

# Organisational planning templates checklist



Resources for NDIS  
Emergency and Disaster  
Management

**As an NDIS Provider you are required to document how you will manage emergencies and disasters, and arrangements for continuity of your day-to-day operations.**

Depending on the size and complexity of your organisation, you may wish to document these:

- separately in a Business Continuity Plan and an Emergency and Disaster Management Plan, or
- in one document - generally this would be a Business Continuity Plan that includes an Incident Response Plan.

There are many templates for Business Continuity and Emergency and Disaster Management Plans available online. Links to some free templates that might be useful for NDIS Providers are on the R4NED website here: [Manage your paperwork – R4NED](#)

Use these checklists as a quick guide to what should be included in your organisation's plans.

## Emergency and Disaster Management Plan

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
<p><b>Introduction and Purpose:</b> Provide an overview of the plan, its objectives, and the importance of emergency preparedness for the NDIS Provider.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Scope and Applicability:</b> Define the scope of the plan and specify which types of emergencies and disasters it covers. Clarify who is responsible for implementing the plan and under what circumstances it should be activated.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Emergency Response Team:</b> Identify members of the emergency response team, their roles, and responsibilities. This may include personnel from various areas of the organisation such as management, frontline support, and administration.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Emergency Communication Plan:</b> Outline communication protocols for notifying staff, participants, families, and relevant authorities during emergencies. Specify primary and secondary communication methods, contact information, and procedures for disseminating updates and instructions. This may include a communication tree.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Emergency Response Procedures:</b> Provide detailed procedures for responding to different types of emergencies, such as fires, severe weather, medical emergencies, power outages, or security incidents. Include evacuation routes, assembly points, and protocols for assisting participants with disabilities or special needs.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Emergency Kit:</b> List essential supplies, equipment and documents needed to support emergency response efforts. This may include first aid kits, fire extinguishers, emergency lighting, communication devices, and personal protective equipment.</p>	<input type="checkbox"/>	<input type="checkbox"/>

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
<p><b>Participant Support and Care:</b> Outline protocols for ensuring the safety and well-being of participants during emergencies. This includes providing assistance with evacuation, medical care, medication management, and addressing specific needs of participants with complex support needs and/or mobility limitations.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Staff Training and Awareness:</b> Describe training programs to educate staff on emergency procedures, their roles, and responsibilities. Outline the requirements to conduct regular drills and exercises to ensure staff are prepared to respond effectively to emergencies.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Collaboration with External Agencies:</b> Define arrangements and protocols for establishing partnerships with local emergency services, hospitals, and community organisations to coordinate response efforts and access additional resources during large-scale emergencies or disasters.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Recovery and Continuity of Operations:</b> Develop strategies for recovering from emergencies and resuming normal operations as quickly as possible. This includes assessing damages, restoring facilities, and providing support to affected staff and participants.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Documentation and Reporting:</b> Document procedures for managing emergency incidents, response actions, and outcomes. Maintain records of all emergency-related activities for evaluation, review, and improvement purposes.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Regulatory Compliance:</b> Ensure that the plan complies with relevant regulations and standards, such as those set forth by the NDIS Quality and Safeguards Commission, as well as any local or state emergency management requirements.</p>	<input type="checkbox"/>	<input type="checkbox"/>

## Business Continuity Plan

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
<p><b>Introduction and Purpose:</b> Outline the purpose of the plan, its scope, and the importance of business continuity for the NDIS Provider.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Executive Summary:</b> Provide a concise overview of the plan, highlighting key objectives, strategies, and responsibilities.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Risk Assessment and Business Impact Analysis (BIA):</b> Identify potential risks and their potential impact on operations; these include natural disasters, cyber-attacks, supply chain disruptions, etc. Conduct a BIA to assess the criticality of various functions and processes.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Business Continuity Strategies:</b> Detail strategies and tactics to mitigate risks and ensure continuity of operations. This may include redundancy in critical systems, alternative communication channels, backup facilities, etc.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Incident Response and Recovery Procedures:</b> Outline step-by-step procedures to be followed during and after a disruption. This includes activating emergency response teams, communication protocols, relocation plans, data recovery procedures, etc.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Resource Requirements:</b> Identify the resources needed to implement the Business Continuity Plan effectively. This includes personnel, technology, facilities, equipment, and financial resources.</p>	<input type="checkbox"/>	<input type="checkbox"/>

PLAN SECTION AND SUGGESTED CONTENT	YES	NO
<p><b>Communication Plan:</b> Detail how communication will be managed internally and externally during a crisis. This includes communication channels, contact information, and protocols for stakeholders, employees, Participants, and regulatory bodies.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Training and Awareness:</b> 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.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Review Schedule:</b> Describe the process for regularly testing and updating the BCP to ensure it remains effective and relevant. This can include conducting tabletop exercises, simulations, and reviews of lessons learned from past incidents.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Documentation and Record Keeping:</b> Establish procedures for documenting incidents, response actions, and recovery efforts. Maintain records of all BCP-related activities for auditing and improvement purposes.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Regulatory Compliance:</b> Ensure that the Business Continuity Plan aligns with relevant regulatory requirements and industry standards, such as those set forth by the NDIS Quality and Safeguards Commission.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Appendices:</b> Include any supplementary information, such as contact lists, maps, diagrams, and additional resources.</p>	<input type="checkbox"/>	<input type="checkbox"/>