WHS DOCUMENTS & TEMPLATES

DOC-CEP-TPL · Emergency and Disaster Management Plan for Clients

Product Overview

For: NDIS, disability, aged care, home care and community services providers whose clients rely on their supports

Version 1.0 · 21 November 2026

Keep supports going for the people who rely on you when an emergency or disaster strikes: find the clients at higher risk, plan with each of them, and know who calls whom, with an individual client emergency plan and a contact tree.

The plan covers who does what, identifying and prioritising clients at higher risk (with a register), preparing before an emergency (individual plans, essential supports, workers and backup arrangements, communication, medications, equipment and power, evacuation needs, warnings and practice), triggers and extra actions for fire and bushfire, flood and storm, extreme heat, pandemic or outbreak, power outage, loss of systems and staff shortage, what to do during and after the event, and testing and review.

The Individual Client Emergency Plan is made with each client: contacts, communication, essential supports, health, medication and equipment, leaving home, what to take, and consent to share. The Emergency Contact Tree sets out who calls whom, the client call order and the emergency contacts. All three are in Word, with PDF copies.

Written to work in any country, with Australian law as the worked example. The guide says what to check where you work. In Australia, its state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Plan: roles, clients at higher risk and a register, before, hazard triggers and actions, during, after, testing and review	02_TEMPLATE/Emergency and Disaster Management Plan for Clients.docx and .pdf
Individual client emergency plan: contacts, communication, essential supports, health and equipment, leaving home, what to take, consent	02_TEMPLATE/Individual Client Emergency Plan.docx and .pdf
Emergency contact tree: who calls whom, the client call order and emergency contacts	02_TEMPLATE/Emergency Contact Tree.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief with Australia as the worked example, records and every placeholder	01_START_HERE/How to Use This Template.pdf
Read Me First, Product Overview, Permitted Use Terms and Version Information	01_START_HERE/ (PDF)

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SAMPLE · Emergency and Disaster Management Plan for Clients · Buy the full editable version:
training.oranaskillscentre.com/documents/emergency-and-disaster-management-plan-for-clients

How to Use This Template

How to complete, adapt and keep the emergency and disaster management plan for clients

1 What this template is for

People who rely on daily support, medication, equipment or power are often the most affected by an emergency or disaster, and the least able to prepare alone. This plan helps a service know who is at higher risk, plan with each person before anything happens, and keep essential supports going when an emergency strikes.

It does not replace your workplace emergency plan (evacuating your premises, emergency procedures and drills) or a bushfire and severe weather plan for your workers. Keep those, and use this plan alongside them for your clients.

2 How to use it

Step	What to do
1	Name the emergency coordinator and deputy, and fill in the placeholders.
2	Review every client against the plan's questions on clients at higher risk, and build the register of clients at higher risk with priorities.
3	Make an Individual Client Emergency Plan with each client on the register, with their consent to share it.
4	Agree backup arrangements for workers and supports, and set up and print the contact tree.
5	Adapt the hazard table to the hazards where your clients live.
6	Have the owner or chief executive approve the plan, train workers in it, and test it with an exercise each year.
7	Review the register, the individual plans and this plan after every activation and at the set intervals.

3 Who does what

Who	What they do
Emergency coordinator	Keeps and activates the plan, and leads the response and review
Team leaders	Keep the register and the individual plans, and run the contact tree
Workers	Know their clients' plans and stay safe
Clients and supporters	Help make their own plan and keep it current

4 The law, in brief

Health and safety laws differ by country and, in some countries, by state or province. Check the law, regulator and codes or guidance that apply where you work. Some industries, such as mining, have extra laws. Section 5 shows how the law works in Australia, as the worked example. Elsewhere, start with your health and safety regulator's website.

5 The law in Australia (the worked example)

The WHS laws require a business to have an emergency plan for its workplaces, and to manage risks to workers and to other people from its work, including workers who support clients in an emergency. They do not set out how to keep clients' supports going: that comes from the rules for your services.

In Australia, the NDIS Practice Standards include emergency and disaster management for registered NDIS providers, covering planning with participants and continuity of the supports critical to their health, safety and wellbeing. Aged

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YOUR LOGO
Right-click > Change Picture

[Company name]

WHS DOCUMENTS & TEMPLATES · DOC-CEP-TPL

Emergency and Disaster Management Plan for Clients

Keeping essential supports going for the people we support before, during and after an emergency or disaster

1 Purpose and scope

In an emergency or disaster, the people we support may lose the care, medication, equipment, power or contact they rely on, at the moment they need it most. This plan sets out how **[Company name]** finds the clients at higher risk, plans with each of them, and keeps essential supports going during fire and bushfire, flood and storm, extreme heat, a pandemic or outbreak, a power outage, a loss of phones or systems, or a shortage of workers. Evacuating our own premises is covered by the site emergency plan, and protecting our workers from bushfire, storm and flood by our severe weather plan, where we have one; this plan is about our clients, wherever they live, and works alongside both.

2 Who does what

Who	What they do
Emergency coordinator: [Emergency coordinator]	Keeps this plan, watches warnings, activates the plan, decides priorities, and leads the response and recovery
Deputy: [Deputy coordinator]	Acts for the coordinator when they are not available
Team leaders	Keep the register of clients at higher risk and the individual plans current, run the contact tree, and allocate workers
Workers	Know their clients' plans, follow directions, stay safe, and report what they find
Clients and their supporters	Help write their own plan, keep their supplies ready, and tell us when things change

3 Clients at higher risk

A team leader reviews every client against these questions with the client, and adds anyone with one or more Yes answers to the register below, with a priority.

- Needs daily support for essential care, such as personal care, meals, medication or continence care
- Relies on equipment that needs power, such as oxygen, a ventilator, suction, a pressure mattress, a hoist or a powered wheelchair
- Takes medication that must be given on time or kept cold
- Would need help to evacuate or to understand warnings, because of mobility, sight, hearing, cognition, communication or behaviour
- Lives alone, or has no family or friends nearby who could help
- Lives where bushfire, flood or storm is likely, or far from help

Priority	Meaning
1	Could be at risk of serious harm within hours without our support: contact first, and keep essential visits going
2	Could be at risk within a day or two: contact early, and plan the next visit
3	Can manage for several days with a phone check-in and their own supporters

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Emergency and Disaster Management Plan for Clients

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. Keep supports going for the people who rely on you when an emergency or disaster strikes: find the clients at higher risk, plan with each of them, and know who calls whom, with an individual client emergency plan and a contact tree.

What the full product contains

- **Plan: roles, clients at higher risk and a register, before, hazard triggers and actions, during, after, testing and review**
  02_TEMPLATE/Emergency and Disaster Management Plan for Clients.docx and .pdf
- **Individual client emergency plan: contacts, communication, essential supports, health and equipment, leaving home, what to take, consent**
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  01_START_HERE/How to Use This Template.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

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