One 2 One One person at a time	**ONE2ONE POLICY**			
	Title	Emergency Procedures	**Policy No**	25
	Indicator	CM2 - Governance and Operational Management	**Reviewed**	07/04/2025

1. PURPOSE AND SCOPE

The purpose of this policy is to set out specific procedures and performance standards to maximise the safety of all people involved in One2One services in the event of an emergency. The policy has been framed around the Occupational Safety and Health Act (1984) and Standard 6 of National Standards for Disability Services (2013).

This policy applies to all of One2One's services and provides for the:

- Development and implementation of effective emergency and evacuation procedures.
- Development and delivery of specific training for employees regarding emergency procedures.
- Investigation and documentation of incidents and emergencies at One2One.

This policy has been framed around the NDIS Practice Standards, National Standards for Disability Services and applies to all of One2One's supports and services.

2. POLICY STATEMENT

One2One is committed to ensuring that all people in One2One can be evacuated quickly and that One2One personnel act appropriately if an emergency occurs, to protect all consumers, employees and volunteers of One2One.

3. DEFINITIONS

Emergencies may include fire, exposure to hazardous substances, bomb threat, or other threat or incident which poses risk of injury, illness or death to people or animals on One2One premises.

4. POLICY CONTENT

One2oOne will;

4.1. Provide all One2One staff and volunteers with regular and appropriate training in relevant evacuation and emergency procedures.

4.2. Ensure that all staff and volunteers are familiar with One2One Emergency Management Procedures and the assembly areas in case of emergency.

4.3. Ensure that relevant staff at One2One hold current First Aid Certificates.

4.4. Carry out regular (at least every six months) evacuation trials and document their outcomes.

4.5. Regularly review and if necessary revise its Emergency Management Plan, in response to changes in numbers of staff, volunteers, students and consumers using One2One premises, equipment and hazardous materials on the premises, and any other changes in One2One services which impact on risks and procedures in relation to potential emergencies at One2One.

4.6. Provide and maintain appropriate levels of emergency equipment at One2One such as fire extinguishers, fire blankets and availability of water.

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4.7. Following an emergency, write a report on the incident and the outcomes, and any recommendations for improvements in emergency and evacuation procedures.

4.8. Present reports of emergency incidents and evacuation trials with recommendations for improvements in procedures to One2One Management Committee.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 3 are implemented effectively:

5.1. One2One has an appropriate emergency management plan.

5.2. All One2One staff are aware of and can execute One2One emergency and evacuation procedures.

5.3. Regular evacuation trials have been carried out and reports on each trial kept in One2One Emergency Procedures file.

5.4. One2One has appropriate levels of emergency equipment and such equipment is checked annually.

5.5. Relevant One2One staff hold a current First Aid Certificate.

5.6. There are records of any emergencies which have occurred.

5.7. Recommended improvements in emergency and evacuation procedures have been documented in the Emergency Management Plan and relevant training or equipment for new procedures have been implemented within three months of a previous emergency or evacuation trial, where required.

6. RELATED DOCUMENTS

- Occupational Safety and Health Policy
- Pandemic Management Policy
- Training and Competency Policy
- Community Wide Emergency Procedure
- Office Based Emergency Procedure

7. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One

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