

# Emergency management responsibilities for Victorian approved NDIS providers

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**This guide outlines the emergency management responsibilities of Victorian approved NDIS providers under Victoria's *Emergency preparedness policy for clients and services* and *Vulnerable people in emergencies policy*.**

## Introduction

Reducing the likelihood, effects and consequences of emergencies in Victorian communities is the core business of Victoria's emergency management sector. In partnership with government, industry, not-for-profit organisations, communities and individuals across Victoria, the sector shares a vision of creating "*safer and more resilient communities*".

Under Victoria's emergency management arrangements, Victorian approved NDIS providers have responsibilities to:

- prepare their own organisations for emergencies under Victoria's *Emergency preparedness policy for clients and services* and
- support vulnerable clients to plan for emergencies under Victoria's *Vulnerable people in emergencies policy*.

Note that the Victorian section of the *NDIS Guide to Suitability* sets out a full list of applicable legislation and other requirements for Victorian approved NDIS providers. The Guide is available in the [NDIS provider toolkit](#).

## Emergency preparedness policy for clients and services

### Purpose

The [Emergency preparedness policy for clients and services](#) outlines the requirements for services providers to prepare for and respond to external emergencies such as bushfires, heatwaves and floods. It provides a consistent sector-wide approach across all service streams, taking into consideration the local environment, conditions and resources.

The policy applies to all Victorian approved NDIS providers except Early Childhood Intervention Support providers.

### Your role

As a Victorian approved NDIS provider, you will need to have an emergency preparedness plan in place, consistent with the *Emergency preparedness policy for clients and services*. This plan should be reviewed annually and exercised frequently.

Exercises are integral to preparedness in emergency management as they help build capacity to respond to emergencies. Exercises can be desktop based or more practical, and usually involve complex scenarios that help to review or test plans, procedures and arrangements in emergency-like conditions. Exercises are useful for evaluating how multiple teams and agencies would work together to share information and access limited resources under the constraints of an emergency. For further information on managing exercises, refer to the Australian Emergency Management Handbook series, *Managing Exercises, Handbook 3* at <https://knowledge.aidr.org.au/>

Some providers will be directed to follow mandatory actions for code red declarations. If you provide residential services that are located in areas assessed as high or extreme bushfire risk,<sup>1</sup> you must develop a bushfire survival strategy that includes a relocation plan. Enacting your relocation plan following a code red declaration is a mandatory action.

## Additional Resources

The following resources are available for download from the department's website at

<http://www.providers.dhhs.vic.gov.au/emergency-preparedness>

- Frequently asked questions
- Implementation tables (refer to tables 2 – Disability facilities; and 3 – Health services)
- What to do in a fire, flood or other emergency, quick guide for facilities and services
  - North Division
  - East Division
  - West Division
  - South Division (Southern Metro region)
  - South Division (Gippsland region)
- Reference Guide
- Relocation, sheltering and evacuation guide

## Vulnerable people in emergencies policy (VPE policy)

### Purpose

The [VPE policy](#) improves the safety of vulnerable people in emergencies in regional and rural Victoria by:

- facilitating emergency planning with and for vulnerable people and
- developing local lists of vulnerable people (Vulnerable persons registers) which are made available to those with responsibility for helping vulnerable residents evacuate.

A **vulnerable person** is defined as any person who is *frail, and/ or physically or cognitively impaired and unable to comprehend warnings and directions and/or respond in an emergency situation.*

The Victorian Department of Health and Human Services manages the VPE policy. Providers, regional and rural councils and the Red Cross have specific responsibilities under the VPE policy.

### Your role

The VPE policy applies to Victorian approved NDIS providers operating in the regional or rural local (see Attachment 1) government areas who provide personal care, support or case management services to clients living in home or community settings. This includes providing health or community care services such as home and community care, personal care or disability day programs.

Under the policy, Victorian approved NDIS providers have three key responsibilities.

- encourage and, where necessary, support clients who meet the criteria of a vulnerable person to undertake personal emergency planning and

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<sup>1</sup> Assessed in line with the Victorian Fire Risk Register

- screen clients for inclusion on the Vulnerable persons' register (including entering and maintaining accurate client details on the register) when clients do not have personal or community support networks to help them in an emergency.

The Vulnerable persons' register is administered on a municipality basis by all Victorian regional and rural councils(see Attachment 1). All NDIS providers with clients that need to be included on the Vulnerable persons' register should contact the Vulnerable persons' register Coordinator at your clients relevant municipality to register and request access. For more information on the Vulnerable persons' register see guideline 2.

Outside a funded agency's current practices (fire and security protocols for example), the policy does not require funded agencies to be part of a client's emergency response or evacuation plan. Evacuations are managed by Victoria Police.

### **Additional Resources**

Further guidance and contact information is available at <https://providers.dhhs.vic.gov.au/emergency-preparedness>

**THE VULNERABLE PEOPLE IN EMERGENCIES POLICY APPLIES IN THE MUNICIPALITIES OF THE FOLLOWING COUNCILS**

Alpine Shire Council	Macedon Ranges Shire Council
Ararat Rural City Council	Manningham City Council
Ballarat City Council	Mansfield Shire Council
Banyule City Council	Maroondah City Council
Bass Coast Shire Council	Melton City Council
Baw Baw Shire Council	Mildura Rural City Council
Buloke Shire Council	Mitchell Shire Council
Campaspe Shire Council	Moira Shire Council
Cardinia Shire Council	Moorabool Shire Council
Casey City Council	Mornington Peninsula Shire Council
Central Goldfields Shire Council	Moyne Shire Council
Benalla Rural City Council	Mount Alexander Shire Council
Colac-Otway Shire Council	Murrindindi Shire Council
Corangamite Shire Council	Nillumbik Shire Council
East Gippsland Shire Council	Northern Grampians Shire Council
Frankston City Council	Pyrenees Shire Council
Gannawarra Shire Council	Borough of Queenscliff
Glenelg Shire Council	South Gippsland Shire Council
Golden Plains Shire Council	Southern Grampians Shire Council
Greater Bendigo City Council	Strathbogie Shire Council
Greater Dandenong City Council	Surf Coast Shire Council
Greater Geelong City Council	Swan Hill Rural City Council
Greater Shepparton City Council	Towong Shire Council
Hepburn Shire Council	Wangaratta Rural City Council
Hindmarsh Shire Council	Warrnambool City Council
Horsham Rural City Council	Wellington Shire Council
Hume City Council	West Wimmera Shire Council
Indigo Shire Council	Whittlesea City Council
Kingston City Council	Wodonga City Council
Knox City Council	Wyndham City Council
Latrobe City Council	Yarra Ranges Shire Council
Loddon Shire Council	Yarriambiack Shire Council