Disaster Preparedness for Older People

A Volunteering Queensland project: Final report

volunteering queensland

COTA
For older Australians

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this document are welcome at:

Volunteering Queensland
Level 12, 127 Creek Street, Brisbane QLD 4000
tel: (07) 3002 7600
e: emergencyvol@volunteeringqld.org.au
volunteeringqld.org.au

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Disaster Preparedness for Older People

Final Report

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Livingstone Shire Council

Logan City Council

Proudly supported by Moreton Bay Regional Council

Redland City Council

Somerset Regional Council

TRC Tablelands Regional Council

Australian Government

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Summary

Disaster Preparedness for Older People Project

The *Disaster Preparedness for Older People project* (the Project) has been a joint initiative of Volunteering Queensland, the Australian Government, and the Queensland Government with funding through the National Disaster Resilience Program (NDRP).

Volunteering Queensland developed strategic partnerships with Council of the Ageing Queensland (COTA Queensland), Local Governments, and Emergency Management agencies to implement the Project.

The Project was designed to support Queensland's older people who may potentially be vulnerable to the impacts of disasters, and the agencies, individuals and groups that support them, to strengthen their awareness of and involvement in resilience building, preparedness and planning for disasters.

In keeping with international and Australian best practice, the Project ensured continuous learning and improvement was captured through monitoring and evaluation processes, and that this was shared with key stakeholders. This process included the development of surveys, assessment/evaluation tools and disaster preparedness planning resources.

Recommendations

As a result of the collective work undertaken, a number of actions and recommendations were identified. In keeping with the intent that disaster preparedness for older people is a shared, cross sector, government and community responsibility, these have been divided across key partners. The actions and recommendations identified focus on ways to strengthen the preparedness, resilience and planning of older people and the aged care sector.

COTA Queensland and Volunteering Queensland will continue to promote the actions and recommendations highlighted in this report with the aged care and emergency services sectors, including industry peak bodies, the Queensland and Commonwealth Governments, and local governments across Queensland, to enhance the disaster preparedness of older people and the services that support them. Refer to *Section 7 – Actions and Recommendations*.

Forums: Disaster Preparedness for Older People

A series of forums were conducted in identified locations, to bring together stakeholders from across relevant sectors to discuss the issues, concerns and needs of older people in preparing for disasters, including how to support older people living in their own homes.

After each forum a detailed action plan was developed, outlining disaster preparedness issues, concerns and needs of older people in that location, and identifying outcomes and the groups/agencies responsible for undertaking the required actions.

A number of common themes emerged from the forums:

- Greater collaboration is required between all levels of government, as well as the aged care and emergency services sectors to ensure older people are better prepared for disasters.
- The need for the aged care sector to gain a better understanding of the roles and capacities of the emergency services sector and the agencies that comprise this sector.
- A need for the aged care sector to continue to share learnings and resources with each other before, during and after disasters, and to ensure this information is shared with local government, emergency services agencies, and relevant industry peak bodies to enhance disaster preparedness.

State Based Meeting

As the Project progressed, the Project team gained a greater understanding of the aged care sector and its multiple complex challenges. It was noted that many of the concerns raised by the aged care, local government and emergency services sector fell outside of the scope of the Project.

Volunteering Queensland joined with COTA Queensland to host a meeting of senior state level stakeholders to discuss existing barriers and challenges, emerging issues and potential synergy for collaboration to achieve increased disaster preparedness for older people across Queensland.

Development of Resources

In collaboration with Project partners, Volunteering Queensland developed two disaster preparedness introduction tools. These tools were designed to assist aged care services to commence their planning processes for their clients and the facilities they manage, and link them to other relevant and useful resources already available within the emergency management sector.

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Background

Older people within our communities bring strengths of knowledge, skill and experience about disasters. As well as being valuable community contributors and a rich resource for disaster resilience, some older people may due to various circumstances such as mobility, sensory, health, social, geographical and/or economic limitations require support. This support is required to ensure their safety and well-being at times of disaster, and to prepare for, respond and adapt to, and recover from disaster events. A whole of sector, community and government broader and more people-centred approach is needed with all stakeholders working together to identify, engage with and support older people.

This Project was developed in recognition of the contribution older people can and do make and that disaster preparedness for older people across Queensland can be improved. The Project was initially designed to be implemented and completed over a 12 month period, however due to the involvement of Volunteering Queensland during the ex-Tropical Cyclone Debbie recovery period, the Project was extended to 15 months.

Project Aims

The Project's aims included:

1. Map strategic similar projects/initiatives and partners for disaster preparedness and planning within nominated locations to identify key stakeholders and other similar initiatives/projects/policies, to gain support for the Project and build synergy of efforts.
2. Facilitate metropolitan and regional forums to provide increased opportunities for collaboration, including sharing of knowledge and resources, across the aged care and emergency services sectors. The forums also aimed to foster stronger collaboration across all three levels of governments – local, state and federal.
3. Build older peoples' resilience to disasters through enabling greater community education and communication, cultivating stronger connections, as well as establishing agreements and networks across the aged care sector and seniors' communities.

Identification of Seven Localities

In conjunction with the local government partners, the Project identified seven potential locations, based on the high risk of disasters, demographics of older people (especially with the development of a diversity of aged care services and residential facilities) and different types of urban to rural communities. This was coupled with the interest of those local governments to be engaged in the project.

After further consultation one originally selected location, was unable to continue with the Project. However the Project team has maintained engagement with the local government responsible for that location and ensure the outcomes and learnings from the Project are shared.

