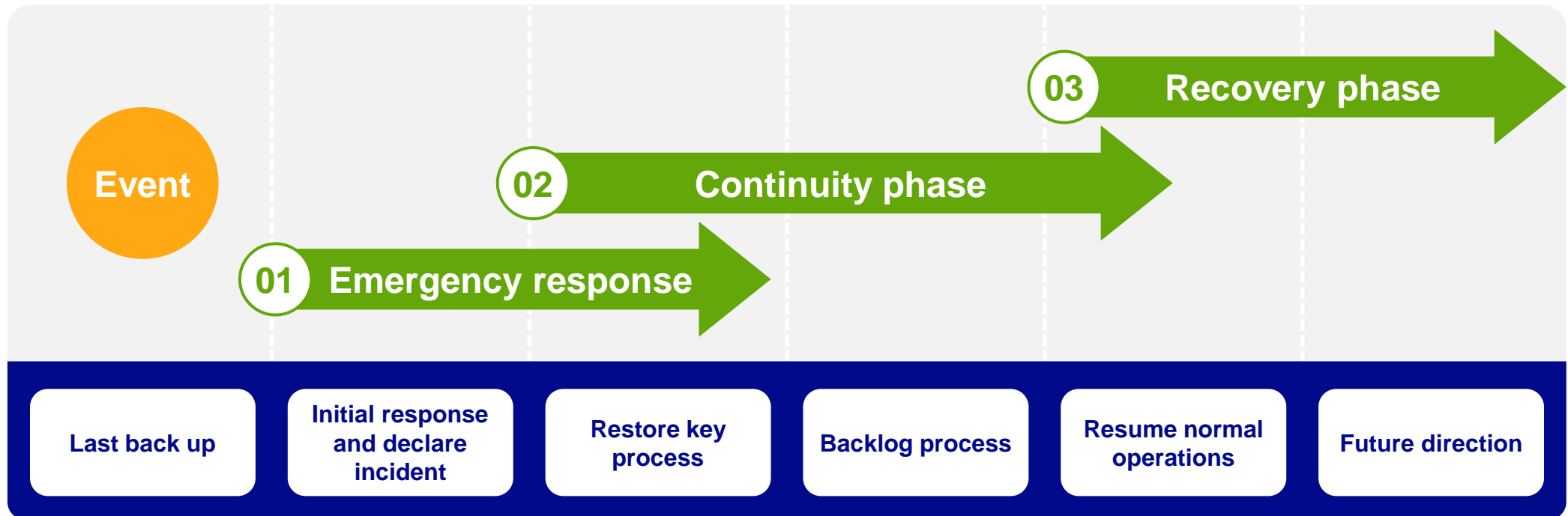


Phases of a business disruption

Disaster Management Plan



01) Emergency response: Tactical response to the event. It occurs immediately after the event, where the primary concern is the protection of life and safety (secondary goal is preserving key corporate information and property). The transition from emergency response to continuity needs to be managed explicitly by the Crisis Management Team.

