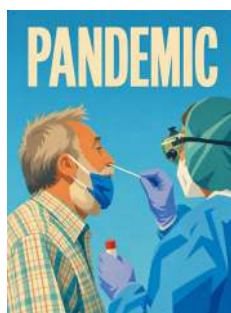
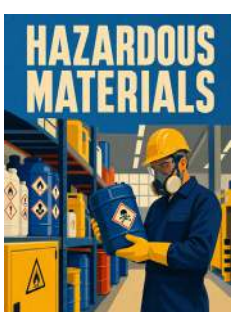
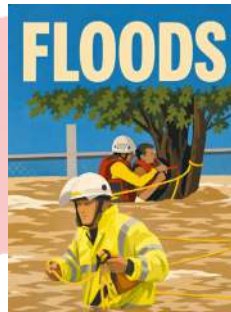
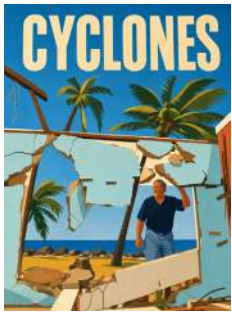
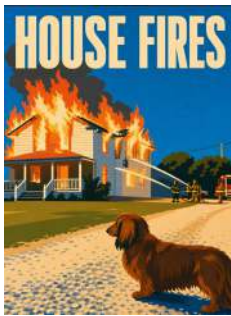


# DISASTER MANAGEMENT







BigDog Support Services Pty Ltd and Scottvale Health Club Group (BigDog) has effective planning processes to prepare, prevent, manage and respond to emergency and disaster situations whilst mitigating risks to and ensuring continuity of supports that are critical to the health, safety and wellbeing of clients.

History has shown that on a regular basis, disasters occur in which human lives become very vulnerable.

Director regularly reviews the plans and consults with stakeholders.

BigDog has measures in place to enable continuity of supports that are critical to the safety, health and well-being of each client before, during and after an emergency or disaster.

Emergencies and natural disasters can affect anyone at any time. Depending on where the building is, some natural disasters are more likely to happen than others and our plans should reflect this.

After an emergency, provide access to mental health services for both Staffs and clients. Stress, trauma, or shock can affect people long after the event itself has ended.



**In case of fire, ALWAYS prioritise life over property.**

### **Immediate Response**

- Call 000 (Triple Zero) immediately and state: Fire
- Exact address of the premises
- Any known risks (clients with mobility issues, oxygen use, etc.)
- Alert everyone in the house clearly and calmly.
- Notify the Director with details of the event.

## **Response Plan**

### **Evacuation**

- Evacuate immediately if it is safe to do so.
- Follow the nearest safe exit.
- Do not stop to collect personal belongings.
- Assist members according to their individual emergency support needs
- Use mobility aids or evacuation equipment where required
- Ensure members remain calm and supported

⚠ If smoke is present:

- Stay low to the ground
- Cover mouth and nose if possible

### **Assembly Point**

- Move everyone to the designated assembly point.
- Conduct a headcount of all staff and clients.
- Report any missing persons immediately to Emergency Services.

Staff may attempt to extinguish a small, contained fire using a fire extinguisher **ONLY IF** they are trained and the fire is small and not spreading.

# HOW TO USE A FIRE EXTINGUISHER



**1**  
**PULL**  
THE PIN



**2**  
**AIM**  
AT BASE  
OF FIRE



**3**  
**SQUEEZE**  
THE LEVER



**4**  
**SWEEP**  
SIDE TO SIDE



Bushfire behaviour depends on several factors, including weather conditions (temperature, wind), fuel sources (vegetation) and even the topography of the environment. Grass fires are one of the most common types of bushfires. Dried out, dead grass must be slashed, mowed and cleared regularly during summer.

Australia's native scrubland vegetation creates serious fire risks as they burn slowly but intensely, and the additional heat could lead to trees or man-made structures catching on fire.