The six locations that continued throughout the duration of the Project were:

- Redland
- Tablelands
- Somerset
- Logan
- Moreton Bay, and;
- Livingstone

Identification of Partners and Stakeholders

Even though Volunteering Queensland has extensive knowledge and experience in all matters volunteering including the involvement of volunteers in disaster management and resilience building activities, there was initial uncertainty in regard to its authenticity and acceptance within the aged care sector. At the commencement of the project Volunteering Queensland partnered with COTA Queensland in acknowledgement of their expertise, reputation, and long standing role in advancing the rights, needs and interests of ageing Queenslanders. Since 2011, COTA Queensland has also advocated strongly for the support of disaster preparedness for older people and hosted the *The Safeguarding Vulnerable Seniors from Natural Disasters Forum in 2014*.

The Project team recognised that local governments are the key leaders in disaster management within their jurisdictions, and that strong partnerships with local governments were pivotal to effectively implementing the Project. The Project has greatly benefited from the strong support of many partners and stakeholders including COTA Queensland, State and Commonwealth Government agencies, aged care industry bodies, and a number of other community sector organisations.

As part of the initial engagement process, the Project team reached far and wide across both the disaster management and aged care sectors to facilitate connections that ensured as many key stakeholders as possible were included in the Project.

This included attending Local Disaster Management Group and District Human and Social Recovery Group meetings, as well as ongoing liaison with key aged care industry peak bodies, aged care networks, and locally based aged care agencies. Engagement with these stakeholders was extensive and in depth and remained consistent throughout the Project.

Project Guidance Notes (Attachment 1) were developed and disseminated to key stakeholders, and formed the basis of early preparedness meetings around intentions and desired outcomes for the forums.

Challenges

The Project team noted a variety of challenges that arose in the early stages of the Project These required extensive time and resources to navigate and understand.

Developing partnerships

The Project outcomes as defined in the original funding submission would has been strengthened through consultation with local governments and the aged care sector prior to or at the time the funding submission was being developed. This would have supported cohesive partnerships and strength of ownership across all stakeholders from the commencement of the Project.

Identification of stakeholders

The diversity and number of agencies/groups working in the aged care sector was highlighted by the Project team. A broad range of light to high touch services to support and are provided for older people in their own homes, in various types of residential facilities, and in the community. These are provided by a range of diverse providers, including local, state and federal government agencies, not-for-profit organisations and social enterprises, faith-based organisations, community and special interest groups, and for profit businesses that are locally, nationally or internationally owned.

Identifying these agencies/groups and the industry bodies that represent them, their key contacts, and the services they provide was a significant challenge for the Project team.

Due to the diversity and current growth of the sector the Project team spent time in identifying and building relationships with peak aged care industry bodies the sector areas they represented. Assumptions were made by the Project team that there would be one or two peak industry bodies that represented the interests of all aged care services in Queensland. This proved to be incorrect. Information on the history of peak aged care industry bodies in Queensland and the interest groups they represent was complex to navigate.

The abilities of local government disaster management personnel to identify and understand the large number of services, facilities and providers available to older people in their jurisdiction varies from one local government to another. When placed in context with the broad range of responsibilities and competing priorities local government disaster management personnel take on as a part of their role, it is understandable that local government listings of aged care services, facilities and providers within their location can be incomplete.

To ensure strong participation of aged care service providers and interest groups at the forums, the Project team undertook extensive work to contact as many of these stakeholders as possible to make them aware of the Project and forums and invite their participation.

Ex Tropical Cyclone Debbie

During the last week of March 2017, ex tropical cyclone Debbie crossed the Queensland coast, severely impacting a number of Project locations, and restricted the ability to move forward on some components of the Project. This included the ability to liaise with key stakeholders in impacted locations as the focus of affected communities was on their immediate response and recovery.

The activation of Volunteering Queensland's Emergency Volunteering CREW (EV CREW) program and placement of Volunteering Queensland staff on the ground to support the coordination of impacted LGs also restricted the capability and capacity of key Project staff. These caused Project delays and a three month extension of time was requested and provided.

Perceptions of stakeholders

The Project team spent considerable time consulting with aged care sector agencies and providers in regard to intended outcomes for the forums. Many industry bodies believed that existing emergency evacuation plans already put in place by aged care service and facility providers would effectively meet their needs at times of disaster. When a number of evacuation plans were perused it was observed that this was not the case and that the plans were based on a number of misperceptions that arose from a lack of awareness, information and knowledge.

There was also a lack of understanding within the emergency management sector in regard to existing requirements already in place for aged care service and facility providers and their existing capacity, capability and challenges.

The Project team was uncertain about the level of engagement undertaken and/or already in place by emergency management services at a local, district and state level to support the aged care sector to understand and incorporate local disaster management requirements.

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Survey

A component of the Project included undertaking surveys at the Seniors Expo's in Logan and in the Tablelands. The surveys were designed to provide learnings on how to most effectively provide information, advice and support for older people in disaster planning and preparedness.

Logan Survey

Volunteering Queensland joined with Logan City Council to survey participants at the annual *Seniors Expo* held on 15 August 2017. Logan City Council initiated the planning to undertake the survey, which was then developed by Volunteering Queensland, with input from Logan City Council. Results of the survey further informed the design and implementation of the Project across Logan City Council and other areas.

The surveys were undertaken by interviewees (three volunteers and two employees) using an iPad and a discussion approach. All interviewers were asked to approach a diverse range of older people from differing demographics including cultural, social, economic, gender, age, ability, and geographic. The interviewers approached expo guests and:

- Explained to participants who they were and the purpose of the survey
- Requested time to ask them questions about disaster preparedness, with the interviewer recording their responses on an iPad
- Explained the anonymity and privacy of the interview and that all results would be compiled to inform the Project

Findings from the Logan Survey

Participants demonstrated varying levels of understandings and personal capabilities to plan for and respond to disaster events. The participants confirmed that they had:

- Low awareness of disaster planning in the facilities where they resided.
- High expectations that family, friends and emergency services would support them at times of disaster.
- Limited interest to volunteer due to age, mobility issues, physical capabilities, personal circumstances and commitments.
- Some interest to participate in planning.
- Concern regarding long-term power outages.
- Concern regarding disasters other than fire, flood, and illness.

