NDIS Practice Standard evidence checklist

This checklist provides a starting point for NDIS Providers to develop their emergency and disaster management practices. It maps the indicators with examples of practice that show you are meeting the Practice Standard, and takes you through the six key steps of:

1 Risk Assessment

2 Organisational Emergency and Disaster Planning

3 Continuity of Support

4 Communication Strategies

5 Staff Training

6 Review and Continuous Improvement

Find resources that will assist you to meet the NDIS Practice Standard for Emergency and Disaster Management Standard on the R4NED website here: Meet the Standard – R4NED.

Policies, procedures, and practice must all contribute to the Practice Standard outcome, with evidence to show that you have considered this when planning and preparing for, responding to, and recovering from emergencies and disasters.

Practice Standard Outcome:

Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety, and wellbeing of participants in an emergency or disaster.

1. RISK ASSESSMENT

Indicators	Evidence Examples	YES	NO	N/A
Risk management systems consider emergency and disaster management, including the prevention and control of infection and outbreaks where applicable.	Emergency and disaster management considerations are included in: • Risk Management Plans • Business Continuity Plans	☐ ☐	☐ ☐	☐ ☐
	Relevant policies and procedures are in place – e.g. Infection Prevention and Control.	☐	☐	☐
Supports are provided in a way that is consistent with risk management mitigation strategies.	Staff understand and are familiar with emergency and disaster management plans for the organisation and individuals they support.	☐	☐	☐
	Staff have access to the necessary training and equipment to manage risks (e.g. PPE equipment).	☐	☐	☐

SUPPORTING ACTIVITIES:

- Conduct a comprehensive risk assessment to identify potential emergency and disaster risks relevant to the service location.
- Consider the specific needs of participants, including those with disabilities, in the risk assessment process.
- Consider the proportionality of your risks in relation to the NDIS supports you provide.

2. ORGANISATIONAL EMERGENCY AND DISASTER PLANNING

Indicators	Evidence Examples	YES	NO	N/A
The governing body has developed an emergency and disaster plan, in consultation with participants and their support networks.	Meeting minutes detail how the Management Committee/Board has been involved in the development of a plan.	☐	☐	☐
	Consultation report detailing feedback from participants and their supporters.	☐	☐	☐
	Workforce supply considerations have been made and planned for.	☐	☐	☐
The governing body has ensured the plan can be actioned and is actively tested.	CEO report to the Management Committee/Board that details testing of the plan (e.g. dates of emergency drills and the outcome/ risks identified).	☐	☐	☐
	Specifically skilled workers are identified in emergency and disaster plans to assist with critical aspects of the response (e.g. infection controls).	☐	☐	☐
	Staff files includes current contact details and any secondary employment information.	☐	☐	☐

Indicators	Evidence Examples	YES	NO	N/A
The plan outlines the response and oversight mechanisms when an emergency or disaster is occurring.	The plan includes details about: • how the Board will be kept informed, and • who the key decision-makers are during an event.	☐ ☐	☐ ☐	☐ ☐
	Key contacts and escalation procedures during an emergency and disaster are clearly communicated to and known by staff and the governing body.	☐	☐	☐
The plan is reviewed regularly, in consultation with participants and their support networks, and with consideration of particular types of emergencies and disasters.	Meeting minutes include details such as: • plan review outcomes, • considerations given to specific events that have occurred (e.g. review of response to a recent event), and • consultation details.	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐

SUPPORTING ACTIVITIES:

- Develop and regularly update an emergency and disaster response plan that addresses identified risks.
- Ensure the emergency plan is tailored to the specific needs of participants, considering mobility, communication, and other support requirements.
- Ensure staff files are current and document and relevant skills, secondary employment etc.
- Ensure mechanisms are in place for accessing critical information – such as staff and participant records – during an emergency or disaster.
- Establish relationships with local emergency services and authorities.
- Provide emergency services with relevant information about the unique needs of participants and the location of services.
- Establish relationships with other local community services and plan for workforce contingencies.
- Conduct training for non-executive and executive directors, managers, and staff about their responsibilities in an emergency or disaster.
- Include regular review schedule on Board, Executive/Manager, and staff meeting agendas.