## Preparation

- Establish a chain of command for emergency personnel to ensure that all safety protocols are followed and that everyone is on the same page.
- Establish evacuation routes and shelters for people to evacuate to. Mark evacuation routes and shelters with signs for easy identification.
- Provide fire safety training to all personnel so that they are aware of the risks associated with bushfires and how to mitigate them.
- Prepare an emergency kit with supplies that is stored in a safe, accessible location.
- Monitor the situation closely and stay informed of any developments. Be prepared to evacuate if necessary.
- Have a communication plan in place so that all personnel can be contacted in the event of an emergency.
- Have an emergency response plan to ensure that all staff are aware of their roles and responsibilities.
- Have a recovery plan in place to address any damage caused by the bushfire and to help people recover from the event.



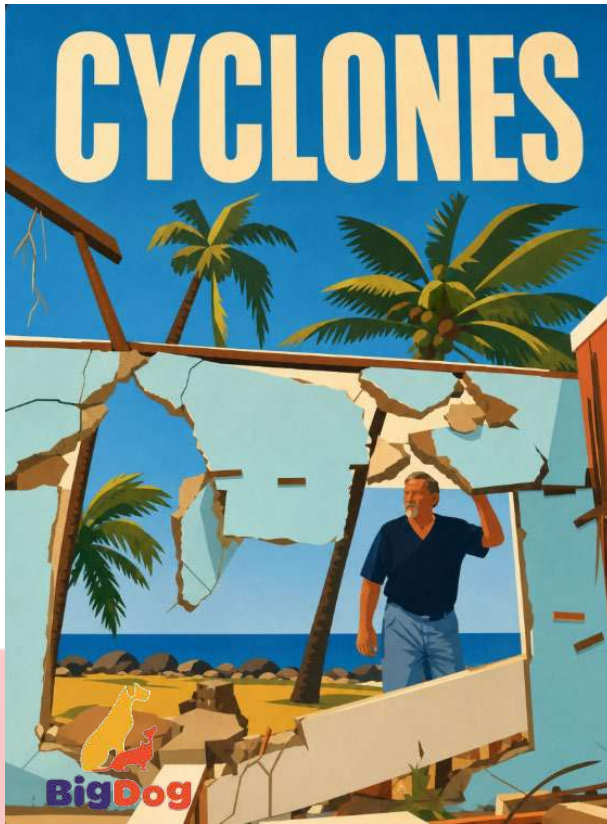
## Response Plan

- Stay inside the building and keep out of the heat as much as possible.
- Avoid heavy exercise during peak hours of the day.
- Drink plenty of fluids to stay hydrated, even if you don't feel thirsty.
- Keep the building cool by using blinds to shield the inside of the station.
- If not using air conditioning, open windows during the cooler parts of the day and allow ventilation between rooms.
- Splash yourself with cold water or use a cool damp cloth to cool down.
- If it's too hot at the premises, go to an airconditioned shopping centre, community centre, library or the local swimming pool.
- Avoid direct exposure to the sun where possible and wear appropriate clothing (loose-fitting, lightweight and light-coloured).
- Do not leave family or animals in parked vehicles.
- Keep in touch with the office.

A heatwave is an extended period of unusually high temperatures and often high humidity compared to the usual local climate and past weather.

Heatwaves and hot weather kill more people in Australia than bushfires, cyclones and any other hazard, so it's important to adapt your activities and have a plan to keep cool and look after yourself this summer.

Investigate public locations in your local area where you could go to stay cool e.g. community centres, libraries, movie theatres.



Cyclones are powerful weather systems that can cause significant damage to the built and natural environments.

They develop from low pressure systems that develop over warm oceans in the tropics, and generally intensify over several days, generating severe winds, heavy rain and flooding.

Cyclones produce very strong and potentially destructive winds that rotate clockwise around a calm centre (the 'eye').