Refer to *Survey Results – Logan (Attachment 2a)* and *Survey Questions (Attachment 2b)*

Tablelands Survey

Volunteering Queensland joined with Tablelands Regional Council to also undertake a survey. This was done, utilising Survey Monkey to develop the survey and the Tablelands Regional Council Facebook page to disseminate and collect the results.

The survey was conducted on 22 August 2017.

In addition to the online version, the survey was also completed by residents of the Carinya Aged Care Home, utilising carers who conducted face to face interviews with residents. Most survey respondents were totally independent and living in their own homes.

Findings from the Tablelands Survey

- Disruption to essential services ranked as the biggest concern for respondents, followed by the effects of cyclones and storms.
- Most respondents indicated that if they had to evacuate their homes they would go to identified evacuation centres.
- 73% of respondents who lived in residential facilities indicated they did not need to know the arrangements if there was a need to evacuate.

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Resources to support Disaster Preparedness for Older People and the services that support them

During the Project, many agencies and networks that support older people requested further information on how best to develop a disaster preparedness and/or evacuation plan for their clients and/or facilities.

After hearing these concerns Volunteering Queensland raised these issues with key emergency management partners. Then, utilising existing emergency management resources, Volunteering Queensland collaboratively developed two disaster preparedness introduction tools. These tools were designed to assist aged care service and facility providers commence their planning processes for and with their clients and the facilities they manage, while linking them into relevant resources available through the emergency management sector.

Assisting Older People to Begin Basic Disaster Planning

The first tool, *Assisting Older People to Begin Basic Disaster Planning (Attachment 7)*, helps agencies that provide services to older people in their own homes to support their clients in developing a basic evacuation and/or disaster preparedness plans. This tool links services into other valuable resources such as the Commonwealth Government's, *My Aged Care – Emergency Care Plan*, Queensland Local Governments' and Queensland Fire and Emergency Services resources including, *Get Ready tools*, as well as the Australian Red Cross, *RediPlan*.

The *Assisting Older People to Begin Basic Disaster Planning* tool encourages older people to think about important scenarios such as:

- What they would do if there was a three day power outage?
- Would they have enough medication if they can't reach a pharmacy?
- Is there anyone nearby who would be able to assist them and their pet(s) at a time of disaster?
- Do they have an evacuation kit with essential, treasured and necessary items?

Assisting facilities and community agencies that provide services to older people to undertake business continuity and disaster preparedness planning

The second tool, *Assisting facilities and community agencies that provide services to older people to undertake business continuity and disaster preparedness planning (Attachment 6)*, provides a series of links to relevant information and resources that can support managers of residential facilities for older people (retirement villages, aged care residential services and nursing homes) to undertake business continuity and disaster preparedness for their facilities and residents.

The tool includes linkages to the most pertinent resources and websites across the emergency management sector, such as the Queensland Government's, *Evacuation Guidelines*, the *Disaster Management and Recovery Toolkit*, which was prepared by the Community Services Industry Alliance on behalf of the Queensland Department of Communities, Disability Services and Seniors, as well as other examples of tools, resources and case studies from across Australia and internationally.

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Forums for Disaster Preparedness for Older People

Image courtesy of COTA QLD

Volunteering Queensland as the lead partner of the Project held a number of forums in conjunction with COTA Queensland and local governments, emergency services agencies, and organisations and groups that support vulnerable seniors.

Volunteering Queensland facilitated forums across six nominated locations to foster stronger shared responsibility for the disaster preparedness of older people within communities.

Local forums for Disaster Preparedness for Older People were conducted in the following locations:

- Cleveland: Redland Bay Regional Council
- Atherton: Tablelands Regional Council
- Esk: Somerset Regional Council
- Logan: Logan City Council
- Caboolture: Moreton Bay Regional Council, and;
- Yeppoon: Livingstone Regional Council

Forum Aims:

1. Build the understanding of the aged care sector and relevant community groups about local disaster risks and preparedness options.
2. Promote the need for agencies/services/groups to support their clients to develop their own disaster preparedness plans and ways they can do this.
3. Explore existing resources for and avenues for increased collaboration and sharing between agencies, including residential services, to develop and strengthen their business continuity and/or evacuation plans.
4. Increase the integration of aged care services, community groups and agencies that connect with older people into their local area emergency management arrangements.

Planning Forums

All forums, required input from a broad range of stakeholders to ensure a successful outcome and involved numerous face to face and telephone meetings with local government and COTA Queensland as the key partners.

Each forum was individually tailored to meet the needs of each unique location and included an exploration of local capacities, local issues, local organisations and areas of interest.

All forums followed the same basic format, enabling the development and use of a standard agenda template. The template was then adjusted to suite local needs. See *Agenda template (Attachment 5)*.

Forum Attendance

The Project team worked closely with local governments and other stakeholders to identify the services to be invited to the forums.

There were multiple complexities in accessing information about local services and their key contacts to support the invitation process, including:

- It was noted by the Project team that local government lists of aged care services/ groups within their jurisdictions appeared incomplete. Extensive additional time was spent sourcing this information to ensure as many appropriate agencies as possible were invited to attend forums in their localities.
- *My Aged Care* was used to access information on the aged care services and facilities that delivered services in each locality. The information provided by *My Aged Care* was extensive, but the ability to easily export this data into one cohesive document that included contact details of each agency was not possible. This resulted in considerable time being spent navigating the system and manually re-entering all data into spreadsheets.
- A majority of major residential aged care facilities and services in *My Aged Care* listed generic head office contact details, this meant that the Project team needed to call each agency/service to obtain a key Queensland contact for the forums.

