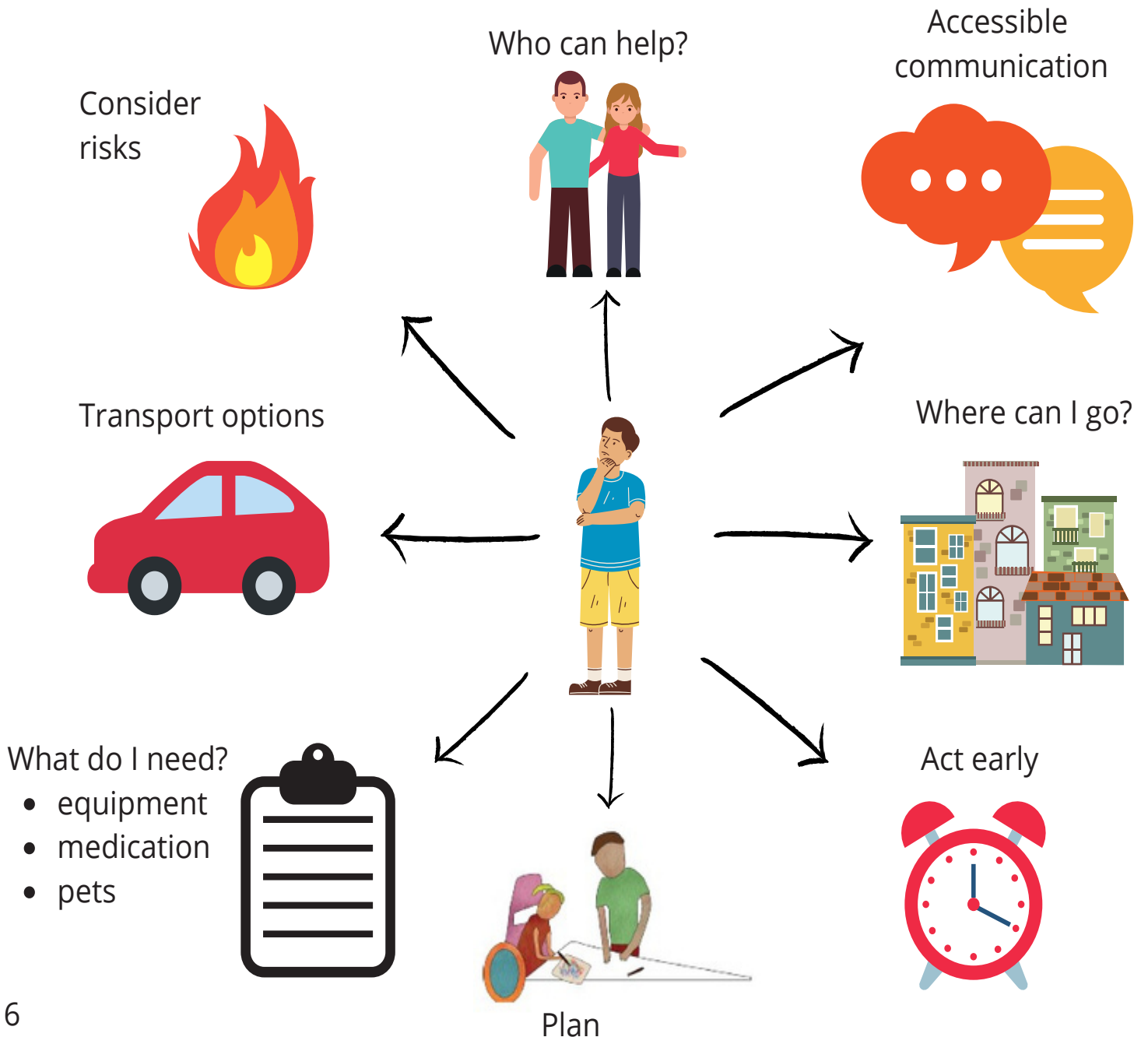
START THE CONVERSATION AND CREATE A SUPPORT GOUP

Lets talk



Every individual is different, and so is their support circle. Start by identifying:

1. Who is important to the individual
2. What are their contact details and how do you contact them
3. What transport arrangements are in place
4. Make sure your procedures are updated with this information and all relevant staff members are informed.
5. Support circles must be reviewed regularly (and updated where relevant) to reflect changing circumstances.