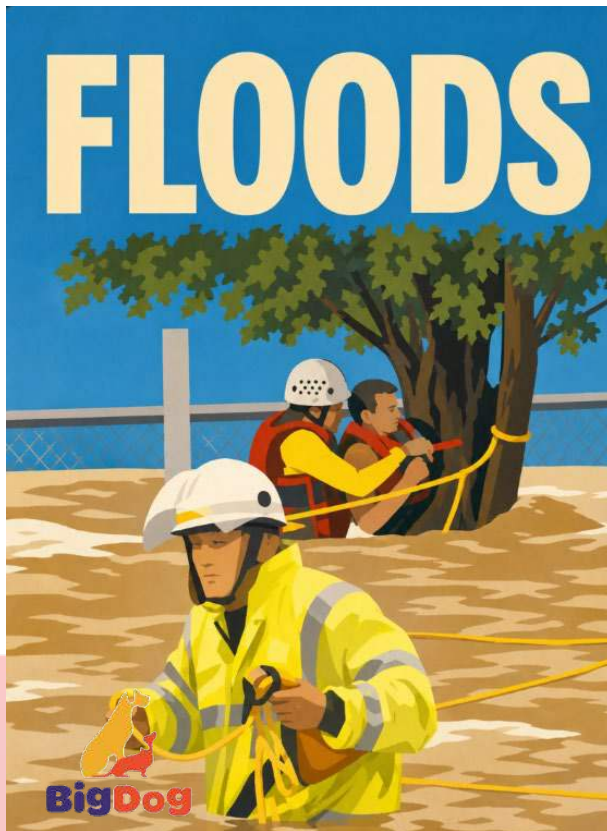
As a cyclone approaches, the wind and rain gradually increase over several hours. Winds caused by cyclones are powerful enough to break large trees, roll over sea containers, and blow away unsecured caravans, garden sheds and poorly constructed roofed patios.

Strong winds associated with cyclones can cause extensive property damage and turn loose items into wind-borne debris that cause further building damage. Slow moving cyclones can take many hours to move past a particular location, causing extreme wind and rain that can last up to 12 hours.

## Response Plan

As per Fire Plan as well as:

- Follow directions from emergency services personnel and emergency announcements.
- IF SAFE TO STAY close all doors and windows, ensure anything that can move around or can become a projectile is removed or placed inside cupboards.
- IF UNSAFE TO STAY remove all Clients, Visitors, Contractors and Staff from imminent Danger.
- Communicate with the Director
- Leave premises secure.



Living with flooding is a natural part of life in Queensland. We can't prevent floods from happening, but we can take steps to be prepared by understanding our flood risk, where and how we get our flood warnings, and what steps we can take to reduce the impact of floods on our lives.

Identify areas of risk of flooding, review local maps, talk to local residents, and check with local government and emergency planning officials.

## Response Plan

As per Fire Plan as well as:

- Follow directions from emergency services personnel and emergency announcements.
- IF SAFE TO STAY close all doors and windows, ensure anything that can move around or can become a projectile is removed or placed inside cupboards.
- IF UNSAFE TO STAY remove all Clients, Visitors, Contractors and Staff from imminent Danger.
- Communicate with the Director and On Call.
- Leave the building secure.

## Follow Up

- Contact the insurance provider to determine what type of coverage we have in the event of a flood.
- Have a plan of action if a flood occurs, such as turning off the main power and gas, and evacuating to a safe location.
- Monitor the situation even after the flood has passed, as flooding can cause long-term damage to structures and property.



Bomb threats, arson, suspicious mail, and personal threats pose a serious risk to the safety of clients, Staffs, and visitors.

These incidents may occur with little or no warning and require immediate, calm, and coordinated action.

The primary objective in all situations is to protect life, follow directions from Emergency Services, and ensure the safety and wellbeing of all clients, particularly those with additional support needs.