A flyer was developed to promote each forum and this was shared with invitees and key stakeholders via email.

Local government, industry peak bodies and networks supported the promotion and dissemination of information on the forums.

A total of 295 people attended the six forums with participants from a wide range of aged care services and roles represented. Participants identified themselves as:

- Managing disaster planning on behalf of an agency/organisation
- Employees of a service delivery agency/organisation working directly with older people in their own homes.
- Retirement villages and aged care facility managers/directors
- Managers of staff and volunteers who work with older people
- Representing residents, special interest groups and/or advisory associations
- Community volunteers supporting older people through volunteer-involving organisations
- Industry peaks
- Emergency services representatives working state-wide and in local government jurisdictions

Guest Speakers and Panel Members

Guest speakers and panel members were able to provide considerable in depth information that was shared and widely discussed at the forums. These guest speakers and panellists shared their high levels of skill, experience and knowledge of disaster management in their respective localities and areas of work. Valuable case studies and lessons learnt from previous disasters were provided by both emergency services and aged care sector personnel. Information shared enhanced the validity of messaging regarding the need to adequately plan and prepare for disasters. Guest speakers and panel members were individually briefed, to ensure a full understanding of the forum aims, desired outcomes, and consistency of message.

Guest speakers

Guest speakers from Commonwealth and state based industry peak bodies were identified and invited to the forums to provide a high level national and state level overview. Locally based speakers from both the aged care and emergency services sectors were also vital contributors to the forums providing important information on locally based services and concerns.

Agencies included:

- Council on the Ageing (COTA) Queensland
- Queensland Health
- Local based health agencies/hospitals
- Aged care sector peak bodies
- Office of the Inspector General Emergency Management (IGEM)
- Local Queensland Ambulance Services
- Queensland Police Service (QPS)
- Queensland Fire and Emergency Services (QFES)
- Australian Red Cross (QLD)
- Primary Health Networks
- National Broadband Network (NBN)
- Aged care service providers (e.g. Bolton Clarke, Blue Care)
- State Emergency Services (SES)

A peer to peer learning model was fostered, which supported the sharing of existing knowledge and learnings from previous disasters, network building, and the identification of actions that participants could take to enhance their existing and future preparedness and resilience.

Guest speakers also shared information on tools and resources available to support disaster preparedness for their organisations and the older people they support:

- *Vulnerability Framework* – Queensland Department of Communities, Disability Services and Seniors
- *The Community Care Smart Assist Technology Collaborative: Community Resourcing*
- *Disaster Management and Recovery:* A toolkit supporting and encouraging the role of community-based organisations – Community Services Industry Alliance

- *RediPlan* and *Telecross* – Australian Red Cross
- *Flood Mapping, Local Disaster Dashboards* – Queensland Local Governments
- *Assisting Older People to Begin Basic Disaster Planning and Assisting Facilities and Organisations that Provide Services to Older People to Undertake Business Continuity and Disaster Preparedness Planning* – Volunteering Queensland
- *Community Door and Resilient Community Organisations* – Australian Council of Social Services and Queensland Council of Social Service

Panels

Panel discussions were facilitated by Volunteering Queensland. These were designed to provide further information, explore good practice and ideas at a deeper level, and ensure participants had an opportunity to strengthen their understanding of the emergency services and aged care sectors.

A primary focus for these sessions was to provide factual, relevant and useful information to the aged care sector and the broader community regarding the support and services that are in place and available at times of disasters. Panel members were invited to better inform participants about the individual roles and responsibilities of their agency and their respective capacities to support at a local level. They also confirmed that aged care sector organisations should be aware of and consider the limited capabilities of emergency services agencies within their planning and preparedness activities.

The Project team collated a number of questions based on myths and misconceptions of the aged care sector regarding local disaster management arrangements. These questions were presented to panellists to ensure there were no important gaps in the information shared by the panel.

Participants were provided with the opportunity to ask questions and share information with guest speakers and panel members regarding their experiences, potential areas of concerns, or to seek clarification on the information presented.

Each session generated valuable ideas and strategies to support the enhancement of individual agency preparedness and how this information is shared with local governments and LDMGs. These were included for consideration in the action plans developed for each locality.

Use of Technology

Web based video conferencing was utilised for guest speakers unable to attend forums in person. Even though there was great benefit to utilising this technology to support the sharing of key information, challenges were encountered if multiple video conferencing presentations were required during the same forum.

Common Themes

Each forum was individually tailored to meet the unique needs of each location; however it was observed that common themes, issues, and areas of interest and concern emerged in regard to disaster preparedness. These similarities have been captured in *Section 7 – Actions and Recommendations.*

Forum Evaluation and Feedback

All forums were evaluated using a standard evaluation form designed to gauge the effectiveness and relevance of the forums, including the quality of the information provided. The evaluation forms also provided participants with an avenue to communicate any gaps in their knowledge and disaster preparedness planning, which can be further addressed by local government and LDMGs.

See *Evaluation Form Template (Attachment 3b)*.

Individual and combined evaluations indicated that participants agreed that as a result of the forums they gained greater knowledge in regard to key emergency services agencies within their locality and how their individual organisation's disaster plan linked in with local area disaster management planning processes.

They also gained greater insight into how their organisation could best support their clients/residents/ older citizens to prepare for, respond to and recover from disasters.

Please refer to *Combined Evaluation Feedback (Attachment 3a)*.

At the end of each forum, local governments received a detailed breakdown of the evaluation. Local governments and the Project team cross referenced the evaluations with actions identified at the end of each forum to ensure action plans, captured all concerns, issues, solutions and learnings.