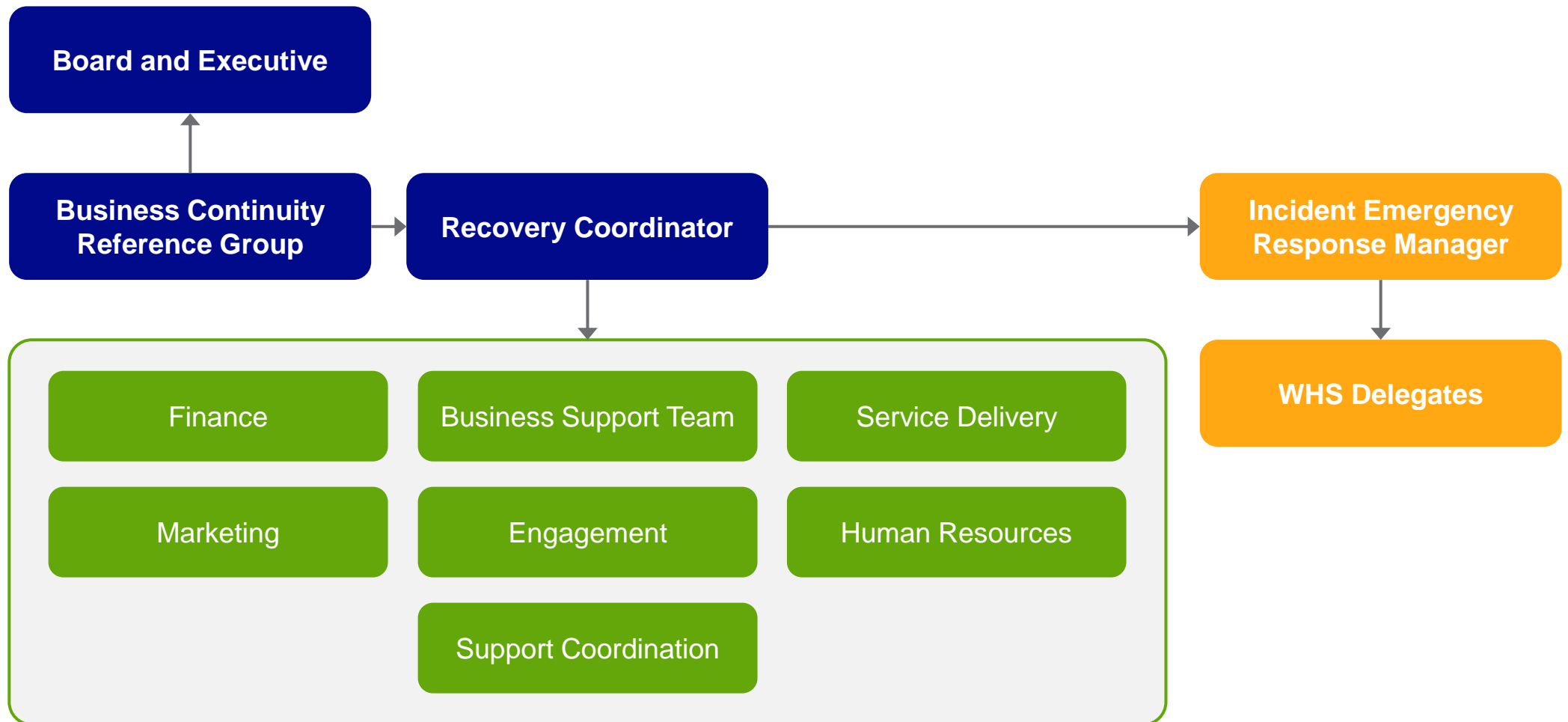
02) Continuity: Strategic and operational response to the business disruption. During this period YBSS relies on alternative processes and resources and aims to establish at least the minimum level of capability and performance required.

03) Recovery: During this period the company returns to routine business processing and aims to operate at the business-as-usual level of capability and performance. When the disruption is officially declared 'over', YBSS will deactivate this continuity plan, but it is imperative to document this process.

As part of a **post incident review**, it is essential to record and evaluate the business disruption: this will facilitate the review of the business continuity response after YBSS has returned to normal operations.