## **Response Plan**

### **Bomb threat**

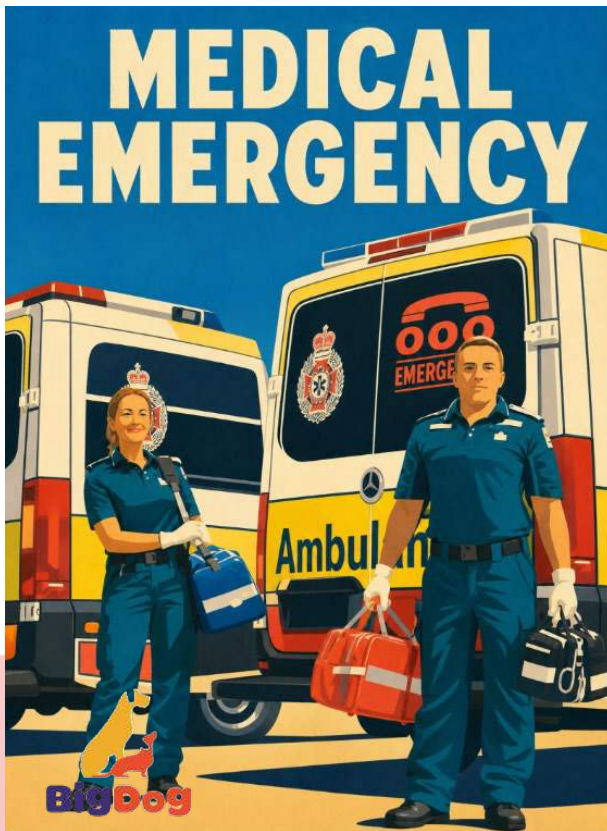
- Remain calm and take the threat seriously
- Do not hang up (if on the phone)
- Record as much information as possible
- Exact wording of the threat
- Time and method received
- Caller's voice, background noises, accent, or tone
- Call 000 (Triple Zero) immediately and follow instructions.

### **Arson**

- Treat the situation as a fire emergency.
- Call 000 immediately.
- Assist all clients to the designated assembly point.

### **Other Personal Threats**

- (Verbal, Written, or Behavioural) includes threats of violence, stalking, aggressive behaviour, or credible threats to Staffs or clients.
- Take all threats seriously
- If there is an immediate danger, call 000



A medical emergency may involve any situation where a member or visitor is in urgent need of medical attention due to injury, illness, or a sudden health crisis (e.g., stroke, heart attack, severe allergic reaction, etc.).

## Response Plan

### Assess the Situation

Ensure that the scene is safe for you and the affected individual.

Quickly assess the condition of the person and identify symptoms (e.g., unconsciousness).

### Call 000 (Triple Zero) immediately

- Clearly state that it is a medical emergency and provide the address of the premises.
- Give details about the condition of the individual, any known medical conditions, and medications.
- Follow any directions given by the operator.

### Provide First Aid

- CPR: If the individual is not breathing or their heart has stopped, begin CPR if trained.
- Bleeding: Apply pressure to control bleeding using a clean cloth or bandage.
- Airway Obstruction: If the person is choking and unable to breathe, perform the Heimlich manoeuvre if trained.

### Assist Emergency Services

- Ensure the person is as comfortable as possible until Emergency Services arrive.
- Provide medical history (if available), including any pre-existing conditions, medications, and allergies (if known).
- Ensure clear access to the person for emergency personnel.

# DRSABCD action plan



## Danger



Assess danger.  
Ensure that your surroundings are safe to assist the patient.

## Reponse



Check for patient's responses.  
Ask for names, squeeze shoulders.

**Yes:** Make comfortable, check injuries

**No:** Send for help

## Send

Call triple zero (000) for ambulance.  
Seek help from people around.  
Provide details about the situation and location

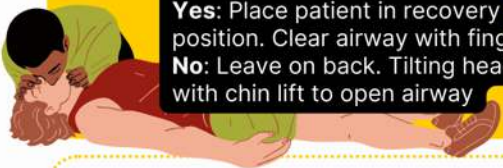


## Airway

Open patient's mouth and check for foreign material

**Yes:** Place patient in recovery position. Clear airway with fingers

**No:** Leave on back. Tilting head with chin lift to open airway



## Breathing

Check for breathing. Look, listen and feel for breathing for about 10 seconds.

