



Resources for NDIS
Emergency and Disaster
Management

Emergency & Disaster Management Planning with NDIS Providers

A Guide for NDIS Participants

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NDIS Quality
and Safeguards
Commission

Introduction

This guide has been written to support NDIS Participants, like yourself, to learn about how NDIS Providers can help with emergency and disaster planning, response, and recovery.


The R4NED resources and website have been developed as part of a co-design process with people with disability across Australia.

Practical suggestions are provided for how to have conversations with NDIS Providers about emergency and disaster management, and what to talk about.

You can also use this guide with other trusted people, such as friends or family, who are willing to help you plan.

It suggests activities to complete by yourself, and activities to complete with your NDIS Provider or other trusted supporters.

These are in bold gold text.

When you see this logo  it means there are resources on the R4NED website that will help you understand different aspects of emergency and disaster preparedness. It also flags where there are templates and checklists to help with the planning and preparation process.

A summary of all the resources available on the R4NED website is at the end of this guide. They are divided into Participant and Provider sections, but there are resources you will find useful in both sections.



Welcome to R4NED video

Before you start, watch this video for an overview of the resources available on the R4NED website, and to understand the structure of the website and its accessibility functions. It runs for 2.40 minutes.

Find it on the R4NED website here: [Welcome to R4NED](#)

Watch it with captions in other languages on our [You Tube channel](#)

Table of Content

Introduction.....	2
Context.....	4
Planning and preparing: how and what to talk about.....	6
Planning and preparing: actions to take.....	7
Responding: how and what to talk about.....	14
Responding: actions to take.....	14
Recovering: how and what to talk about.....	16
Recovering: actions to take.....	16
Conclusion.....	18
R4NED resource summary.....	19

Context

This guide is based on the principles of Disability Inclusive Disaster Risk Reduction (DIDRR). DIDRR recognises that people with disability are disproportionately affected by disasters and emergencies.

It is, therefore, important that communities and organisations approach emergency and disaster management in a way that is inclusive of people with disabilities.

This means ensuring that the needs and voices of people with disability and their supporters are included at all stages of emergency and disaster management. This includes prevention, planning and preparedness, response, and recovery.

Having a conversation about DIDRR with your NDIS Provider may help both of you understand why inclusive emergency and disaster planning is important



DIDRR and the NDIS Practice Standard fact sheet

This fact sheet will help you understand more about DIDRR, and the international and local frameworks about emergency and disaster management in Australia, and what this means for NDIS Participants and Providers.

Find it on the R4NED website here - [Understand the Standard](#)

Find it in Easy Read and other languages here – [Resources](#)

NDIS Providers are responsible for ensuring the people with disability they support are fully included and meaningfully participate in all activities that impact them.

In addition to this, NDIS Providers also have certain obligations they must meet to comply with the NDIS Practice Standard for Emergency and Disaster Management.

Not all providers will have the same level of obligation. This is the concept of “proportionate risk”. In emergency and disaster management, proportionate risk recognises that one size does not fit all, and interventions should be proportionate to the level of risk to a person’s safety, and the individual’s preferences about the type of support they want.

For example, if you only receive therapy from an NDIS Provider once a month, they probably won’t be the organisation you will go to for assistance if something happens.

Knowing what the NDIS Practice Standard says a provider should do about emergency and disaster management can empower you to have a conversation with your provider/s about how you want them to support you to plan and prepare for emergencies and disasters



The NDIS Practice Standard and my provider fact sheet

This fact sheet explains what the NDIS Practice Standard for Emergency and Disaster Management is, and what you should expect from your providers. It includes case studies that explain more about proportionate risk.

Find it on the R4NED website here - [Get started](#)

Find it in Easy Read and other languages here - [Resources](#)



Proportionate risk video

You may also want to watch this video. It explains what proportionate risk means to NDIS Providers and Participants, and why it is important. It runs for 3.38 minutes.

Find it on the R4NED website here: [NDIS Participants](#)

Watch it with captions in other languages on our [You Tube channel](#).