Crisis Management Team structure

Disaster Management Plan



Crisis Management Team Contacts

Disaster Management Plan

CHIEF EXECUTIVE OFFICER

Rachel Freeman

rachel.freeman@yumbabimbi.com.au

RECOVERY COORDINATOR

Kerri Downie

kerri.downie@yumbabimbi.com.au

HUMAN RESOURCES

Tayla Brown

tayla.brown@yumbabimbi.com.au

FINANCE

Elizabeth Pettett

elizabeth.pettett@yumbabimbi.com.au

IT RECOVERY

Sandy Petty

itc@yumbabimbi.com.au

BUSINESS CONTINUITY GROUP

Rachel Freeman

rachel.freeman@yumbabimbi.com.au

Kerri Downie

kerri.downie@yumbabimbi.com.au

Sandy Petty

itc@yumbabimbi.com.au

Elizabeth Pettett

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Tayla Brown

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Amanda Don

amanda.don@yumbabimbi.com.au

Niamh Lynch

niamh.lynch@yumbabimbi.com.au

Donna Oliver

donna.oliver@yumbabimbi.com.au

INCIDENT/EMERGENCY RESPONSE MANAGER

Niamh Lynch

niamh.lynch@yumbabimbi.com.au

SERVICE DELIVERY

Amanda Don

amanda.don@yumbabimbi.com.au

Niamh Lynch

niamh.lynch@yumbabimbi.com.au

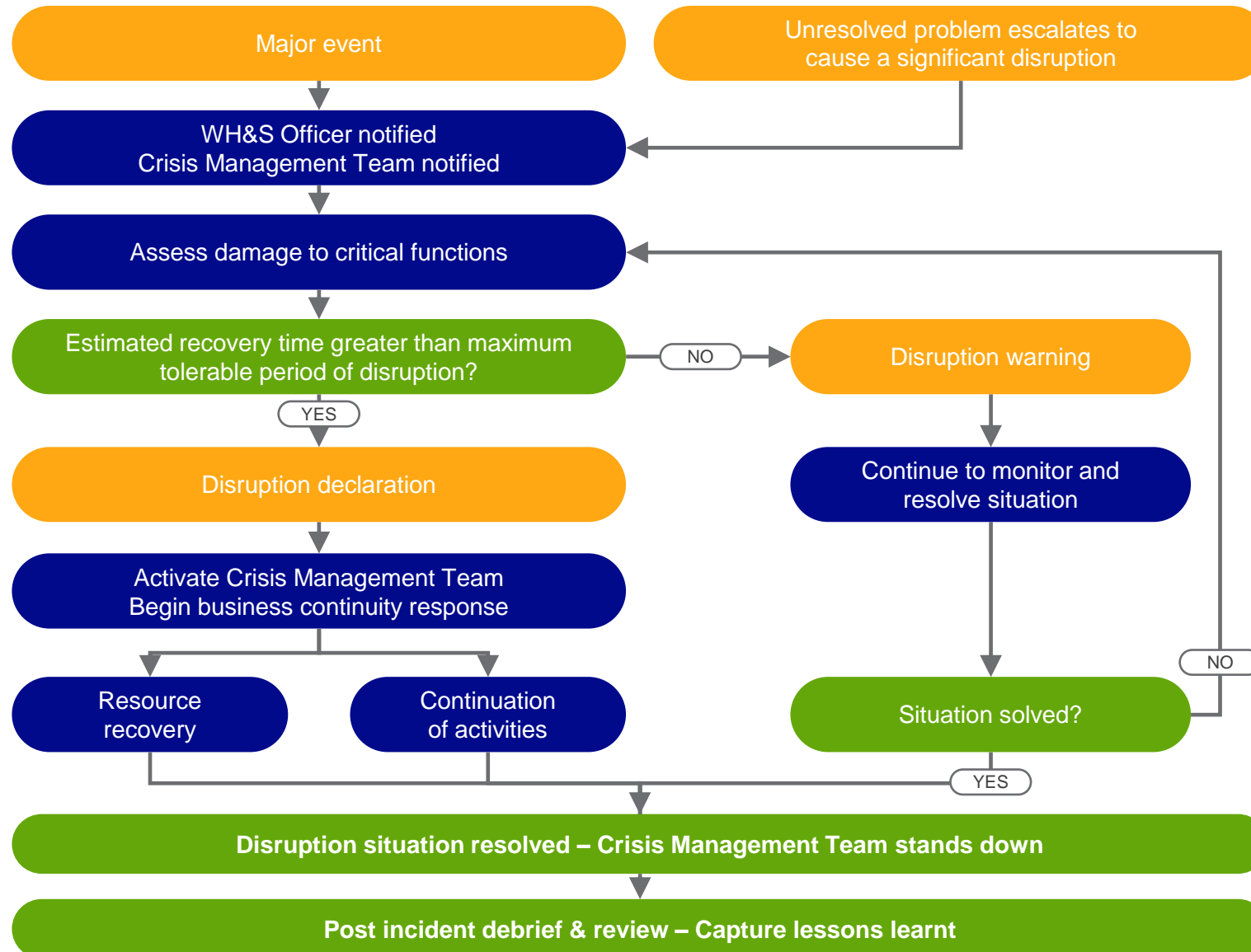
Jose Ormond

jose.ormond@yumbabimbi.com.au

Nikki Black

nikki.black@yumbabimbi.com.au

Business Continuity Activation Plan



Business Unit Contacts

Disaster Management Plan

CHIEF EXECUTIVE OFFICER

Provide oversight & leadership to the entire YBSS organisation

Rachel Freeman

rachel.freeman@yumbabimbi.com.au

HUMAN RESOURCES

HR administration, Staff engagement and support

Tayla Brown

tayla.brown@yumbabimbi.com.au

FINANCE

Oversight and management of financial management processes

Elizabeth Pettett

elizabeth.pettett@yumbabimbi.com.au

Jody Brown

accounts@yumbabimbi.com.au

BUSINESS SUPPORT TEAM

Oversight of all Business support and administration functions of YBSS

Joanne Young (Reception)