**Yes:** Place in recovery position, monitor breathing and responsiveness

**No:** Place on back and perform CPR



## CPR

Press down 1/3 of depth of chest  
Give the patient 30 chest compressions followed by 2 breaths.

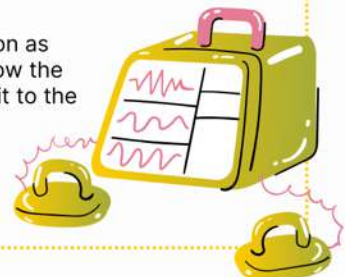
Repeat until:

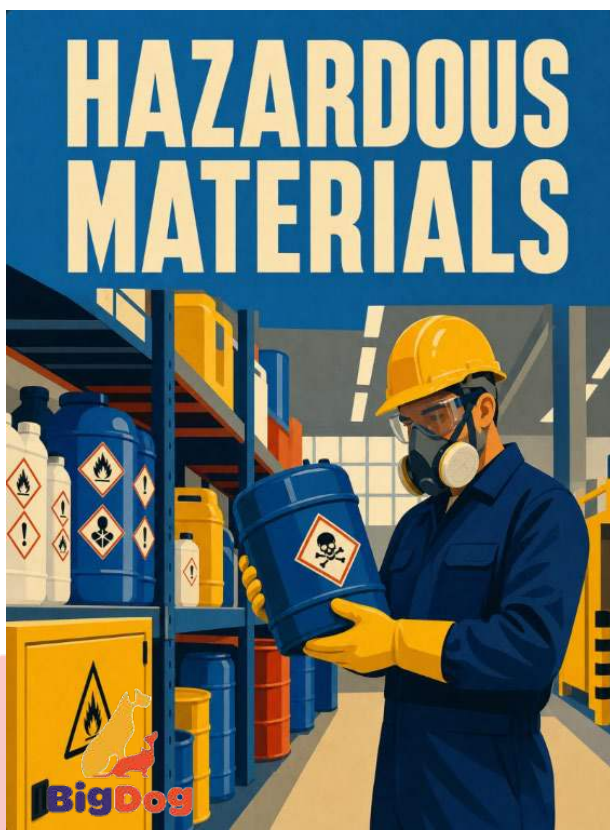
- Ambulance arrives
- Casualty recovers



## Defibrillation

Apply AED as soon as possible and follow the prompts. Attach it to the victim's chest.





A hazardous materials (hazmat) emergency occurs when a dangerous substance, such as a chemical spill, gas leak, or exposure to toxic materials, poses a risk to health or the environment.

## Response Plan

- Identify the substance involved (e.g., chemicals, gases, cleaning agents).
- Ensure you are not exposed to the hazardous material. If possible, move to a safe location immediately.

## Call 000 (Triple Zero) immediately

- State that it is a hazardous materials emergency and provide the exact address.
- Describe the hazardous material and its risks (if known), including the location of the spill or leak

## Evacuate the Area

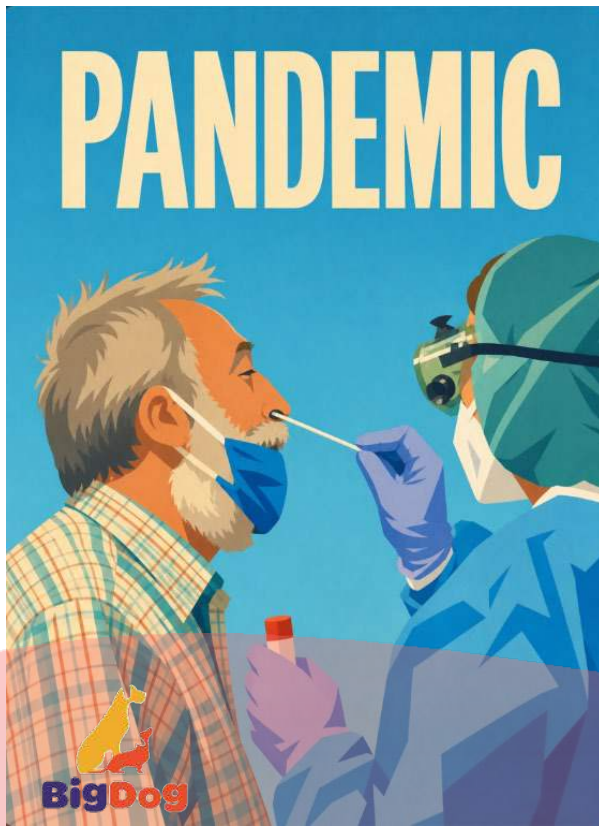
- Evacuate immediately from the area if the substance is hazardous.
- Use the nearest safe exit and do not use elevators.
- Close all doors behind you to contain the hazard.