Planning and preparing: how and what to talk about

Planning and preparing means getting ready for when emergencies or disasters happen.

It is natural that conversations about emergencies and disasters might cause some initial anxiety for everyone.

Remember that these conversations are about being aware and being prepared, which can help us to feel more in control of unexpected and difficult situations.

Your NDIS Provider is expected to support you to plan and prepare for emergencies and disasters, as well as provide ways for you to contribute to their organisation's plans and preparation.

It is up to you how much or how little you want them to support you with this, and how much or how little you want to be involved in their organisational planning and preparation.

Be clear about what you want your Provider to assist with and ask them to tell you what they can assist with



Plan with your provider video

Watching this video is a good place to start to understand the ways NDIS Providers and Participants can work together to plan and prepare for emergencies and disasters. It runs for 3.20 minutes.

Find it on the R4NED website here: [Plan and Prepare](#)

Watch it with captions in other languages on our [You Tube channel](#).

Remember, if you have more than one NDIS Provider, they all have a responsibility to talk to you about emergency and management planning.

It's important that you tell all your NDIS Providers if you already have a plan – or that you are planning with a different provider.

Planning and preparing: actions to take

Emergency planning has many benefits. It is not only about empowering you to be informed and prepared for potential situations but also, about increasing your self-confidence and resilience.

To ensure your safety there are three things you should do:

1. Have an individual emergency management plan that reflects your unique needs, abilities and ways of communicating.
2. Practise any emergency procedures and evacuation drills. Do this with your NDIS Provider where relevant – for example, if you live in a group home or similar.
3. Have clear ways to communicate with important support people – including your NDIS Provider – when an emergency situation is happening.

Start your planning and preparation for emergencies and disasters by working through each of the sections below with your NDIS Provider or a trusted support person. You may also want to plan and prepare with other people you live with.

If you are planning with other NDIS Participants that you live with, your provider will encourage everyone in the house to use the same templates for their plans. This can make it easier for support people – such as Emergency Services personnel or people working at Recovery Centres – to know where to find critical information quickly.

Make an individual Emergency Management Plan

There are a number of things to think about before you dive into making your plan, such as what information you will need to complete a plan, what process to follow, and which template to use.

To make the planning process smoother, work out what you need before you start. Ask your NDIS Provider to help you find the information you need.



Pre-planning guide for NDIS Participants

This guide will step you through what you need to think about before you start planning.

Find it on the R4NED website here: [Get Started](#)

Find it in Easy Read and other languages here – [Other language Resources](#)

Other things to think about

There are also links and information on the R4NED website Get Started page that explain the Australian Warning System. It is particularly important if you live independently in the community that you understand and are familiar with the warning system, so you know when to take action in an emergency or disaster.

There are also tools to help you work out whether you live in high-risk areas. This can help you decide the type of plan you might need, and what to include in it.

Now it is time to start writing your Emergency Management Plan.

Your NDIS Provider may be able to help you do this. Remember that which template you use or process you follow is not as important as making sure you have a plan in place.



Emergency Management Plan templates

There is an R4NED Emergency Management Plan template, as well as links to other templates that are suitable for NDIS Participants to use.

Find them on the R4NED website here: [Make a plan](#)

Find the R4NED Emergency Management Plan template in other languages here – [Resources](#)



Person-Centred Emergency Preparedness (P-CEP)

P-CEP is a comprehensive resource package for people with disability to prepare for emergencies and disasters. It includes a practical conversation guide and planning tool.

Check out the P-CEP resources at the [Collaborating 4 Inclusion website](#).

Identify a support network

It is important to know who the people are that will support you in an emergency or disaster.

This could be your NDIS Provider (including your support workers), family members, friends, neighbours and local community groups.

Ask your support network what they can and will do to help you in case of an emergency, including how they will communicate and stay connected with you. For example, a neighbour might be able to help you evacuate from your home if you have to do that.

You should decide who needs a copy of your plan and in what format (e.g. digital, hard copy, translated). Your NDIS Provider may be able to help you with this.

