

Our commitment to: **service continuity**



How we plan to keep your child's support going throughout disruptions or an emergency.

Our Commitment

Unexpected events can sometimes disrupt services. This could include severe weather, a natural disaster, public health emergency, power or technology outage, cyber incident, building closure or staff availability issue.

The Shepherd Centre has a Business Continuity Plan to help us respond quickly, keep children and families safe, and continue important supports wherever reasonably possible. Our first priority will always be the safety and wellbeing of children, families and staff.

How we prepare

We plan ahead so we are ready to respond if an emergency or unexpected disruption occurs.

This includes:

- identifying risks that could affect our families, staff, centres or systems
- understanding which services and activities need to be restored first
- maintaining emergency plans for each of our centres
- protecting and backing up important information and systems
- assigning clear responsibilities to the people coordinating our response
- training staff and conducting emergency drills
- testing elements of our Business Continuity Plan at least annually
- reviewing our response after an incident and making improvements.

Our planning considers a range of possible disruptions, from a temporary power outage or centre closure to a major event affecting several locations or services.

Planning around your child

Every child and family is different. We will work with you to understand whether any of your child's supports are particularly important to their immediate health, safety or wellbeing, and how these supports could be managed during an emergency.

This information may be included in your child's Goal and Support Plan and reviewed with you when your child's needs or circumstances change.

Please tell your care team if:

- your child has support needs that may become more urgent during an emergency
- your family has an emergency plan we should be aware of
- your circumstances change in a way that could affect how your child receives support.



Our commitment to: **service continuity**

If your services are disrupted

If an emergency or unexpected event affects your child's services, we will:

- contact you as soon as reasonably possible
- explain what has happened and how your child's services may be affected
- let you know about any changes to appointments or service delivery
- provide alternative arrangements where appropriate and available
- keep you updated until usual services can safely resume.

Depending on the circumstances, alternative arrangements may include:

- changing the time, date or location of an appointment
- offering a telehealth appointment
- arranging support from another appropriately qualified team member
- providing resources or guidance to use at home
- helping your family connect with another suitable service if we are temporarily unable to provide an important support.

The arrangements available will depend on the nature of the disruption, your child's needs and what can be delivered safely.

How you can help

Keeping your contact information current helps us reach you quickly.

Please let us know if there are any changes to your:

- phone number or email address
- home address
- emergency contacts
- preferred way of receiving important information.

If an emergency in your area may affect an upcoming appointment, please contact your local centre when it is safe to do so.

During an immediate emergency, follow the directions of emergency services and local authorities. Call Triple Zero (000) if someone is in danger or needs urgent assistance.

Learning and improving

After a significant disruption, we review what happened, how effectively our plans worked and what we could do better. We use these learnings to strengthen our planning, systems and future response.

Our Business Continuity Plan is reviewed regularly and aligns with the NDIS Practice Standards and our responsibilities as a registered NDIS provider.