IDENTIFY WHAT TO PACK

Make sure
you plan
and pack!



Check what an individual needs to pack should they need to evacuate. Support staff should also have individual kits. Contents should be up to date at all times

As a leader here are some ideas to get you started:

- Pocket Radio with batteries
- Mobile phone and charger
- Torch
- Medications
- Warm clothing
- Water
- Snacks
- List of Emergency Contacts
- Pets
- Noise cancelling headphones
- Toiletries
- Mobility aids

Flagstaff has prepared an Easy Read Checklist to assist with participant conversations. Visit www.emberapp.com.au/plan for what to pack.

A support staff checklist has also been prepared to get you started (Page 16).

EMBER
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Activities to keep you occupied

Snacks

Toiletries

Important documents

Add any additional items you will need to take with you in an emergency.

To find out more visit www.emberapp.com.au



WHEN TO LEAVE AND WHERE TO GO?

Act and
leave early!



FOR ORGANISATIONS:

- Follow your organisations protocols
- Be prepared to act and leave early
- Ensure the people you support have their 'go packs'
- Prepare vehicles
- Contact relevant staff
- Know where to go (or take direction from your leadership team)
- Stay calm

FOR MANAGERS:

- Provide regular and easy to understand updates
- Provide emergency contacts within the business
- Provide timely information about workplace situations (SMS alerts)
- Provide the plan - where to go, what to do, what help is available

FOR INDIVIDUALS:

- Plan your transport with family or carers. Leave early.
- Be alert. Make sure you listen to announcements and are aware of emergencies happening in your area.
- Tell your contacts if you are going to an evacuation centre or another location and how you are getting there.



Instructions

Use this form to help your participants plan for emergency situations. Make sure the individuals support networks have a copy once complete.

About Me

First Name	<input type="text"/>	Street Address	<input type="text"/>
Last Name	<input type="text"/>	Suburb	<input type="text"/>
Home Phone	<input type="text"/>	Postcode	<input type="text"/>
Mobile	<input type="text"/>	Email	<input type="text"/>
My languages	<input type="text"/>		

My Emergency Support Circle

In case of an emergency, I need to contact:

	Name	Phone	Email	Has a copy of my plan
First Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Family / Legal Guardian	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Carer/s	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Doctor	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
NDIS Support Provider	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Chemist	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Employer (if needed)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Neighbour (if you know them)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Disability Supports

NDIS ID Number	<input type="text"/>	
NDIS Planner	<input type="text"/>	<input type="text"/>
NDIS Support Coordinator	<input type="text"/>	<input type="text"/>
Centrelink Number	<input type="text"/>	
Disability Pension Number	<input type="text"/>	

MY EMERGENCY PLAN

I will get my emergency information from:

Family member
 Friend / neighbour
 Carer
 Guardian
 Radio – Radio ABC Emergency
 FireApp
 Other:

I will leave the house when

A family member tells me
 When my carer tells me
 I will leave early to be safe
 When I get an alert from emergency staff
 Other:

Where will I go to evacuate?

My evacuation place is located at:

Number
 Street
 Suburb

The location is a:

Family member
 Friend
 Carer
 Evacuation Centre
 Other

Transport

I will get to my evacuation point by:

I will drive myself
 My neighbour will drive me
 My family will drive me
 My carer will drive me
 I have organized for a friend to drive me
 I need to find someone to support me

Person who is driving me:

Name
 Mobile

Important Documents

Insurance

Home and Contents

Insurer (Company)
 Policy Type
 Policy Number

Car Insurance

Model Rego

Insurer (Company)
 Policy Type
 Policy Number

Life Insurance

Insurer (Company)
 Policy Type
 Policy Number

Other

Insurer (Company)
 Policy Type
 Policy Number

Other Important Documents I |

<input type="checkbox"/>	ID / Driver's Licence	<input type="checkbox"/>	Passport	<input type="checkbox"/>	Legal Documents
<input type="checkbox"/>	Medicare Card	<input type="checkbox"/>	Birth Certificate	<input type="checkbox"/>	Investment Files
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

My Health

Medications

Medication	Dosage	Time	Days / Frequency

Allergies

I have an allergy to

Allergy Medication

I have an EpiPen

Covid Immunisation

- 1st Immunisation
- 2nd Immunisation
- Booster 1
- Booster 2

Medical Conditions

People around me (carers, emergency personnel) need to know that I have the following medical conditions:

I have the following dietary needs (eg. low sodium, lactose intolerant)

I need the following aids to help me (eg. wheelchair, walker)

Communication

The best way to help me understand things is to:

- I speak a language other than English Language:
- Talk to me clearly
- Auslan
- Use gestures
- Use my communication system
- I like pictures
- Write words down
- Convert your voice to words
- Type on your phone

How to Help Me

My favourite thing to do is

I need these items to help me when I feel nervous or sad

How I keep calm

- I play games
- Play on my device
- Breathing exercises
- I have a book
- I have a support item or toy
- Other

My emergency backpack is located

Personal Care

I need help with

- Cooking
- Daily activities
- Transport
- Personal Care
- Feeding
- Shopping
- Other

What I will take with me in my “GO Backpack”

When you are in a fire or emergency – you need to pack a bag such as a backpack of things to get you through a few nights if you need to evacuate.

My Packing Checklist

<input type="checkbox"/>	A change of clothes including something warm
<input type="checkbox"/>	Take your medications for at least 3 days
<input type="checkbox"/>	Toothbrush and toothpaste, soap and toilet paper
<input type="checkbox"/>	Take a portable radio with batteries
<input type="checkbox"/>	Mobile and charger
<input type="checkbox"/>	Torch and batteries
<input type="checkbox"/>	Snacks and food – can opener if you have cans
<input type="checkbox"/>	Water including a water bottle
<input type="checkbox"/>	Noise cancelling headphones
<input type="checkbox"/>	Copy of your Emergency Plan and important documents
<input type="checkbox"/>	Mask
<input type="checkbox"/>	Gloves
<input type="checkbox"/>	First Aid Kit
<input type="checkbox"/>	Take some fun things to do – puzzles
<input type="checkbox"/>	Important documents
<input type="checkbox"/>	Your emergency plan
<input type="checkbox"/>	Bottled water
<input type="checkbox"/>	Blanket
<input type="checkbox"/>	Keys
<input type="checkbox"/>	Cash and credit card
<input type="checkbox"/>	Any assistive technology you may need
<input type="checkbox"/>	Communication board
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	



My pet needs

<input type="checkbox"/>	Pet food
<input type="checkbox"/>	Pet bowls
<input type="checkbox"/>	Collar and leash
<input type="checkbox"/>	Pet carrier
<input type="checkbox"/>	Bedding
<input type="checkbox"/>	Toys
<input type="checkbox"/>	Cleaning bags
<input type="checkbox"/>	And don't forget the pet
<input type="checkbox"/>	Photo of your pet
<input type="checkbox"/>	

What to do before I evacuate my home

1. Ring my contact list to tell them that I am leaving.
2. Turn off the electricity and gas if fire is about.

GET OUT EARLY

What is my back up plan if I cannot get someone to help me or transport?

I now should:

1. Scan, photograph or copy this plan for my family or carers.
2. Keep a copy of my plan on my mobile phone. Either in my email or files.
3. Put a paper copy in my backpack.
4. Pack a backpack in case of an emergency.

For more information visit



www.emberapp.com.au

You can also download the Ember App
to have your plan on you all the time on your
iPhone or Android Phone.

