

Organisational recovery from emergencies and disasters



Resources for NDIS
Emergency and Disaster
Management

After a natural disaster, it is crucial for NDIS Providers to ensure the safety and well-being of participants and staff, as well as to maintain continuity of services as much as possible.

Your Business Continuity Plan and your Emergency and Disaster Management Plan are critical documents to refer to at this time. Follow the strategies and steps you already have planned to recover and resume normal operations as quickly as possible.

This guide can be used to help map those steps and strategies prior to an emergency or disaster happening – or as a starting point of things to consider in the wake of an emergency or disaster.

Adjustments may be necessary based on the specific context and characteristics of your organisation and the NDIS Supports you provide.

1 Risk assessment

Assess the safety of participants and staff in affected areas.
Relocate services if necessary to ensure everyone's safety.

2 Communication

Establish communication channels with your Board/Management Committee, staff, participants, and relevant authorities.
Keep all stakeholders informed about the situation and any changes in services.

3 Participant check-In

Contact all participants to ensure their safety and well-being.
Document any injuries, changes in health status, or immediate needs.

4 Staff check-In

Confirm the safety and availability of all staff members.

Establish a communication plan for ongoing updates and coordination.

5 Continuity of care

Assess the impact of the disaster on service delivery.

Identify alternative arrangements for delivering essential services, if necessary.

Coordinate with other service providers to ensure continuity of care for participants.

6 Resource assessment

Evaluate the availability of resources, including staff, equipment, and supplies.

Identify any shortages and prioritise resource allocation.

7 Assistance coordination

Assist participants in accessing emergency support services, such as shelters, medical assistance, or financial aid.

Provide information on available community resources and support networks.

Check out the information and resources to assist individuals recover from an emergency on the R4NED website.

[Recover – R4NED](#)

8 Documentation and reporting

Document all participant interactions, service disruptions, and actions taken during the disaster.

Report any significant incidents or concerns to relevant authorities and the NDIS Quality and Safeguards Commission.

9 Business impact and recovery planning

Develop a recovery plan for resuming normal operations once the immediate crisis has passed.

Assess the impact of the disaster on long-term service delivery and adjust plans accordingly.

Contact your insurers as early as possible.

10 Staff support

Offer support and counseling services to staff members affected by the disaster.
Provide training on disaster response protocols and stress management techniques.

11 Review and update policies

Review existing disaster preparedness policies and procedures.
Update policies based on lessons learned from the current disaster experience.

12 Community engagement

Engage with the local community to assess needs and provide support where possible.
Collaborate with other service providers, government agencies, and community organisations to coordinate efforts and maximise assistance.

13 Feedback collection

Collect feedback from participants, their supporters, staff, and other stakeholders on the response to the disaster.
Use feedback to improve future disaster preparedness and response efforts.

14 Review and adapt

Regularly review and update the disaster response checklist based on feedback, lessons learned, and changes in regulations or best practices.