Forum Outcomes

A number of outcomes have been identified as a result of the forums.

The identification and a greater understanding of the range of local services/groups that support older people in local communities and the development of a comprehensive data base of those invited. This information has been shared with local governments involved in this Project and will support LDMGs, HSRCs and local governments in their future engagement with the aged care sector to enable them to be better informed about local disaster risks and preparedness activities.

As a result of the number of local services in attendance and the valuable information shared at the forums, a greater awareness of local disaster management arrangements and the capacity of local emergency services agencies was gained by participating aged care organisations. This has enhanced messaging and communication to the aged care sector regarding the importance of developing and exercising their plans and exploring opportunities to establish mutually supportive models and good practice in meeting the needs of their clients at times of disaster.

The development of a shared local action plan for the preparedness of older people who are most vulnerable to disasters within the community was highlighted.

After each forum a detailed action plan was developed based on evaluations, observations, ideas and discussions. These action plans outlined:

- Key issues raised at the forum
- Recommended and discussed actions to be taken to address issues raised
- Nominated key stakeholders to undertake the actions
- Monitoring processes to be adopted by those stakeholders

The action plans were comprehensive in nature and allowed flexibility for local governments, LDMG and the aged care sector to review and agree on a way forward. The plans were provided to local governments following the forums for their consideration and the endorsement of both LDMGs and the sector.

***NB:** It is important to note that local governments and LDMGs are not accountable or responsible for all the actions identified in the plans. An example of the action plan is included in Sample Action Plan (Attachment 4).*

At the closing of the project, most local governments had reviewed the action plans and shared with their LDMGs. Additional consideration is being given to the first steps and priorities for implementation. This includes sharing the action plan with relevant stakeholders to support the identification of a united way forward.

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Image courtesy of COTA QLD

State stakeholder meeting for Disaster Preparedness for Older People

As the Project progressed, the Project team gained a greater understanding and appreciation of the aged care sector and its existing challenges and noted that many of these fell outside of the capabilities and capacities of local government and the communities they support.

The Project team also noted that the *The Cyclone Debbie Review – Lessons for Delivering Value and Confidence through Trust and Empowerment*, undertaken by the Office of the Inspector General Emergency Management (IGEM) in 2017 recommended that the "Queensland Chief Health Officer work with IGEM to raise with the Commonwealth, the need for all aged care providers to plan and exercise for evacuation to a similar safe establishment".

As a result it was identified there was a need to host a meeting with stakeholders at a state and Commonwealth level to commence discussions on the noted challenges and identify a shared approach to address these challenges.

State Stakeholder Forum Aims

Volunteering Queensland joined with COTA Queensland to host a meeting of state level stakeholders to discuss a range of activities, emerging issues and potential synergy for collaboration in disaster preparedness for older people across Queensland

The aim of the State Stakeholder Forum for Disaster Preparedness for Older People was to establish stronger collaboration in disaster preparedness for older people across Queensland, improve partnerships, as well develop a strong understanding of the shared responsibility for the disaster preparedness of older people within our communities.

State Stakeholder Forum Agenda

- Learn more from each stakeholder in regards to current and emerging work
- Identify gaps and/or overlaps in this work
- Identify challenges and opportunities
- Consider what else needs to be done
- The need to establish stronger collaboration to do this work in the future and how this can be achieved

Key Agencies invited to the Forum

- Queensland Health
- COTA Queensland
- Australian Aged Care Quality Agency
- Australian Red Cross (QLD)
- Queensland Department of Communities, Disability Services and Seniors
- Local Government Association Queensland
- Queensland Police Service
- Aged and Community Services Australia
- Property Council of Queensland
- Leading Age Services Australia Ltd
- Community Resourcing
- Queensland Reconstruction Authority
- Office of the Inspector General Emergency Management
- Volunteering Queensland

Identified Gaps/Issues

- It was acknowledged that the sector is changing at a rapid rate and on a large scale with many new aged care providers entering the market place. Concern was expressed at how these groups are supported and made aware of the need for robust disaster planning both for their own agencies and their clients.
- The need for the development of a shared and common understanding about the required levels and standards of disaster preparedness across the sector.
- Some aged care services industry peak bodies believe that all agencies already have established effective evacuation/disaster preparedness plans in place. This view is not shared by the emergency services sector, and not demonstrated across recent Queensland disaster events.
- Acknowledgement of a significant divide between agencies/facilities that undertake robust planning and preparation, and those that have adopted a minimal approach.
- Acceptance that there is a growing trend for older people to remain in their own homes, resulting in a need for aged care service providers delivering services to older people in their own homes to help build their clients' disaster preparedness plans as a part of their service offerings. The question arose as to what types of support are required to assist agencies to take up this work.
- Limited awareness and understanding of where the responsibility versus authority for disaster preparedness for older people belongs. Many aged care, emergency services and community agencies, and local, state and federal government agencies believe it should be a shared responsibility. More work is required in regard to who has the authority to ensure disaster preparedness for older people living in all manner of circumstances is documented, communicated and exercised on a regular basis.
- A need for consistent messaging and communication.

State Stakeholder Forum Outcomes and Recommendations

As a result of this Forum and subsequent meetings it was identified that additional work and consideration is required to support a way forward in addressing identified issues and gaps. As Queensland Health is working closely with IGEM on the need for all aged care providers to plan and exercise for evacuation at times of disaster, it was agreed that Queensland Health take the lead for this work.

Queensland Health expressed interest to progress a State Stakeholder committee. There is potential for such a committee to inform and support the identification of improvements to policy that relates to aged care and the engagement of the aged care sector in regard to disaster preparedness and planning requirements.