admin@yumbabimbi.com.au

Sandy Petty (IT)

itc@yumbabimbi.com.au

Fleur Ormond (Rostering)

fleur.ormond@yumbabimbi.com.au

Liam Bork-Smith (Rostering)

liam.bork-smith@yumbabimbi.com.au

SERVICE DELIVERY

All support services provided under the NDIS

Amanda Don

amanda.don@yumbabimbi.com.au

Niamh Lynch

niamh.lynch@yumbabimbi.com.au

SUPPORT COORDINATION

Facilitating case management support to NDIS participants and families; liaising with providers (suppliers)

Donna Oliver

donna.oliver@yumbabimbi.com.au

MARKETING & PROMOTION

All promotional activities, media releases, social media, communications strategy

Rachael Anderson

rachael.anderson@yumbabimbi.com.au

ENGAGEMENT

Employee and Participant wellbeing through engagement focused activities

Bianca Marconi

bianca.marconi@yumbabimbi.com.au

Key contact information

Disaster Management Plan



EMERGENCY SERVICES

000
Emerald Hospital 49879400



SES
132 500



CHRC DISASTER MANAGEMENT PAGE

beprepared.chrc.qld.gov.au

Suzanne Poulter: 4986 8496
spoulter@chrc.qld.gov.au



WEATHER INFORMATION

Bureau of Meteorology:
(07) 3239 8700

Weather channel:
www.weather.com.au



EMERGENCY
Emergency Plus App



EMIMS SUBSCRIPTION
(Cloud based)



RACQ LIVE
roadconditions.racq.com.au



COMMUNICATIONS

Telstra: 13 20 00

Connect Tel:
Jarryd O'Dowd: 03 5246 8844
Support: 03 5246 8888
support@connecttel.com.au



MAINTENANCE & REPAIR

Les's Handyman Service
0407 353 920

Ken Petty (handyman)
0410 400 109

APH Glass & Aluminum
4982 1581

Refelec (Electrical)
4982 0797

D and P Plumbing
0409 760 919



UTILITIES

Ergon Energy: 13 22 96
Water (Council): 1300 242 686



IT SERVICES

TCSA: Adam
response@tcsa.tech
www.tcsa.tech

TCSA: Duane Guest
0748 023 123



TRANSPORT

JLos Rides: 0448 154 231



TRANSPORT

Emerald Taxi: 4982 1600



INTERPRETER

National Interpreter Services
1800 131 460



EMPLOYEE ASSISTANCE

Working Well
Corporate Wellbeing & Health
Kylie Walker: 0408 157 923
kyliew@catholiccarecq.com



PERSONAL SUPPORT

Beyond Blue: 1300 22 4636

Workplace Emergency Procedures

EMERGENCY PHONE NUMBERS



Emergency
Services
000

Crime Stoppers
Australia
1800 333 000

Police Non
Emergency
131 444

Poison
Information
131 126

CODE RED: **FIRE AND/OR SMOKE**

CODE BROWN: **EXTERNAL EMERGENCY**

CODE ORANGE: **EVACUATION**

CODE BLACK: **PERSONAL THREAT**



























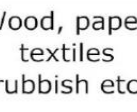






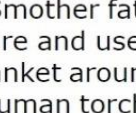



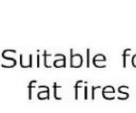
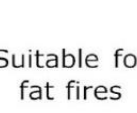
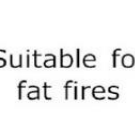

CODE BLUE: **MEDICAL EMERGENCY**

CODE PURPLE: **BOMB THREAT**

CODE YELLOW: **INTERNAL EMERGENCY**

Portable Fire Extinguishers

Selection Chart

		Colour Code & Types of Extinguishers							
		Electrically Conductive			Electrically NON - Conductive				
		Water	AFFF - Foam	Wet Chemical	Carbon Dioxide	Dry Chemical Powder	Vaporising Liquid		
 FIRE BLANKET	 FIRE HOSE REEL	 FIRE EXTINGUISHER Extinguisher Location Sign							
		Wood, paper textiles rubbish etc	A				 Limited		
		Flammable Liquids	B				 Limited		 Limited
		Live Electrical Equipment	E						
		Cooking Oils and Fats	F	 Not Suitable for fat fires	 Limited Suitability for fat fires	 Suitable for fat fires	 Suitable for fat fires	 Suitable for fat fires	 Not Suitable for fat fires

