

# 052 – CRISIS MANAGEMENT POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>052 – CRISIS MANAGEMENT POLICY</b>		
<b>VERSION:</b>	001	<b>DATE EFFECTIVE:</b>	12/05/2020
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	04/08/2022

## PURPOSE

Ensure that organisation wide ARC Disability Services Inc. (ARC) responds swiftly and effectively in the event of an emergency or crisis.

## SCOPE

This policy applies to all staff and participants.

## Definition

ARC defines a crisis as the following

- Any unplanned event that can cause deaths or significant harm to employees, participants or the public
- Can shut down business or disrupt operations
- Cause physical or environmental damage
- Threaten ARC's financial standing or public image
- Any state of disaster declared by local government
- Loss of CEO

## IMPLEMENTATION

The CEO (or in place of the CEO; Chairperson of the Board) is responsible for declaring a state of crisis for the organisation. In this event the Board will be notified; the Management team will meet and decide on the best plan of action. The Management Team in conjunction with the Board via the CEO will ensure a clear line of communication is maintained with all stakeholders of ARC. The management team will be responsible for ensuring all aspects of ARC and actively try to prevent disruption to services and mitigate any negative effects.

They will be required to consider many aspects not limited to the following:

- Supports provided to our participants
- Property belonging to ARC Disability Services Inc.
- Assets belonging to ARC participants
- People employed by ARC Disability Services Inc.
- Finances managed by ARC Disability Services Inc.

## Documentation

It is important that in the event of a crisis that all relevant documentation is completed as required.

This documentation may include:

- Incident Reports
- Action Plans
- Service Improvement Forms
- Business continuity plans
- Communication strategies

## REFERENCES

*Disaster Management Act 2003*

<b>POLICY</b>	<b>Document No.:</b> GOV03-FORM-01	<b>Version No.:</b> 1A
<b>Release Date:</b> 12 February 2020	<b>Uncontrolled if Printed</b>	<b>Page 1 of 2</b>

# 052 – CRISIS MANAGEMENT POLICY OPERATIONAL POLICY



## AUTHORISATION

This Policy is approved and issued by:

A handwritten signature in blue ink, appearing to read 'Ben Keast', is written over a horizontal line.

**BENJAMIN KEAST**

Chief Executive Officer

<b>POLICY</b>	<b>Document No.:</b> GOV03-FORM-01	<b>Version No.:</b> 1A
<b>Release Date:</b> 12 February 2020	<i>Uncontrolled if Printed</i>	<b>Page 2 of 2</b>

Arc Disability Services Inc. (ABN 59 187 522 904) | [www.arcinc.org.au](http://www.arcinc.org.au) | T: (07) 4046 3600