NDIS Participant information checklist

Resources for NDIS Emergency and Disaster Management

When it comes to emergency and disaster management for NDIS Participants, it is crucial to have relevant information and documents that can aid in ensuring their safety and well-being during emergencies.

This information can be included in an individual Emergency and Disaster Management Plan or may be documented in separate support plans.

Wherever it is stored, make sure support staff know how to access the information quickly, and that it is regularly reviewed and updated.

Key areas to cover includes:

- emergency contact detail
- critical medical information
- communication preferences
- individual evacuation requirements
- behaviour support needs
- personal support needs
- specialised equipment
- transport needs
- consents and authorisations.

Use this checklist to ensure you have the necessary information readily available to effectively address the needs of NDIS Participants and ensure their safety and well-being during emergencies.

DOCUMENT/INFORMATION	YES	NO
Emergency Contact Information: Maintain up-to-date emergency contact details for each participant, including their next of kin, Person Responsible, legal Guardian/s, or other designated emergency contacts.	☐	☐
Emergency Medical Information: Document participants' medical information, including any allergies, medical conditions, medications, and special needs. This information is vital for emergency responders to provide appropriate medical care during emergencies.	☐	☐
Communication Preferences: Document participants' communication preferences, such as preferred communication methods (e.g. spoken language, sign language, written communication) and any assistive communication devices they may use.	☐	☐
Evacuation Plans and Mobility Aids: Identify participants' mobility limitations and document any specific evacuation plans or assistance they may need to safely evacuate. Note the type of mobility aids or assistive devices they use and ensure that evacuation routes and procedures accommodate their needs.	☐	☐
Behaviour Support Plans: If applicable, maintain copies of behaviour support plans for participants who may require additional assistance or guidance during emergencies, especially those with cognitive or behavioural challenges. This may include sensory devices to use in new environments, such as Evacutaion and Recovery Centres.	☐	☐
Personal Support Plans: Review and update personal support plans for participants, ensuring that all relevant emergency procedures and protocols are incorporated into their individualised plans. This may include identifying specific support staff responsible for assisting participants during emergencies.	☐	☐

If you checked 'NO' against any of the items on the above list, you will need to work with your NDIS Participants and staff as soon as possible to ensure you have the required information and documentation relating to their safety during emergencies and disasters.

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
Specialised Equipment and Supplies: Document any specialised equipment or supplies required by participants, such as medical devices, communication aids, or personal care items. You may wish to include sensory equipment to assist with managing stress. Ensure that contingency plans are in place to maintain access to these items during emergencies.	☐	☐
Transportation Arrangements: If participants rely on transport services for their daily activities, maintain documentation of these arrangements and emergency evacuation plans for participants who may require assistance with transportation during emergencies.	☐	☐
Other service information: Make sure you have up-to-date information about other service providers involved with individual participants, and - with consent - share information about their emergency management plan so that a co-ordinated response can be made.	☐	☐
Consent Forms and Authorisation: Obtain consent forms and authorisation from participants (or their legal representatives) to disclose their information to emergency responders and/or relevant support agencies as needed during emergencies.	☐	☐
Training Records: Keep records of staff training on emergency response procedures and protocols, including any specific training related to supporting individual NDIS Participants during emergencies.	☐	☐
Service Agreements: Ensure arrangements for support during and after an emergency are documented in participants' Service Agreements, including agreed alternative arrangements should your organisation be unable to provide support. Include a section in your existing Service Agreement template to make sure this happens.	☐	☐

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
Communication Plan: Detail how communication will be managed internally and externally during a crisis. This includes communication channels, contact information, and protocols for stakeholders, employees, clients, and regulatory bodies.	☐	☐
Training and Awareness: Outline training programs to ensure all staff are aware of their roles and responsibilities during a crisis. This may include regular drills and exercises to test the effectiveness of the plan.	☐	☐
Review Schedule: Describe the process for regularly testing and updating the BCP to ensure it remains effective and relevant. This includes conducting tabletop exercises, simulations, and reviews of lessons learned from past incidents.	☐	☐
Documentation and Record Keeping: Establish procedures for documenting incidents, response actions, and recovery efforts. Maintain records of all BCP-related activities for auditing and improvement purposes.	☐	☐
Regulatory Compliance: Ensure that the BCP aligns with relevant regulatory requirements and industry standards, such as those set forth by the NDIS Quality and Safeguards Commission.	☐	☐
Appendices: Include any supplementary information, such as contact lists, maps, diagrams, and additional resources.	☐	☐