

ASSISTING FACILITIES & COMMUNITY AGENCIES



volunteering
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THAT PROVIDE SERVICES TO OLDER PEOPLE
TO UNDERTAKE BUSINESS CONTINUITY &
DISASTER PREPAREDNESS PLANNING




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The 'Disaster Preparedness for Older People' project is being implemented by Volunteering Queensland and is funded through the Natural Disaster Resilience Program (NDRP), which is administered through the Department of Infrastructure, Local Government and Planning.

BACKGROUND

This tool has been developed by Volunteering Queensland and key partners as a part of the '*Disaster Preparedness for Older People*' project. From engagement across the aged sector several requests for additional support and tools have emerged. Agencies and services that support potentially vulnerable older people have requested a simple sheet of relevant links to information and resources that can support managers of residential facilities to undertake business continuity and disaster preparedness for their facilities and clients. These requests have come from retirement villages, aged care residential services and nursing homes.

It is anticipated that when facilities are developing their business continuity and disaster preparedness plans for their facilities and clients, they will link into their local emergency services agencies, councils and their funding source for further information, examples and support. It is recommended that aged care facilities then share their disaster preparedness plans with those partners to obtain key feedback and insights into the testability of the plans.

Following are some recent examples from across Australia and internationally of tools, resources and case studies for strengthening disaster preparedness for agencies and organisations which provide services to older people who may be vulnerable to disaster impacts.

For further information on disaster preparedness and planning go to the Queensland Government preparedness website disaster.qld.gov.au.

1 Resources for facilities to undertake business continuity and disaster preparedness planning	Link
<p>Prevention, Preparedness, Response and Recovery Disaster Management Guidelines <i>Queensland Government Department of Community Safety</i></p>	<p>Evacuation Guidelines: V1</p>
<p>Resilient Community Organisations <i>Australian Council of Social Service (ACOSS)</i></p> <p>A toolkit developed by and for the community sector to help organisations measure and improve their resilience to disasters and emergencies. In addition to the excellent ACOSS resources, the Community Door portal also holds a lot of information in relation to business continuity planning (more generalist style resources).</p>	<p>ACOSS - The Six Steps to Resilience</p> <p>Community Door - Business Continuity</p>
<p>Emergency Risk Management Plans 2015-16 <i>Australian Government Department of Health</i></p> <p>As the high risk season for major Australian weather events and bushfires approaches it is vital that all aged care services are well prepared and able to respond to a range of emergency events. Maintaining quality care under these circumstances requires effective emergency risk management planning by providers and support from all levels of government. A list of considerations is available to assist you in your preparations.</p>	<p>Dept of Health - Emergency Risk Management Plans 2015-16</p>
<p>Disaster Management and Recovery: A toolkit supporting and encouraging the role of community-based organisations</p> <p>Community Services Industry Alliance (CSIA) on behalf of Department of Communities, Child Safety and Disability Services (DCCSDS).</p>	<p>CSIA Resources</p>
<p>Business Continuity Planning Resource for Aged Care Facilities <i>Emergency Management Queensland (Queensland Government)</i></p> <p>A better practice guide for disasters – aged care facilities.</p>	<p>QLD Gov - Business Continuity</p>
<p>Department of Health, Australian Government</p> <p>A large number of older people are receiving some services that are subsidised or funded through the Australian Government. This can include residential care, home care and Commonwealth Home Support program (CHSP). During an emergency, providers are required under the Aged Care Act 1997 or their grant or aged care funding agreement to continue to maintain quality care and services to care recipients. Providers of Residential, Home Care and Commonwealth Home Support are required to have plans in place for the management of emergency events. The department has published a number of resources on its website that you may wish to consider.</p>	<p>Dept of Health - Risk Management for Emergency Events in Aged Care</p>
<p>Make sure your business can weather the storm <i>Brisbane City Council (BCC) USB</i></p> <p>BCC has a range of free tools and resources to help businesses understand their local severe weather risks and take steps to prepare their operation, property and staff.</p>	<p>BCC - Prepare your business for severe weather</p>
<p>Organisational Resilience <i>Australian Government</i></p> <p>Organisational resilience refers to a business’s ability to adapt and evolve as the global market is evolving, to respond to short term shocks – be they natural disasters or significant changes in market dynamics – and to shape itself to respond to long term challenges.</p>	<p>Australian Gov - Organisational Resilience</p>

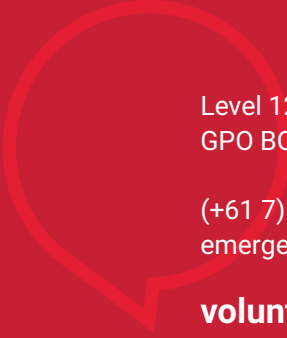
<p>Community Care Smart Assistive Technology Collaborative (CRC)</p> <p>Bringing together the sector to identify opportunities to work together and explore how technology can assist at times of disasters. The Collaborative has a number of partners working on issues related to the role 'Smart enabling and assistive technology' can play for community care providers and their clients during times of disaster. This group is interested in the role new and emerging technologies including telehealth, smart homes, drones and smart AT could play in better supporting clients and service providers during these periods. Members of the Collaborative are working closely with researchers, universities and CRCs on this issue. The technologies as well as service model design, workforce deployment, policy and funding frameworks, quality and governance, and digital maturity and connectivity items are included in discussion with this group.</p>	<p>ASCA - Community Resourcing Media Release July 2015</p>
<p>Standards Australia (2010a) Planning for emergencies – Health Care Facilities SAI Global</p> <p>AS 4083-2010. <i>This resource is available for purchase.</i></p>	<p>SAI Global - AS 4083-2010</p>