It is recognised that the aged care sector is diverse, and that there are an increasing range of services that work with and support vulnerable older people that fall outside of traditional high care aged care facilities. It is therefore recommended that additional consideration be given to the inclusion of a variety of cohorts in the work being led by IGEM and Queensland Health. This could include the establishment of reference and working groups to support the identification of relevant strategies and good practice or each cohort.

Information collected by Volunteering Queensland and COTA Queensland from the State Stakeholder Meeting for Disaster Preparedness for Older People and from the Disaster Preparedness for Older Persons Project has been shared with Queensland Health to support the progression of this work.

7

Actions and Recommendations

Following are the key actions and recommendations identified from the collective work undertaken as a part of the Project. In keeping with the intent that disaster preparedness for older people (who may be vulnerable to disasters) is a shared responsibility these actions and recommendations have been divided across key partners.

In preparation for any future disasters, it is critical that work commences on the actions and recommendations highlighted through the work of this Project.

This information has been shared with Queensland Health and IGEM to support the progression of state based work in addressing issues relating to the disaster planning and preparedness of the aged care sector.

Aged Care Services

Aged care service providers play a pivotal role in the preparedness of their organisations to respond to disaster and emergency events that impact delivery of support and care to their clients. Their ability to maintain quality and consistency of care at these times requires risk management and planning.

Providers of Residential, Home Care Packages and Commonwealth Home Support Programs are required to have plans in place for the management of emergency events. These are required under the *Aged Care Act 1997* and/or under legislation and grant agreements covering other government funded programs. All of these requirements are aimed at the maintenance and continuity of quality, safe care and services to clients.

Planning for Older People Living in their Own Home

Aged care services that provide services to older people living in their own homes should:

- Establish an *Emergency Care Plan* for their clients. Such a plan is available on the *My Aged Care* website
- Ensure the development of individual disaster plans for their clients and actively utilise their clients' neighbours, friends and family as a part of this planning
- Actively engage with a range of recognised and available services and resources that can assist them to improve and manage their disaster preparedness of older people. These services may include, registering with the *Priority Care Program (Energex), Emergency +, Emergency Alert*, and *Telecross* and *RediPlan* (Australian Red Cross)
- Engage with Australian Red Cross to utilise volunteers (where available) to assist clients to develop their personal *RediPlan*
- Review and update plans on a regular basis (e.g. annually) or as client circumstances change.

***NB:** *Further examples of services available can be found in the Assisting facilities and community agencies that provide services to older people to understand business continuity and disaster preparedness planning tool (Attachment 6).*

Planning for Disasters: Older People Living in Managed Residential Settings

Aged care facilities/residential services/retirement villages/etc. to actively:

- Involve residents in disaster preparedness planning and ensure all clients and their emergency contacts (including family, friends and neighbours) are aware of these plans
- Share their developed plans with their LDMG and local government and involve LDMG in their planning
- Fully consult with all key agencies (e.g. ambulance services) identified as providing direct assistance at a time of a disaster and test and regularly review the achievability of the disaster preparedness and evacuation plan with that agency
- Review and update plans on a regular basis (e.g. annually) or as client circumstances change.

Sharing Information and Resources

- Aged care service providers seek permission from, and inform service users on the potential need to share personal information at times of disasters.
- Aged care service providers and relevant community organisations/groups to maintain an up-to-date list of their most vulnerable, high needs clients and ensure lists can if required be shared with LDMGs during times of disaster.
- Aged care service providers to collaboratively map what resources are available and share this information across the sector to identify what opportunities exist to share resources and develop agreements and MOUs to share resources and support each other.

Increased Participation in Aged Care Networks

Aged care service providers to participate in local networks and taskforces to support the:

- Identification of local priorities for disaster planning and preparedness
- Identification of resources that can be shared
- Sharing of local information between the aged care sector, relevant community organisations, local governments and LDMG.

Increased Participation in LDMGs and District HSRCs

- Aged care providers and relevant community groups get to know their LDMG through the support of their local governments.
- Networks of aged care service providers and relevant community groups be encouraged to participate in the LDMG taskforces (where these exist) and seek representation on district HSRCs.
- Aged care service providers and relevant community groups to consider and request opportunities to be involved in local disaster exercises.

Local Governments, LDMGs and District HSRCs

In many regional and rural areas Local Government are the interface with and between services and the community. This role often holds key linkages that support a community's capacity to be well connected. When social ties are strong in a community, people feel more connected and are more inclined to help and support one another.

Local Governments carry the legislative responsibility to manage disaster responses at a local level. This is achieved through local disaster management groups (LDMG) and the development of plans that enhance the preparedness and ability to respond to disaster events.

They are also supported through a variety of committees, groups and stakeholders in the identification of their community's needs and recovery priorities.

Community Connectedness

Local Governments, LDMGs and HSRGs explore ways to:

- Engage aged care service providers and their local communities to enhance disaster preparedness of older people and the LDMGs capacity to support them.
- Encourage broader community involvement in disaster preparedness activities that encompass ways to support and assist vulnerable people, e.g. through *Get to know your neighbour* campaigns.

Sharing Information

Local governments, LDMGs and HSRCs need to share updates/information with aged care and older people's service providers to support the development of appropriate emergency plans for their service and the people they support. Information to include:

- Disaster risks relevant to their community
- Capacity of local emergency service organisations
- Local disaster management arrangements e.g. messaging, evacuation centres, care of pets
- Tools available to assist in preparing for disasters
- Key points of contact for further information and advice on local disaster planning
- Learnings from previous disaster events

Identification of local service providers and their existing capacities

Gain a stronger understanding of the agencies and groups that support older people in their community through:

- Develop and maintain linkages with relevant interagency networks and Peak bodies
- Utilise peak bodies, and data included on the My Aged Care website to support in the identification of local and visiting service providers
- Maintain the key aged care services and groups on their community services register, and share this register with the LDMG

Local governments, LDMGs and HSRCs would benefit from gaining a stronger understanding of the capacity and existing challenges of aged care agencies to assist older people at times of disasters.