An initiative of The Flagstaff Group

SUPPORT STAFF CHECKLIST

FOR USE DURING A NATURAL DISASTER OR EMERGENCY

The staff that look after NDIS participants are just as important as the participants they support. For this reason, support staff must be aware of, and prepared for, emergency situations. This checklist provides a start on what to pack. Individuals and NDIS providers are encouraged to add to the list.

- | | |
|--|--|
| <input type="checkbox"/> Emergency backpack/kit (waterproof bag) | <input type="checkbox"/> Protective clothing (gloves,jackets,hats...etc) |
| <input type="checkbox"/> Mobile phone (and solar charger) | <input type="checkbox"/> Toiletries |
| <input type="checkbox"/> Water bottles | <input type="checkbox"/> Non perishable snacks (plus meal kit) |
| <input type="checkbox"/> Radio (with batteries) | <input type="checkbox"/> Participant contact list |
| <input type="checkbox"/> Money | <input type="checkbox"/> Raincoat/Poncho |
| <input type="checkbox"/> Face mask | <input type="checkbox"/> Company procedure/policy |
| <input type="checkbox"/> Hand sanitiser/ wipes | <input type="checkbox"/> Foil blanket |
| <input type="checkbox"/> Emergency Contact List of Company mobiles
Upload you plan using the EMBER App @ www.emberapp.com.au | |

VEHICLE CHECKLIST

FOR USE DURING A NATURAL DISASTER OR EMERGENCY

Evacuation vehicle checklists are just as important as lists for individuals. Here is a list of items to get you started. Make sure contents are checked regularly and updated when required.

- | | |
|--|---|
| <input type="checkbox"/> Torch (plus batteries) | <input type="checkbox"/> Communication Boards |
| <input type="checkbox"/> Pocket radio (plus batteries) | <input type="checkbox"/> Car phone (solar) chargers |
| <input type="checkbox"/> Water bottles | <input type="checkbox"/> Mobile phone (plus portable storage block) |
| <input type="checkbox"/> Hand sanitiser /wipes | <input type="checkbox"/> Non perishable snacks |
| <input type="checkbox"/> Face masks/ gloves | <input type="checkbox"/> Toilet paper/tissues |
| <input type="checkbox"/> First aid kit | <input type="checkbox"/> Fire extinguisher |
| <input type="checkbox"/> High vis vests | <input type="checkbox"/> Waterproof bags |
| <input type="checkbox"/> Raincoat/Poncho | <input type="checkbox"/> Cash |
- Copy of participant/s evacuation plans (with contact details), company procedures and staff contact numbers.

See www.emberapp.com.au for more.



SUPPORT TOOLS

COMMUNICATION BOARDS

Visit
emberapp.com.au



Talking with verbal and non-verbal individuals can sometimes be difficult.

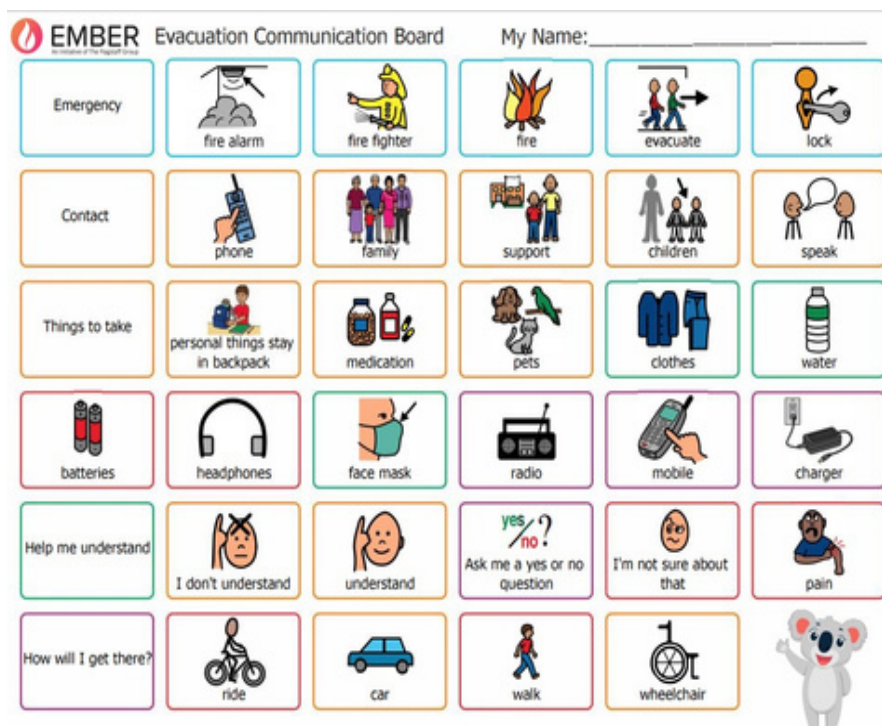
Communication boards are designed to improve the communication process by providing simple, recognisable pictures and symbols.