2 Resources that support disaster preparedness planning for residents and/or general households	Link
<p>Emergency Care Plan <i>Australian Government Department of Health</i></p> <p>If an older person is receiving home care (through a home care package) or Community Home Support Programme (CHSP) in the home, their providers should also be working with them in relation to preparedness for an emergency event. Services should be completing an 'Emergency Care Plan' for their clients.</p>	<p>Dept of Health - Emergency Care Plan</p>
<p>"Emergencies Happen – Protect what matters most" Emergency REDiPlan 2015 <i>Australian Red Cross, 2009</i></p> <p>A disaster preparedness guide packed with helpful hints and clever strategies on how to prepare for disasters and make your emergency plan.</p>	<p>Australian Red Cross - Emergency REDiPlan 2015</p>
<p>Carlyle Gardens Aged Care Facility – Resilient Australian Awards Townsville <i>Carlyle Gardens Disaster Management Group</i></p> <p>Carlyle Garden is a large aged care complex comprising more than 450 detached homes and duplexes. Recognising the risks that extreme weather posed to people in the retirement complex, a group of residents proactively formed their own disaster management group. Working across all aspects of disaster management the group identified key risks, then actively planned and practiced for extreme events. The group formulated a disaster management plan focussed on assisting elderly people, some with complex needs – to be prepared, respond, recover and stay safe during natural disasters.</p>	<p>Dept of Infrastructure, Local Government and Planning - News Article 2016</p>
<p>Information for seniors – making Queensland a safer place <i>Queensland Fire and Emergency Services</i></p> <p>This booklet is an initiative of the Queensland Fire and Emergency Services, produced with the assistance of the Queensland Ambulance Service.</p>	<p>QFES - Senior and Safer: Practical tips for a safer home</p>
<p>Safehome <i>Queensland Fire and Emergency Services</i></p> <p>Safehome is an initiative of Queensland Fire and Emergency Services designed to assist all householders in recognising fire and safety hazards in and around the home.</p>	<p>QFES - Safehome</p>

3 Additional broader resources	Link
<p>The Cyclone Debbie Review – Report 1, 2017-18 <i>Inspector-General Emergency Management (IGEM)</i></p> <p>There were some challenges experienced in Debbie. These ranged from fatigue management for staff and how facilities were evacuated. As a result of the outcomes for STC Debbie – Queensland Health was nominated to work in partnership with IGEM and Commonwealth Health to address the need for improved disaster preparedness for aged care providers (high care facilities).</p>	<p>IGEM - The Cyclone Debbie Review: Report 1</p>
<p>Get Ready Queensland <i>Queensland Reconstruction Authority</i></p> <p>The Get Ready Queensland program is the state’s year-round, all-hazards disaster preparedness and resilience building program. It aims to position Queensland as Australia’s most disaster-resilient state, integrate all preparedness activities year round under one brand and to engage all Queenslanders to participate. This is achieved through partnerships with local councils, public education and useful resources.</p>	<p>QRA - Get Ready Queensland</p>
<p>Supporting people with vulnerabilities in disasters People with vulnerabilities in disasters: A framework for an effective local response <i>Queensland Government</i></p> <p>At the 2017 Queensland Community Recovery Forum the Director-General launched a toolkit that has been developed to support organisations in adopting this framework. Both the toolkit and framework have been published online for stakeholders to access.</p>	<p>QLD Gov - Supporting people with vulnerabilities in disasters</p>
<p>Queensland: an age-friendly community – Strategic Direction Statement and Action Plan <i>Queensland Government</i></p>	<p>QLD Gov - Statement</p>
<p>Blue Mountains “Get Ready” Kit</p> <ul style="list-style-type: none"> - A practical guide for the Blue Mountains Community sector to prepare for emergencies - Emergency procedures templates 	<p>Mountains Emergency Resources</p>
<p>Residential Aged Care Services Bushfire Ready Resource <i>Victorian Department of Health (2010)</i></p>	<p>VIC Gov - Bushfire Ready</p>
<p>The Bunbury Aged Care Emergency Evacuation and Reception Plan <i>City of Bunbury, Western Australia</i></p>	<p>City of Bunbury - BACEERP</p>
<p>Evacuation Decision Guidelines for Private Health and Residential Care Facilities <i>NSW Government</i></p>	<p>NSW Gov - Guidelines</p>
<p>Residential Care Establishments Business Continuity Plan Template <i>National Health Service, West Midlands</i></p>	<p>NHS - Business Continuity Plan</p>
<p>Australian Government’s Disaster Resilience Knowledge Hub</p> <p>A source of expertise and information for government and communities working to prepare for, respond to, and recover from natural disasters.</p>	<p>Australian Disaster Resilience Knowledge Hub</p>



make a difference



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