1. **PURPOSE**

This policy outlines the structures and processes in place for the management of emergencies and critical incidents at The Junction Clubhouse Cairns Ltd (“The Junction”).

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| **Related documents** | |
| Related policies and procedures, how-to task lists, forms, registers or other organisational documents of The Junction | * Disaster Preparedness Plan * Risk Assessment Form * Risk Management Policy * Risk Register |
| Legislation or other requirements | * NDIS Practice Standards and Quality Indicators * Work Health and Safety Act 2011 * Work Health and Safety Regulation 2011 |

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| **Definitions** | |
| Critical Incident | Any incident which may put The Junction community or any part of that community under major stress, and which requires a considered, coordinated and timely response from The Junction to prevent the situation from significantly worsening, and to minimise future adverse ramifications.  Critical incidents may be physical, such as major floods, fires, or chemical incidents, or they may be tangible such as a political issue with potential to significantly damage the reputation of The Junction. |
| Emergency | A sudden, unexpected event that requires an immediate response from internal and external emergency services. |
| Emergency Management | The development of effective incident response systems focused on controlling an emergency event |
| Emergency Plan | A plan developed from related emergency procedures, to be followed in the event of an emergency |

1. **Scope**

This policy applies to The Junction Clubhouse premises, and all employees, members, contractors, volunteers and visitors of The Junction Clubhouse.

1. **Policy Statement**

It is not possible to anticipate every combination of circumstances that may result in the requirement to establish emergency management arrangements for The Junction Clubhouse, however, The Junction is committed to planning for the possibility of disasters, acting where possible to minimise the disruption to services and impacts on employees, members, volunteers and visitors.

Within resource limits The Junction will work with other agencies and organisations to facilitate community responses and recovery, and take opportunities to inform and assist The Junction Clubhouse members to prepare for critical incidents and emergencies.

1. **Responsibilities**

The Director of Operations (DOO) has been granted authority by The Junction Clubhouse Board (the Board) to:

* Establish a method and implement a response to emergencies and critical incidents
* Report on critical incidents; and
* Approve, respond and implement emergency preparedness and responsiveness plans.

The DOO shall be responsible to the Board for the establishment of emergency and critical incident management within The Junction Clubhouse.

Senior Managers of each program of The Junction Clubhouse shall ensure that all staff and other people under their control/supervision (e.g. volunteers, visitors) are covered by a current and practiced Site Emergency Plan.

The nominated Fire Warden and First Aid Officer are jointly responsible for managing the initial response to an emergency, particularly evacuations (if required) or administration of first aid until other support arrives.

The DOO, supported by The Junction management staff, is accountable to the Board for formulating and implementing specific critical incident management plans (as determined by their risk management processes) that will enable a coordinated response to critical incidents and emergencies.

Responsibilities include:

* Develop and implement an emergency plan;
* Ensure that personnel are appointed to all positions in the emergency plans (e.g. Fire Warden and First Aid Officer);
* Arrange for emergency preparedness training of all employees, visitors, volunteers, members and contractors;
* Arrange for the conduct of evacuation exercises;
* Review the effectiveness of evacuation exercises; and
* Develop and implement improvements to procedures where necessary.

1. **Authority and indemnity**

During and emergency or emergency exercise, pending the arrival of the emergency services, The Junction personnel shall have absolute authority to issue instructions to evacuate and direct all persons from buildings and/or other areas of The Junction Clubhouse premises.

The Junction personnel have the benefit of an indemnity from The Junction Clubhouse against civil liability resulting from things done, or omitted to be done, when carrying out their duties as emergency personnel, for example, actions taken in an emergency evacuation of a building, provided those personnel act in good faith and while carrying out their emergency control duties.

1. **Breach of Code of Conduct**

Persons who refuse to comply with the reasonable directions of The Junction staff acting in the capacity of emergency personnel during emergencies or emergency exercises, shall be deemed to have committed a breach of the Code of Conduct, and will face relevant disciplinary or managerial action.