

### What is it?

An Emergency and Disaster Management Plan is a list of actions designed to be carried out in an emergency.

It is developed to reduce risk and promote the physical and mental safety of people with disability in an emergency.

It provides clear directions on what Support Workers, Zest Care office staff, customers and others should do before, during and after an emergency.

### Why do customers need one?

People living with disabilities are twice as likely to be injured or find themselves socially isolated during a disaster. It is our responsibility to make sure that doesn't happen.

Natural disasters like floods and fires are common in Australia. Other recent disasters like the COVID pandemic are also covered in an Emergency and Disaster Management Plan.



### My responsibilities

As a Support Worker, you need to:

- Have a thorough understanding of each of your customers' individual plans
- Take reasonable measures to ensure the safety of your customers and yourself.

Please also assist your customer to put together an Emergency Kit (bottled water, Panadol, clean underwear, blanket, non-perishable food and food for any assistance animals).

In an emergency, it is important to stay calm, follow Zest Care's policies and procedures and take necessary measures to keep you and your customer safe.

### Where can I find it?

Each customer's Emergency and Disaster Management Plan is located in their GoodHuman profile, under the care information tab.

Please make sure you are familiar with the individual plan of each customer in your care so you know how to respond in an emergency. For further information please refer to the Zest Emergency Management Policy.