## Isolate the Area

- If safe to do so, prevent anyone from entering the contaminated area.
- Mark the area with visible signage to indicate a hazardous zone.

## Assist Emergency Services

- When Emergency Services arrive, provide them with all relevant information about the hazardous substance, location, and affected individuals.
- Provide medical records for clients who may have been exposed to hazardous materials



Pandemics happen when a novel influenza virus emerges that infects and can be efficiently transmitted between humans.

Animals are the most likely reservoir for these emerging viruses; avian viruses played a role in the last three influenza pandemics.

Two of these pandemic-causing viruses remain in circulation and are responsible for the majority of influenza cases each year.

## Preventative measures

- Signage outlining universal hygiene practices to be displayed at the entry of all buildings and other areas as appropriate.
- Staffs are provided with appropriate PPE including hand sanitizer. Hand sanitizer available in communal areas (reception, toilets, kitchen)
- Regularly cleaning of all communal spaces
- Staffs complete health and hygiene training.

## Response Plan

Increase cleaning in all buildings and provide products for members to regularly clean high traffic areas such as doorknobs, desks, toilets and kitchen areas.

Pandemic risk assessment to be conducted prior to contact with families, children or other visitors.

Physical distancing measures will be implemented based on relevant health/government advice.

Members who have been identified as having close contact with a known person with a diagnosed illness will be requested to self-isolated in accordance with recommended by current state health advice.



Disaster management in Queensland is governed by the Disaster Management Act, which is unique in Australia.

The framework is comprehensive, scalable, and locally led.

It uses an “all hazards” approach, covering meteorological events (floods, cyclones, severe weather) and human-caused issues (including counter-terrorism).

When a local disaster coordination centre is activated, agencies are requested to send an Agency Liaison Officer.

The Toowoomba coordination centre is located on the mezzanine level above the Annex.

Lead agency depends on the hazard: Local government for “wet or dirt” events (floods, cyclones, earthquakes), Queensland Fire Department for fires, and Department of Agriculture and Fisheries for biosecurity.

The LDMG decides to evacuate based on intelligence, planning, risk assessment, and hazard severity.

In serious situations, the District Disaster Coordinator (police lead) can direct an evacuation under the Disaster Management Act, sometimes without direct liaison with the local level.

Once evacuation is decided, a warning period begins and emergency warnings are issued.

Messages escalate with threat level: “avoid smoke” (low level), “prepare to evacuate,” “evacuate now,” and the worst-case: “seek shelter immediately” (unsafe to leave).

Post-event messages include “return with caution” or “not safe to return.”

People are strongly advised to go to friends and family first, as it is more comfortable and allows pets and personal belongings.

# Contact us at **BigDog**

 1800 A BIGDOG

 1800 22 44 36

 07 4632 9559

 [www.bigdog.au](http://www.bigdog.au)



## **Administration**

3 Clifford Street

Toowoomba Queensland 4350

## **Paul Myatt Community Centre**

11-15 Alexander Street

Toowoomba Queensland 4350

## **Scottvale Health Club**

271 Richardson Road

Rockhampton Queensland 4700



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