Prepare a 'Go Bag'

Having an emergency kit – which is sometimes called a “Go Bag” – ready to go if you need to leave in a hurry is an important way you can prepare for an emergency of disaster.

A Go Bag should include essential items like medication, medical records, important documents, and personal care items.

Be sure to keep it updated every 6 or 12 months or as needs or your details change.

Making a Go Bag is easy and a good way to feel prepared for an emergency or disaster.



Go Bag checklists

The Red Cross and Ember checklists will help you work out what to put in your Go Bag.

Find links to them on the R4NED website here: [Make a plan](#)

Other things to think about

Emergency management planning must be tailored to you.

Some things you might need to think about including in your plan are:

- any specific support needs for evacuating a building
- what to do with your pets
- how to prepare for, and manage, communication outages
- how to connect with your neighbours.

Take a look around the [Make a plan](#) page on the R4NED website and talk to your NDIS Provider or your support network about what you should include in your individual Emergency Management Plan.

Hidden disability and other considerations

It can be difficult to provide personal information to other people when you are in a stressful situation, such as an emergency or disaster.

Having an easy way to do that may be useful, especially if you have a hidden disability or identify in a particular way.

You may find it helpful to make a card that can be shown to people assisting you – such as Emergency Services personnel or people staffing Evacuation and Recovery Centres – that has a simple description of your disability or how you want to be addressed (e.g. pronouns such as “he”, “she” or “they”).

The card can be kept in your Go Bag.

Make a card to include in your Go Bag if you wish to.

Evacuation drills and reviews

Practicing what is in your plans is a critical activity you should do with your NDIS Provider or support network.

Evacuation drills are a mandatory requirement for NDIS Providers in particular settings, such as Specialist Disability Accommodation. Regardless of where support is being provided, support workers should be aware of evacuation procedures wherever you are receiving support, and they also need to ensure that you know what to do if you have to leave your home or another building suddenly.

There are a number of ways to be involved in evacuation drills.

Practise evacuating from your home or implementing other aspects of your Emergency Management Plan. Include your NDIS Provider with this if it is appropriate.



Practising your Emergency Management Plan

This document has tips and activities to help you practise.

Find it on the R4NED website here: [Practise and Review](#)

Find it in Easy Read and other languages here – [Resources](#)

Individual plan reviews

Making sure plans have current information in them is also really important.

Scheduling regular reviews and plan updates alongside other planning – such as updating individual support plans or NDIS reviews – could be a convenient way to do this.

Plans should also be updated when details change, such as where you live, your contact details, or critical health and support information.

You could ask your NDIS Provider to include your Emergency Management Plan when you review other plans you have them – like your support plan or health plan.

You can also make a note in your diary or put a reminder in your phone to do an annual review.

Organisational plan reviews

The NDIS Practice Standard for Emergency and Disaster Management expects that providers include NDIS Participants in organisational planning, as well as individual planning.

This means providing ways for you to contribute to organisations' risk management, emergency and disaster management, and business continuity planning.

Providing constructive feedback on policies and plans, as well as on the way an organisation performs, is a way you can contribute to improving the service you and other NDIS Participants receive.

Organisational planning templates checklist

You can see the kinds of things your NDIS Providers should be including in their plans by looking at this checklist.

Find it on the R4NED website here: [Manage your paperwork](#)

Assisting in home or work safety checks

Just as NDIS Participants may already be included in auditing processes undertaken by their provider, there are opportunities for you to be involved in home and work safety checks.

Taking on an individual role or responsibility, such as checking fire safety equipment expiry dates and checking smoke alarms, is a great way to become involved in emergency preparation, while increasing your awareness and self confidence.

Even if you partially participate in a role, with the assistance from a support worker, this is still a valued contribution.

Other ways to be involved

Your NDIS Provider may suggest other ways you could become involved in their planning and preparation for emergencies and disasters. For example, they may ask you to participate in home and work safety checks, like ensuring smoke alarms are working. This is something you should do in your own home too.