Smother fat fire and use blanket around human torch

Switch off power or fuel before attacking fire
In all case call the Fire Brigade on 000

IN THE EVENT FIRE OR SMOKE

Do not panic or shout. Remain calm. Remember R.A.C.E.

R	Rescue	People from immediate danger (if safe to do so)
A	Alarm	External: Dial 000 - Fire Internal: Contact Head Office 4987 7933 or On Call (out of hours): 0417 982 888
C	Contain	Fire and smoke if practicable by closing all doors and windows (if safe to do so)
E	Extinguish	Only attempt to extinguish the fire by using the appropriate firefighting equipment (if trained and safe to do so)

NOTE:

- Prepare to evacuate if necessary
- Turn power off but leave lights on
- Follow instructions of emergency services
- Save records if possible
- The order in which these actions are performed will depend upon the particular fire situation

CODE RED: FIRE AND/OR SMOKE

IN THE EVENT OF AN EXTERNAL EMERGENCY

e.g. Natural disasters, bushfire, earthquake, flooding, major road accidents, civil disturbance

Assess	Assess the environment/situation (do not enter danger area)
Contact	External: Dial 000 - Fire Internal: Contact Head Office 4987 7933 or On Call (out of hours): 0417 982 888
Administer	Administer first aid as appropriate

Keep uninvolved people away

CODE BROWN: **EXTERNAL EMERGENCY**

IN THE EVENT OF EVACUATION

Rapid removal of people from immediate or threatened danger in a safe and orderly manner

Remain calm	Do not panic
Alert	Alert other people
Assembly Area	Inform staff to move to the Assembly point
Evacuate	<p>Staff and visitors in stages in the following order:</p> <ol style="list-style-type: none">1. Out of immediate danger (e.g. out of room)2. Out of compartment (e.g. through fire/smoke doors or down one level)3. Total evacuation of the building <p>Evacuate people in immediate danger first, and in order of priority:</p> <ol style="list-style-type: none">1. Ambulant (people who are mobile)2. Non-ambulant (people who require physical assistance)3. Ask the person to evacuate twice. If refused, record details including name of person, location, time and actions taken and report to Emergency Services personnel.
Check	If safe to do so, staff are to do two checks of work area before you leave. All rooms, especially bathrooms, toilets, and common areas. Ensure area/floor is clear.
Records	If safe to do so, save a DSW tablet
Assemble	At your designated assembly area
Report	<ul style="list-style-type: none">• Report to Head Office 4987 7933 or On Call (out of hours) 0417 982 888• Notify Emergency Services of any persons unaccounted for• Assist Emergency Services: incident information, actions taken, potential hazards, any other information

CODE ORANGE: **EVACUATION**

IN THE EVENT OF PERSONAL THREAT TO SAFETY

(e.g. assault, building intruder, armed hold-up, robbery)

Remain calm	<ul style="list-style-type: none">• Do not panic or shout, avoid eye contact, do not make sudden movements• Warn others unobtrusively to raise the alarm by dialing 000
Do not take risks	Handover whatever is requested, Do not approach the offender, Always consider your safety (your #1 priority)
Follow directions	<ul style="list-style-type: none">• Do only what you are told• Do not volunteer any other information
Be attentive	<ul style="list-style-type: none">• Observe characteristics of offender/s including facial features, height, voice, clothing, tattoos, jewellery, items touched• Note type of vehicle used for escape, registration number if possible• Direction of escape
Alert	Other staff if safe to do so without risk
Telephone	Dial 000 - Police, Fire, Ambulance and give your location, name and request attendance
Record	Details immediately after assailant has departed, write down all relevant details