Boards can be designed to suit a particular topic and are used to:

- express simple requests such as “I need help”
- ask questions
- offer choices
- display a schedule or structure

Support Coordinators, Plan Managers and Carers may also find these boards useful.

Visit www.emperapp.com.au/tools to download your EMBER Communication Board or download the FREE Non Verbal Communicator App at the Google or Android Store.



SENSORY KIT CHECKLIST

- | | |
|--|--|
| <input type="checkbox"/> EMBER Communication Board | <input type="checkbox"/> Pop Up tent |
| <input type="checkbox"/> Noise cancelling headphones | <input type="checkbox"/> Mould balls |
| <input type="checkbox"/> Colouring-in book | <input type="checkbox"/> Mood cards |
| <input type="checkbox"/> Pencils | <input type="checkbox"/> Jigsaw puzzle |
| <input type="checkbox"/> Link puzzle | <input type="checkbox"/> Fidget cube |
| <input type="checkbox"/> Glasses | <input type="checkbox"/> Fidget Spinner |
| <input type="checkbox"/> Lego Kit | <input type="checkbox"/> Colour sand weights |
| <input type="checkbox"/> Stick blender | |

SUPPORT TOOLS

WELLBEING

Look after yourself.



Natural disasters and other emergencies can have an impact on your mental health. Leaving home or work quickly with your possessions can add to the stress.

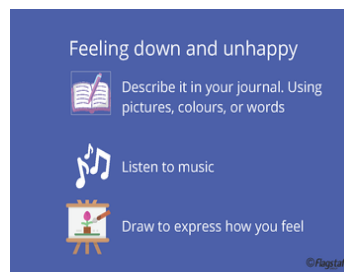
Anxiety, sadness, depression and anger are feelings that are quite common.

Here are some tips to help you cope and help those you are supervising:

- Pack calming items in your emergency backpack such as noise cancelling headphones or activities to keep you distracted (i.e. colouring in sets)
- Talk to a family member or friend about how you're feeling
- Practice breathing techniques to reduce stress
- During the disaster event ask others for help
- Learn to meditate
- Contact Support Services
 - Beyond Blue on 1300 224 636
 - Lifeline on 13 11 44

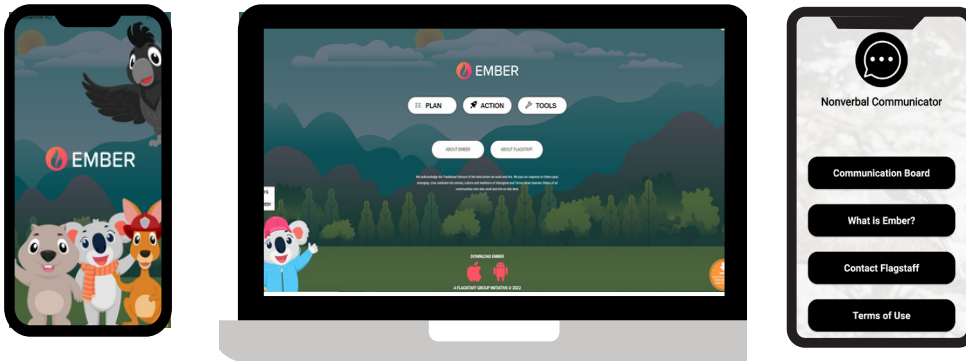
MOOD CARDS

Not sure how to deal with the mood your participants or you are experiencing? Talk to your employer about counselling services on offer or alternatively get yourself a pack of mood cards. Each card includes tips on how to deal with various emotions. Contact Flagstaff to find out more.