- Include sector representation on LDMGs and HSRCs and other relevant groups
- Actively seek information from aged care and community service providers on the existing capacity of and challenges for their organisations and the older people they support
- Provide assistance to aged care service providers in reviewing and exercising their local emergency plans.

Aged Care Industry Peak Bodies

A range of industry peak bodies exist across the aged care sector with varying purposes, membership numbers, and areas of focus/interest.

These peak bodies maintain close relationships with their membership and play a pivotal role in sharing information on emerging trends, best practice and government programs, policy and legislation.

Peak bodies have the capacity, expertise, networks and knowledge to contribute to the development of important strategies, research and good practice to enhance the sector and maximise positive outcomes for the clients the sector supports.

These existing arrangements have the ability to strengthen and support the aged care sector to embed stronger disaster and business continuity planning and support the disaster preparedness of older people in Queensland.

Sharing of Information

It would be advantageous for peak bodies to:

- Take a key role in educating the sector, sharing reports from aged care service providers with previous disaster event experience, fostering increased awareness of how to maximise resources, and identifying appropriate resources required at times of disasters to support older people and in particular vulnerable, high care clients.
- Provide linkages on their websites to useful, accessible and relevant information and resources to increase member awareness of and access to disaster risks and preparedness planning information and resources.

Advocacy for Disaster Planning

Peak bodies would benefit by looking to:

- Support their members to work collaboratively across regional and remote areas to form networks to identify available resources and opportunities to share those resources
- Encourage their members to utilise the range of services and resources available to improve disaster preparedness of their organisation and the clients they support
- Increase awareness across the sector of the benefits of effective business continuity planning. This could result in insurance incentives for effective disaster planning, i.e. decreased insurance costs, 'claim back' options for insurance and/or government payments available
- Identify strategies to support and engage their membership in undertaking more effective disaster planning and preparedness for their clients, including ways to encourage aged care service providers to include their clients and their families in disaster preparedness planning processes
- Work collaboratively with local, state and Commonwealth government in identifying ways to increase disaster preparedness of the aged care sector.

Queensland Government Agencies

Building on recommendations made through the IGEM review of ex Tropical Cyclone Debbie for Queensland, the state's Chief Health Officer could explore opportunities to work with IGEM to raise, with the Commonwealth, the need for all aged care service providers to plan and exercise for evacuation to a similar safe establishment.

There is opportunity for Queensland Health, IGEM and the Commonwealth to build on recommendations and establish mechanisms within Queensland to guide and support broader work that impacts on disaster preparedness of older people.

The Queensland Government also oversees *The Fire and Emergency Services Act 1990*. This Act includes an objective to "Provide for the prevention of, and response to, fires and other emergency incidents". Currently residential care facilities and emergency (or disaster) evacuation planning is not identified in the Act.

Sharing Information

There is a need for mechanisms to strengthen communication, consistent messaging and sharing of information with:

- Aged care service providers and industry peak bodies regarding Queensland Disaster Management arrangements and lessons identified as a result of previous disaster events
- Emergency services organisations and local government on potential challenges and barriers being experienced by older people and the aged care sector in regard to disaster planning.

Identifying Issues and Challenges

It is recommended that the Queensland Government considers the information included in this report and utilises this to:

- Inform work undertaken at state level to support disaster preparedness of older people in Queensland and that;
- Establish a state level reference group to support Queensland Health, IGEM and the Commonwealth in the identifying and addressing issues, practice, strategies and policy to enhance the disaster preparedness of older people.

Defining and Understanding the Sector

It is recommended that the Queensland Government:

- Undertake an analysis of the sector that includes the identification of potential interested stakeholders to assist informing policies and strategies to address identified and emerging issues and challenges, and highlight examples of good practice.
- Consider the inclusion of other services that work with and support older people that fall outside of regulated aged care service providers in the planning and identification of strategies to support.

Advocacy

Working with the Commonwealth Government to develop clear requirements for emergency and disaster planning of the aged care sector.

Strengthen Queensland Legislation in respect to residential provider operations

Strengthen mandatory emergency evacuation planning requirements through the review and amendment of *The Fire and Emergency Services Act 1990*, to include other disasters.

This is seen as a vital necessary change to ensure the safety of older people living in residential facilities. The review should consider ways to incorporate:

- Emergency (or disaster) plans into Fire and Evacuation Planning processes, e.g. Subdivision 2 – *Fire and Evacuation Plan* is changed to *Fire and Emergency (or Disaster) Evacuation Plans*
- A clause that specifically requires that aged care residential providers (e.g. Aged Care Homes, Disability Services, etc) have in place full evacuation plans and arrangements to accommodate residents in emergency accommodation if required at times of disaster
- Emergency (or disaster) plans into Fire Safety Management Planning for Residential Care Providers, e.g. Subdivision 3 – *Fire Safety Management Plan* be renamed to *Fire and Emergency/Disaster Event Safety Plan* and amend to specifically cater for residential service providers. Residential service providers would then only be issued with a Certificate of Compliance if they had appropriate fire and emergency/disaster event arrangements in place.

Commonwealth Government, My Aged Care and AACQA

The Commonwealth Government has a diverse set of responsibilities and administers a number of Acts and legislation that supports the provision high-quality, safe care and services that meet the needs of older people. Aged care service providers also receive funding according to the quality and level of care they provide, and are accountable for the quality of care requirements as defined under relevant Acts and legislation.