Connecting with local emergency services

Did you know that many local emergency services can assist you with advice on being prepared for an emergency?

If you have specific support needs that might make evacuation challenging, it can be a good idea to connect with a local emergency service to discuss.

They may also be able to talk with you and your provider about local evacuation centres and facilities, and what happens if you have to go to one of these places.

Remember, this is something you need to do before an emergency or disaster has occurred. Ask your NDIS Provider to help you make contact if you need support to do this.



Find out more about connecting with emergency services here:

[Emergency services](#)

Connect with community

Some local communities have initiatives and resources about planning and preparing for emergencies and disasters, particularly in areas that are at high risk of this happening.

For example, some local councils run Disability-Inclusive Emergency Planning (DIEP). These are local community-led conversations about disability inclusive emergency planning.

Connecting with community initiatives and resources. Ask your NDIS Provider to help you make contact if you need support to do this.



Find out more about what might be happening in local councils and communities at these two links:

[Local council](#) - and - [Community partners](#)

Responding: how and what to talk about

Responding means what you should do when something happens. Most importantly during an emergency, you need to be safe.

Part of being ready to respond to an emergency or disaster is being confident that you know what your plan is, that you understand what might happen, and you have practised what you have to do.

Your NDIS Provider should continue to provide your core supports during an emergency or disaster (known as continuity of support), as far as is possible.

Talk to your NDIS Provider about how they plan to support you during and after an emergency or disaster.



Prepare and practise video

Watch this video to remind yourselves about the things you should do before an emergency or disaster happens. It runs for 4.21 minutes.

Find it on the R4NED website here: [Respond](#)

Watch it with captions in other languages on our [You Tube channel](#).

Responding: actions to take

The most important thing when an emergency or disaster happens is remembering your plan and listening to the authorities about what you need to do.

Remember to stay as calm as you can during this time. If you are feeling panicked or stressed, slowing down and taking some deep breaths can be helpful.

Don't forget to grab your Go Bag if you have to leave your home.

Preparing yourself for what to expect if you have to evacuate from your home is also a useful thing to do.



Evacuations: What to expect before, during and after fact sheet

Read this fact sheet together to learn about what might happen in an evacuation centre. Take a look at the Easy Read communication Board while you're there.

Find it on the R4NED website here: [Steps to take](#)

Find it in Easy Read and other languages here – [Resources](#)

Know where to get reliable information about any emergencies and disasters happening in your area.

Keep information handy about how to stay informed during an emergency or disaster.



Find information about the ABC Emergency website and other important information to assist you with this here:

[ABC emergency website](#)

Recovering: how and what to talk about

Recovering means what to do once the emergency or disaster has passed.

Disasters and emergencies can be unsettling and scary and recovering can sometimes be as challenging as getting through the event itself.

After experiencing an event like a bushfire, flood or the Covid-19 pandemic, it is natural to feel like you have less control in your life than usual.

It's important to keep positive, and to remember that you can cope and will be okay.

Remember that your NDIS Providers are there to support you. Talk to them about what you need and how they can assist.



What happens after an emergency video

Watch this video to learn about some of the important things you and NDIS Participants can do to recover from an emergency or disaster. It runs for 3.29 minutes.

Find it on the R4NED website here: [Recover](#)

Watch it with captions in other languages on our [You Tube channel](#).

Recovering: actions to take

The first thing to do when recovering from an emergency is to get your thinking right.

This means remembering that you are okay, and to 'go with the flow'. When unexpected things happen, you will be better able to keep calm and take action if you remain calm.

Things you can do to help with this include:

- Taking four slow, deep breaths is a good starting point for clearer thinking.
- Write a list of actions – a “To Do list” – feel more in control of a stressful and unpredictable event.
- Stay connected with your support people, whether that's family, friends, neighbours or their NDIS Provider.
- Do a self-check-in.

Use our step-by-step guide to learn more about how to do these things. The guide is written to be used with a support worker but you can also work through the steps yourself. You can also use the guide before an emergency or disaster happens, to mentally prepare and build resilience.