CODE BLACK: PERSONAL THREAT

IN THE EVENT OF A MEDICAL EMERGENCY

e.g. cardiac arrest or other need for urgent medical assistance

Remain calm	Do not panic
Do not take risks	<ul style="list-style-type: none">• Danger: ensure the scene is safe• Response: check by talk & touch (COWS)• Send for help: Dial 000 - Police, Fire or Ambulance• Airway: ensure airway is open & clear• Breathing: look, listen & feel for breathing• Compression: If not breathing give 30 compressions, followed by 2 breaths at the rate of 2 compressions/second.• Defibrillation: attach Automated External Defibrillator (AED) if available and follow prompts
Commence	<ul style="list-style-type: none">• First Aid as required and se standard precautions when applying first aid
Report	Report to Head Office 4987 7933 or On Call (out of hours) 0417 982 888

NOTE:

- Never leave casualty alone. Do not move casualty unless exposed to a life threatening situation
- Provide support and appropriate assistance until Emergency help arrives

CODE BLUE: MEDICAL EMERGENCY

IN THE EVENT YOU RECEIVE A BOMB THREAT

Refer to the phone threat checklist on the last page of this flipchart)

Remain calm	<ul style="list-style-type: none">• Treat the call as genuine, record exact information on the form at rear of flipchart• Prolong conversation and do not hang up
Attract attention	<ul style="list-style-type: none">• Of second person and get them to Dial 000 - Police and report the call• Do not alert caller to your actions
Be attentive	<ul style="list-style-type: none">• Note any distinguishing background noises e.g public address announcements, conversations, passing traffic/aircraft/trains, music• Note voice characteristics• Does caller indicate knowledge of the building?
Record	Details immediately (see phone threat checklist)
Notify	Report to Head Office 4987 7933 or On Call (out of hours) 0417 982 888
Prepare	<ul style="list-style-type: none">• To follow instructions of Emergency Services personnel• To evacuate if necessary• To assist in search if requested
If object found	Do not touch. Report find, open doors and windows where possible and evacuate area

CODE PURPLE: **BOMB THREAT**

IN THE EVENT OF AN INTERNAL EMERGENCY

e.g. explosion, structural failure, spillage or leakage of hazardous substance, illegal occupancy

Remain calm	Do not panic
Alert	<ul style="list-style-type: none">• All other persons• Dial 000 - Police, Fire or Ambulance (if appropriate) - state exact location and nature of Emergency and give your name
Restrict access	To affected area. Do not re enter the area.
Prepare	Details immediately (see phone threat checklist)
Do not take risks	Do not attempt any action which puts your life in danger

IN THE EVENT OF AN ESSENTIAL SERVICES FAULT

e.g. electricity, water, gas, telephones, plumbing, security systems, computers

Procedure

- When an essential service is faulty or fails after hours, notify On Call
- After assessment of the fault, a decision is made on the urgency of the matter
- If the situation or the likely consequences are considered urgent, appropriate staff are notified immediately
- If the situation is non-urgent, appropriate staff may be notified on their next working day

CODE YELLOW: INTERNAL EMERGENCY

BOMB THREAT CHECKLIST

Exact wording of the threat: _____

Questions to Ask:

1. When is the bomb going to explode? _____
2. Where did you put the bomb? _____
3. When did you put it there? _____
4. What does the bomb look like? _____
5. What kind of bomb is it? _____
6. What will make the bomb explode? _____
7. Did you place the bomb? _____
8. Why did you place the bomb? _____
9. What is your name? _____
10. Where are you? _____
11. What is your address? _____

Caller's Voice:

Accent (specify): _____

Any impediment (specify): _____

Voice (loud, soft, etc): _____

Speech (fast, slow): _____

Diction (clear, muffled): _____

Manner (calm, emotional, etc): _____

Did you recognise the voice? _____

If so, who do you think it was? _____

Was the caller familiar with the area? _____

Threat Language:

Well Spoken: _____

Incoherent: _____

Taped: _____

Message read by caller: _____

Abusive: _____

Other: _____

Background Noises:

Street Noises: _____

House Noises: _____

Aircraft: _____

Voices: _____

Local call: _____

Music: _____

Long distance: _____

Machinery: _____

STD: _____

Other: _____

Other:

Sex of caller: Male / Female Estimated age: _____ Number: _____

Call Taken:

Date: ___/___/___ Time: _____ Duration of call: _____ Number called: _____

Recipient:

Name (print): _____ Telephone Number: _____ Signature: _____

Action:

Report call immediately to: _____ Phone Number _____