

CLAN Emergency Management Policy

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1. Introduction

CLAN is a not for profit, non-government organization whose mission is to maximise the quality of life for children and their families who are living with chronic health conditions in resource-poor settings of the world. CLAN's mission includes advocacy roles at national and international levels and participation in conferences and meetings around the world.

2. Purpose

This policy outlines the responsibilities and procedures to be implemented by CLAN to maintain the safety and security of CLAN personnel, volunteers and visitors involved in CLAN projects, and CLAN personnel involved in internships, conferences and meetings with partners around the world in the event of an emergency. This policy is to read and applied in conjunction with CLAN's Risk Management Policy, Safety and Security Policy and Work Health and Safety Policy.

3. Scope

This policy applies to all Committee members, staff, volunteers and partner organisations of CLAN whilst in the delivery of CLAN programs and other activities.

4. Definitions

Emergency	An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response (AIDR 2019)
Disaster	A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic or environmental losses and impacts (Australian Government Department of Home Affairs 2018)
Crisis	A time of intense difficulty or danger
Catastrophic disaster	Could be of a sudden or sustained impact over an extended timeframe. There may also be cascading events – loss of power, telecommunication outage, financial systems failure, transport/supply chain disruptions that occur concurrently and, collectively, result in a catastrophic consequence
Emergency management	A range of measures to manage risks to communities and the environment; the organisation and management of resources for dealing with all aspects of emergencies. Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery (COAG 2011)

Emergency principles	Prevention, mitigation, preparedness, response and recovery
Safety and security	“Human security can be said to have two main aspects. It means, first, safety from such chronic threats as hunger, disease and repression. And second, it means protection from sudden and hurtful disruptions in the patterns of daily life – whether in homes, in jobs or in communities. Such threats can exist at all levels of national income and development.” (UNDP 2001)
Resilience	The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management (UNDRR 2017)
Risk management	Establish the context; identify risks; analyse causes, sources, consequences and likelihood of risks; evaluate risks to assist with decision-making and prioritisation; and treat risks to reduce their likelihood or consequences

5. Policy and procedures

A project is achieved when delivery and implementation is successful, and CLAN’s reputation is maintained with integrity.

Emergency risk management is an integral part of CLAN approach particularly with projects undertaken in resource poor settings of the world. CLAN must decide what projects and activities are necessary, appropriate and able to be supported by partnerships. For each project, CLAN’s risk management process will assess risks to safety and security to identify and manage such risks in order to provide a safe, secure and supportive environment for all those involved in CLAN programs. While emergency situations, disasters and catastrophic events cannot be predicted CLAN can be prepared as reasonably practicable to take action as necessary in such an event.

6. Framework to review risks

To avoid or plan to mitigate risk to a proposed implantation of a project in a country the minimum areas to be assessed for risks include:

1. Country in which the project is to be conducted with consideration to the current political context (war, uprising, etc)
2. Country in which the project is to be conducted with consideration to natural disaster (earthquake, flood etc)
3. Timeframe for the project and how this may affect safety and security for CLAN personnel and programs and participants (during/post disaster)
4. Global events that have the potential to impact on the work of CLAN in the country where the project will be based (war, pandemic)
5. Human and non-human resources required, including capacity of personnel if resources are limited
6. Personal safety risks to human resources during and following implementation of a CLAN project
7. Australian Government recommendations on the Department of Foreign Affairs and Trade (DFAT) website
8. Advice from project partners and other in country resources
9. Other matters of relevance.

After consideration of the above factors a final decision can be made to either progress or not to progress a project in a country. If the decision is to progress then strategies to manage the risks attached to the project need to be developed and communicated to the project team and partners and other parties as necessary.

7. Management of risks to safety and security

Management strategies to manage risks may include, but are not limited to:

1. Forward planning to mitigate risk including procedures to respond to potential scenarios and changes
2. Project risk assessment and risk register in place
3. Establishment of emergency contacts and protocols relevant to the country and the project
4. Training for project and in-country personnel about their responsibilities for providing a safe and secure environment
5. Training for managing change and potential unsafe situations
6. Maintaining open and regular lines of communication between CLAN and the project team across the project to monitor for pending/potential risk realisation.

8. Management of personnel

Before travelling overseas, CLAN staff should:

1. Access 'smart traveller' on the dfat.gov.au site for advice on country specific safety and security
2. Register travel plans on the DFAT website and 'Register your travel plans'
3. Have appropriate travel insurance, passport and visas (where required)
4. Ensure all documents are copied and held securely in Australia
5. Have information about the relevant in-country Australian embassy or consulate (location, contact details, relevant individuals)
6. Ensure all necessary vaccinations have been obtained.

In country, staff should:

1. Make contact with the Australian embassy or consulate to advise on timeframe in country, location and type of work and relationship to CLAN as an Australian NGO.
2. **This is particularly necessary for sponsored volunteers/interns who are conducting the work of CLAN through an Australian Government program whether funded or otherwise.**

In the event of an emergency, CLAN staff must:

1. Follow all in country emergency management and evacuation procedures and instructions
2. Contact CLAN and DFAT representatives as soon as reasonably practicable to discuss immediate needs and future actions
3. Where reasonably practicable discuss with CLAN's project partners of options/decisions made in relation to the project/volunteer/internship
4. Follow DFAT/Embassy or consulate and CLAN instructions
5. Advise if support services (psychologist, emergency accommodation, etc) are required

6. CLAN Committee representative to notify the Risk & Audit Sub Committee for monitoring and evaluation and any action as required including reporting to the CLAN Committee and amendment to risk management.

9. Partner roles

CLAN expects and will require evidence that its partners will provide safe and secure accommodation for working and living (as required) and will provide advice and assistance with implementing a CLAN project.

Partners are also required to ensure such accommodation has emergency management and evacuation plans in place.

10. Review

CLAN will undertake reviews on the safety and security provisions and outcomes for personnel at the conclusion of each project or activity. Outcomes may underpin and guide further planning for more effective strategies and risk mitigation to cover safety and security of personnel involved in CLAN's representatives, projects or activities.

11. Policy review

This policy will be reviewed bi-annually.

12. Associated CLAN documents

Safety & Security Policy
Risk Management Policy
Work Health and Safety Policy

13. Legislation

Work Health and Safety Act 2011 No 10 (NSW) Workplace Health and Safety Regulation 2011 (NSW)

14. References

Australian Emergency Management Arrangements Handbook, Australian Government, National Emergency Management Agency, Third Edition 2023