Resilience and NDIS Participants: a guide

This guide will help you mentally recover from disasters and emergencies.

Find it on the R4NED website here: [Steps to take](#)

Find it in Easy Read and other languages here – [Resources](#)

There is also a self-guided online module with this content. Find the link here: [Steps to take](#)
There may be practical considerations people need to make after an emergency or disaster, especially if they live independently in the community.

Make an action plan of what you need to do to get your life back on track once the emergency or disaster has passed. Ask your NDIS Provider for support to do this if you need to.



Find links to checklists and resources to assist you to do this here:

[What to do after a disaster](#)

You may also want to connect with local community recovery services and resources.

These may be run through Local Council, local community organisations or dedicated Recovery Centres.

There are resources available to assist people immediately after – and in some cases in the weeks and months after – a disaster. This may be disaster recovery payments, food and clothing, and/or emotional support.

It's not always easy to ask for help, but your NDIS Provider is there to support you. Make sure you ask for the assistance you need.

Your other trusted supporters may also be able to assist you with disaster recovery.



Find links to useful websites for assistance with recovery here:

[Get assistance](#)

Conclusion

Remember that not all NDIS Providers are expected to offer the same level of support to you during emergencies and disasters.

However, all NDIS Providers should talk to you about what they will do to assist you if something happens, and how the support they provide to you will continue during and after an emergency or disaster happens.

If supports can't continue, then your NDIS Provider should talk to you about what alternative arrangements they will put in place and how they will resume supporting you as quickly as they can.

These arrangements should be documented in your service agreement with your NDIS Provider and in your support plan.

Taking control of your own emergency and disaster preparedness is the best thing you can do to be ready.

Find a summary of all the R4NED resources available below. Some of these resources are mentioned in this guide; others are designed to help your NDIS Provider get ready to meet the NDIS Practice Standard and – most importantly – to support you to respond to and recover from emergencies and disasters.

R4NED resource summary

Videos	Website Link
Welcome to R4NED	R4NED Home page
Proportionate risk	NDIS Participants NDIS Providers
Plan with your provider	Plan and prepare
Prepare and practise	Respond
What happens after an emergency	Recover
The NDIS Practice Standard	Meet the Standard
What we want you to know	Work with your NDIS Participants Work with your Community

Resources for NDIS Participants	Easy Read	Other languages	Website Link
The NDIS Practice Standard and my provider fact sheet	YES	YES	Get started
Pre-planning guide for NDIS Participants	NO	YES	Get started
Emergency planning with NDIS Providers: a guide for Participants	NO	YES	Make a plan
Emergency Management Plan template for NDIS Participants	NO	YES	Make a plan
Practising your Emergency Management Plan tips and activities	YES	YES	Practise and review
Evacuations: what to expect before, during, and after guide	YES	YES	Steps to take
Resources for NDIS Providers	Easy Read	Other languages	Website Link
DIDRR and the NDIS Practice Standard fact sheet	YES	YES	Understand the Standard
Proportionate risk fact sheet and case studies	NO	YES	Understand the Standard
NDIS Practice Standard evidence checklist	NO	NO	Understand the Standard
Board and leadership team responsibilities	NO	NO	Understand the Standard
Resilience & NDIS Staff guide	NO	NO	Prepare your organisation

Resources for NDIS Providers	Easy Read	Other languages	Website Link
Workplace planning for emergencies and disasters guide	NO	NO	Prepare your organisation
Staff responsibilities presentation	NO	NO	Prepare your organisation
Organisational planning templates checklist	NO	NO	Manage your paperwork
NDIS Participant information checklist	NO	NO	Manage your paperwork
Organisational recovery guide for NDIS Providers	NO	NO	Manage your paperwork
Emergency planning with NDIS Participants: a guide for Providers	NO	YES	Plan and prepare together
Practising Emergency Management Plans in SDA tips and activities	NO	NO	Plan and prepare together
Evacuations: what to expect before, during, and after guide	YES	YES	Plan and prepare together
Resilience & NDIS Participants guide	NO	NO	Recover together