EMBER WEBSITE AND APP

Do you need more information to help you during an emergency?
Visit www.emberapp.com.au.



NSW EMERGENCY CONTACTS

- NSW Fire and Rescue – www.fire.nsw.gov.au
- RFS – www.rfs.nsw.gov.au
- SES – www.ses.nsw.gov.au
- Police www.police.nsw.gov.au
- National Relay Service– <https://www.healthdirect.gov.au/partners/national-relay-service>
- Lifeline – www.lifeline.com.au
- St Johns – www.stjohn.org.au
- Red Cross – www.redcross.com.au
- Ambulance – www.ambulance.nsw.gov.au
- ABC radio - www.abc.net.au/local

CONTACT FLAGSTAFF

Call: (02) 4272 0222

Email: enquires@flagstaffgroup.com.au

Visit: www.flagstaffgroup.com.au

THE PREPAREABILITY PROJECT

Flagstaff's PrepareAbility Program is funded by the Australian Government's Preparing Australian Communities Grant and is designed to teach individuals living with disability to prepare for bushfires and other natural disasters.

Building on Flagstaff's EMBER program, Prepareability expands the support circle, providing resources to Evacuation Centres, NDIS and Care providers and includes a community neighbourhood education campaign.

Although funding for this project has been provided by both the Australian Government, the material contained herein does not necessarily represent their views. Our appreciation to Preparing Australian Communities for their support.

www.emberapp.com.au



THE FLAGSTAFF GROUP

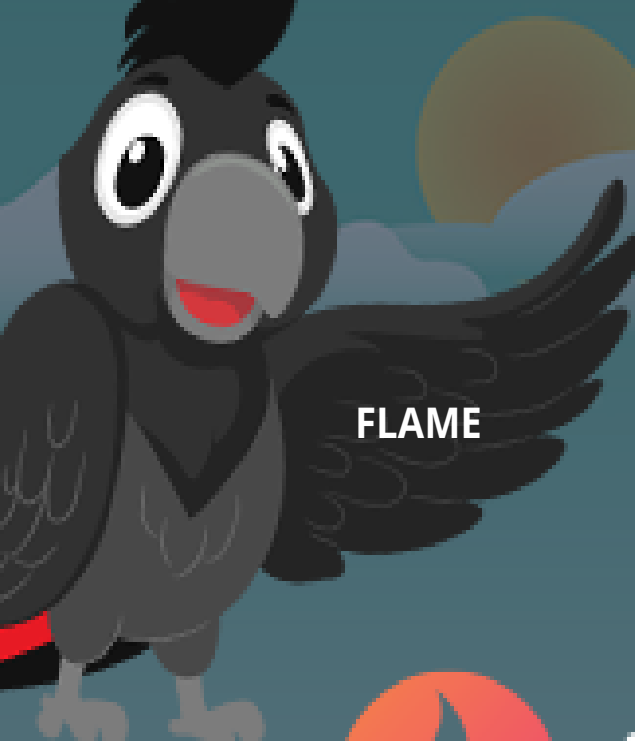
The Flagstaff Group is a for-purpose disability enterprise providing employment and life skills for people with a disability.

Located in the Illawarra, Shoalhaven and Macarthur regions of NSW, Flagstaff operates a diverse group of social enterprises that provide supported employment as well as providing NDIS services through its Life Choices division.

Flagstaff's vision is "a world that only sees abilities", with core values that cover:

- Support: We support our customers, staff and participants.
- Celebrate: We celebrate achievement and success.
- Lead: We lead by example to be the best in all that we do.
- Include: We include all as a right — not a privilege.

www.flagstaffgroup.com.au



FLAME



EMBER



ASH



EMBER



BLAZE

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