





In Emergencies

This document explains **Cahoots Emergency and Disaster Plans**

This plan tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This plan tells you</p> <p>What you need to do in an emergency</p> <p>What we will do in an emergency</p>
	<p>Who is this plan for?</p> <p>It is for you and your family or your decision makers</p>
	<p>An emergency or disaster can be things like:</p> <ul style="list-style-type: none">• you hurting yourself• an accident• a fire• a storm
	<p>Will an emergency or disaster happen?</p> <p>We hope not</p> <p>but</p> <p>To keep you safe</p> <ul style="list-style-type: none">• We will have Your Personal Emergency Response Plan• We will have our Emergency Plans• We train our staff to keep you safe in an emergency



Before you go on a Cahoots service

We will check out the camp or place you are going to make sure it is safe

We will

look at the weather to make sure it is ok

and

listen for any alerts from emergency services



If you feel sick before a service

Stay at home and tell us as soon as possible you can't come

This is so you can get better

and

You won't make others sick



If you feel sick at a service

Tell us so we can help

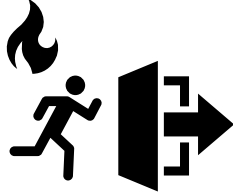
- We will find a quiet place for you to rest
- We will monitor you
- We will contact Cahoots On-Call Staff
- We will contact your family or guardian

We will then decide if you can stay or need to be collected by your family or guardian



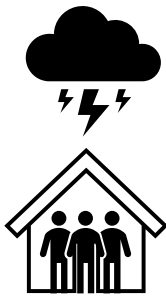
If you hurt yourself

- A staff member will give you first aid
- We may call "000" for an ambulance
- We will contact Cahoots On-Call Staff
- We will contact your family or guardian
- We will then decide if you can stay or need to be collected by your family or guardian



If in an emergency, we need to LEAVE a place

- Remain calm
- Leave your personal belongings behind
- A Cahoots staff member will tell what to do and where to go outside
- We will take you to a safe place and wait for emergency services
- We will dial “000” for emergency services
- We will do a head count
- We will contact Cahoots On-Call Staff
- We will contact your family or guardian
- We will then decide to continue, change plans or cancel the service



If in an emergency, we need to STAY at a place

- Remain calm
- A Cahoots staff member will tell what to do and where to go
- We will take you to a safe room and wait
- We will dial “000” for emergency services
- We will do a head count
- We will contact Cahoots On-Call Staff
- We will contact your family or guardian
- We will then decide to continue, change plans or cancel the service









An emergency can be upsetting

If you feel upset

We will tell your family or guardian

We will tell you where you can get counselling

	<p>After an emergency</p> <p>We record what happened and review how we kept you safe</p> <p>This is how we improve and get better</p>
	<p>If Cahoots cancels your service before it was due to start due</p> <p>We will let you know as soon as possible</p> <p>We will help you book into another service</p> <p>You will not be charged for the service</p>
	<p>When Cahoots cancels your service after it has started or if we have to send you home, for any reason</p> <ul style="list-style-type: none"> • We will let you and your family or guardian know as soon as possible • We will look after you until you can get home safely • The Cahoots CEO will decide how much you will be charged based on <ul style="list-style-type: none"> why the service was stopped and the number of days you were at the service
	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>

	<p>How to make a Complaint</p> <p>If you are not happy with the way we cancelled your service you can</p> <ul style="list-style-type: none">• Tell any Cahoots worker or leader• Send us an e-mail at info@cahoots.org.au• Telephone us on 1300 103 880 <p>Complete the website Cahoots Feedback and Complaints Form</p>
	<p>If your service was funded by the NDIS and you are still not happy you can</p> <p>Call the NDIS Commission on 1800 035 544</p> <p>or</p> <p>Complain online at the NDIS Commission website NDIS Complaint Contact Form</p>

You can request the **Cahoots Emergency and Disaster Policy and Plan** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880