



Home Care Package program and Commonwealth Home Support Program Services (CHSP) – Preparing for an emergency Event

The following activities can help you to continue to provide care services during emergency events:

Preparing for an event

<input type="checkbox"/>	Consider the types of events that are most likely to affect your service area (bushfire, flood, power failure etc.)
<input type="checkbox"/>	Ensure you are aware of state/territory or regional/local emergency management arrangements, requirements and resources, including possible trigger points for community evacuation or ways to alert response agencies to the location of vulnerable people receiving your services.
<input type="checkbox"/>	Engage with other services providers, ahead of any emergency event to put arrangements in place if possible, to mitigate impacts to your service delivery.
<input type="checkbox"/>	Contact local emergency services to seek advice on local arrangements and to determine if they have your contact details. Ensure your key personnel have access to emergency service/s contact details, if required.
<input type="checkbox"/>	Consider the needs of vulnerable people receiving your care services, including options for continuation of care to the extent possible in the event of an emergency, and collaboration with other services being delivered.
<input type="checkbox"/>	Develop a process for during and recovery following an event including post event counselling for staff and volunteers and direct engagement with people receiving your care services.
<input type="checkbox"/>	Talk with people receiving your services and their families regularly about preparing for an emergency event including contacting and seeking assistance from emergency agencies.
<input type="checkbox"/>	Ensure you have up to date contact information for staff, people receiving your care services and family members, and that these are stored in an accessible location. This may include keeping hard copies in the event of power outages and impacted IT infrastructure.

CHSP Providers:

<input type="checkbox"/>	Discuss your organisation's Activity Continuity Plans with staff and volunteers and with people receiving your care services and their families.
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<input type="checkbox"/>	Undertake exercises to test key parts of your Activity Continuity Plan to identify gaps and to provide staff and volunteers the opportunity to put into practice their specific responsibilities.
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Home Care Package Providers:

<input type="checkbox"/>	Develop emergency and disaster management plans with employees and contractors, preferably based on a risk assessment that considers the circumstances of individual people receiving your care services and their home care environments.
<input type="checkbox"/>	In regional and rural communities, consider involving local people in your risk assessment, as they may be aware of certain risks others are not. For example, a road may be more likely to flood.
<input type="checkbox"/>	Undertake exercises to test key parts of your emergency and disaster management plans to identify gaps and to provide staff and volunteers the opportunity to put into practice their specific responsibilities.

During an event

<input type="checkbox"/>	Monitor emergency broadcasts and the media for local warnings and advice during periods of high risk to determine the seriousness of any emergency situation and the level of risk posed to people receiving your care services and organisation.
<input type="checkbox"/>	CHSP providers: should activate your Activity Continuity Plan in a timely manner giving full consideration to the risks involved.
<input type="checkbox"/>	Home Care Package provider: should activate emergency and disaster management plans in a timely manner giving full consideration to the risks involved.
<input type="checkbox"/>	Use a risk assessment approach to ensure services are delivered in a prioritised way to people receiving your care services who have not evacuated, taking into account those who are most vulnerable.
<input type="checkbox"/>	Arrange for other providers to deliver services to vulnerable people receiving your care services, where your services are impacted, for example, staffing.
<input type="checkbox"/>	Refer vulnerable people receiving your care services to emergency services if evacuation or other essential assistance is required.
<input type="checkbox"/>	Keep staff, volunteers and people receiving your care services well informed during any emergency situation.
<input type="checkbox"/>	If required, provide advice to the Department of Health and Aged Care about the impact of the event on your service and people receiving your care services, including alternative arrangements put in place.

Following an event

<input type="checkbox"/>	<p>Assess the impact of the event on your service and people receiving your services and take steps to recommence all services as soon as possible.</p>
<input type="checkbox"/>	<p>Liaise with and request assistance as required from local agencies providing recovery and other relevant services.</p>
<input type="checkbox"/>	<p>Review and amend your Activity Continuity Plans (CHSP) or your emergency and disaster management plans (HCP), as needed. Consider how not delivering a service during an emergency event will affect people receiving your care services, particularly those who:</p> <ul style="list-style-type: none"> • live alone or with an individual with similar or greater level of needs. • receive nursing services (such as wound management). • receive life-sustaining services including meals or technologies such as oxygen.
<input type="checkbox"/>	<p>Consider the effect on people receiving your care services who are:</p> <ul style="list-style-type: none"> • unlikely to be able to relocate without assistance. • unable to make an independent decision due to cognitive or other impairment. • socially or geographically isolated. • living in a particularly high-risk area (for instance bushfire, flood). • difficult to contact during an emergency event (i.e. have limited or unreliable telephone service or are hearing impaired).

In the event of a major emergency, officers from the Department of Health and Aged Care may contact you to:

- determine the impact of the event on service delivery and if any additional assistance required is being arranged for care recipients.
- ask if your service can support any additional people receiving care from other providers who are unable to continue to deliver services.