3. CONTINUITY OF SUPPORT

Indicators	Evidence Examples	YES	NO	N/A
Emergency Management Plans response plans are in place for individual participants.	Individual Emergency Management Plans are in place; or Agreed arrangements are documented in individuals' Service Agreements and support plans.	☐	☐	☐
	Participant risk assessments are regularly undertaken, and consider the degree to which participants rely on the provider's service to meet their needs, and how they would be affected if service is disrupted (including arrangements resulting from temporary transitions to alternative supports resulting from an emergency or disaster).	☐	☐	☐
Plans articulate how support will be provided before, during and after an emergency or disaster.	Agreed arrangements are documented in individuals' Service Agreements and support plans.	☐	☐	☐
	Participants' support plans incorporate responses to emergencies and disasters that ensure their safety, health, and wellbeing.	☐	☐	☐

SUPPORTING ACTIVITIES:

- Prepare individual plans with participants that identify alternative support arrangements where necessary.
- Ensure alternative support arrangements are documented in individual participant's Service Agreement and relevant support plans.
- Where a participant does not wish to receive supports in the event of an emergency or disaster, or has their own alternative plan for support, document this in their Service Agreement.
- Connect participants with community planning for emergencies and disasters (e.g. local Council activities).
- Develop a business continuity plan to ensure the ongoing provision of essential services during and after emergencies.

4. COMMUNICATION STRATEGIES

Indicators	Evidence Examples	YES	NO	N/A
The plan is communicated to workers, participants, and their support networks.	Copies of communication to stakeholders (e.g. staff memo/ email, letters to participants and supporters).	☐	☐	☐

SUPPORTING ACTIVITIES:
- Provide accessible information to participants and their supporters about the organisational plan for emergency procedures, evacuation plans, and continuity of supports.
- Include emergency and disaster planning as a regular staff team meeting agenda item.
- Provide participants with accessible information on emergency procedures and their role in the event of an emergency.
- Ensure participants are aware of evacuation plans, emergency contacts, and any specific support they may require during emergencies.

5. STAFF TRAINING

Indicators	Evidence Examples	YES	NO	N/A
Staff are trained in the implementation of organisational and individual emergency and disaster management plans.	Training attendance records. Team meeting minutes.	☐	☐	☐
	Staff providing supports to participants receive regular training in infection prevention and controls, and in the use of PPE.	☐	☐	☐

SUPPORTING ACTIVITIES:
- Train staff on emergency and disaster response protocols, including evacuation procedures, first aid, and communication strategies.
- Conduct regular drills and simulations to ensure staff readiness for different emergency scenarios.
- Include emergency and disaster planning as a regular team meeting agenda item.

6. REVIEW AND CONTINUOUS IMPROVEMENT

Indicators	Evidence Examples	YES	NO	N/A
The organisational plan is reviewed regularly, in consultation with participants and their support networks, and with consideration of particular types of emergencies and disasters.	Meeting minutes include details such as: • plan review outcomes, • considerations given to specific events that have occurred (e.g. practice review of response to a recent event), and • consultation details.	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Individuals' plans are reviewed regularly, in consultation with participants and their support networks.	Plan review meetings include: • discussion of alternative support arrangements • updating of critical information such as emergency contacts.	☐ ☐	☐ ☐	☐ ☐

SUPPORTING ACTIVTIES: REVIEW AND CONTINUOUS IMPROVEMENT
- Regularly review and update the emergency and disaster response plan based on feedback, lessons learned, and changes in the environment.
- Seek participant feedback to improve emergency management practices and address specific needs.
- Include emergency and disaster planning as an agenda item during NDIS Plan reviews.

If you checked "NO" against any of these evidence examples, take action to address any gaps you have in your practice or make sure you have alternative evidence examples that show you meet the indicator.

Similarly, you should document reasons if you checked "NA", and ensure you have evidence as to why the indicator is not applicable to your service delivery.