My Aged Care is an initiative of the Commonwealth Government aimed at being the primary source of information on ageing and aged care, including how needs are assessed and supported, and how services can be sourced and accessed. This should include funding for carers working with older people in their homes, to develop individual Emergency/Disaster Plans.

The Australian Aged Care Quality Agency (AACQA), a Commonwealth funded program, undertakes a number of roles within the sector including:

- Accreditation of Australian Government subsidised aged care facilities
- Conducting quality assurance reviews of Home Care and Aboriginal and Torres Strait Islander flexible care services
- Providing compliance monitoring, information and training to aged care service providers
- Working with the community to promote safe, quality care for older Australians.

Strengthening Partnerships with the Queensland Government

This Project recommends that Commonwealth Government aged care agencies work more closely with the Queensland Government and Queensland emergency services to gain greater understanding of the Queensland Disaster Management Arrangements and to ensure:

- The processes undertaken by AACQA against standards and supporting legislation include a sound understanding of Queensland Disaster Management Arrangements
- The sharing of information with local government in regard to the services registered with *My Aged Care* to support the streamlined identification and contact information of services in their local communities, e.g. sharing of robust and current data regarding service providers.

Legislation for Aged Care Services

It is recommended that the Commonwealth Government strengthen mandatory emergency preparedness and planning requirements within the existing funding and legislative arrangements of aged care service providers, including:

- The requirement for older people being supported in their own homes to have in place an emergency (disaster) care plan
- The requirement for older people living in their own home and receiving services from a funded service provider s to be supported in the development of an individual disaster plan.

Attachments

Project Guidance Note

Local forums to explore how disaster preparedness for older people can be improved

Disaster Preparedness for Older People project: Volunteering Queensland July 2017

Background

Older people within our communities bring strength of knowledge, skills and experiences about disasters. As well as being a valuable community resource for disaster resilience, some older people may require support to ensure their safety and wellbeing at times of disasters. In recognition of the contribution that older people can make and that disaster preparedness for older people can be improved, Volunteering Queensland (VOL QLD) has developed the *Disaster Preparedness for Older People* project.

As a component of this project, VOL QLD will be offering forums between local governments, emergency services, local peak seniors groups, community based agencies and aged care providers (that support vulnerable seniors) to establish a stronger shared responsibility for the disaster preparedness of seniors within the community.

In addition, as part of this project, we will also be engaging with key peak organisations to seek their commitment to increase their support for members to further ensure the safety of their clients at times of disasters. We will be working in close partnership with Local Governments (LGs), disaster management groups and emergency services to implement this project in selected areas.

This project is planning to hold forums in the proposed locations of: Redlands, Moreton Bay, Logan, Livingstone, Somerset and Tablelands, dependent upon further negotiations with LGs in these areas.

Objectives of forums

This guidance note relates to an objective of this project which is to: *Further establish the role of the seniors community agencies in supporting people with vulnerabilities to plan and prepare for disasters.*

These agencies will be invited to these forums to:

- Build their understanding of local disaster risks and preparedness options
- Promote the need and way in which they can support their clients to develop their own disaster preparedness
- Explore resources and potential support for developing their own business continuity plans and evacuation plans for facilities; as well as
- Become more integrated into the local emergency management arrangements

It is intended by bringing key groups together, discussions and arrangements can be further progressed between agencies and service providers with emergency services on shared responsibilities at a time of a disaster.

For example, an agreement could be established between LGs and LDMGs, DDMGs, Human and Social Recovery Committee with these agencies and service providers to:

- Include stronger disaster preparedness/resilience building activities within their core business
- Potential need of services to share and/or exchange clients and resources when a disaster occurs
- Provide information to emergency services on their cohorts of people who may be most vulnerable to the impacts off disasters, and;
- What mutual efforts can be undertaken to ensure proactive disaster preparedness measures are adopted.

Timing

These forums will be held throughout the timeframe of the *Disaster Preparedness for Older People* project, with all forums to be completed two months prior to the project completion for final evaluation and reporting. *(Pending potential extension of project to March 2018)*

Proposed to initially trial the forum in two localities, then implement across all seven localities. Some of these forums could potentially be held in the lead up to the cyclone/storm/summer period and include key senior community partners with a range of Emergency Services.

Attendees and supporting partners

Attendees will include: LGs, emergency services, local peak seniors groups, community based agencies and aged care providers (voluntary and funded services that support vulnerable 'high needs' seniors) as well as LDMGs, DDMGs, and Human and Social Recovery Committee to establish a stronger shared responsibility for disaster preparedness. Other key community partners and state network bodies such as COTA, Primary Health Networks, IGEM, and QCOSS to be invited as defined by local requirements.

Forum	Action	Lead	Support
Consultation	• Research of existing best practice models for delivery of regional forums with consideration of delivery into each of the seven communities • Further input from outcomes of similar forums which have been held recently • The project brief and this guidelines for the forums, to be shared with LG DMOs, and Community Services roles (where these exist) as well as LDMGs, DDMGs and H&SRC. Where Local Governments have established a Local Recovery Committee (or a Local Human and Social Wellbeing Group), it is anticipated that this committee (as well as the LDMG) may assist in informing, developing, running and facilitating the forum • Conduct appropriate visits and consult with identified key stakeholders initially in two trial locations, then across all of the seven regional locations • Collate and review feedback from this process to support the refinement of the pilot forum to develop the delivery model	*VOL QLD*	
Local forums with key community organisations, established along good-practice guidelines	**1. Beginning to plan** • Finding key partners: Local Recovery Committees, DHSRC, LDMG etc • Confirming forum intent, questions and issues to address • Thinking about the logistics and costs–support in kind where available to minimise costs • Delegation of roles and responsibilities–working through local relationship managers **2. Planning the event** • The Importance of communication • Setting a date to suit local requirements and known commitments of community partners to attend • Finding a suitable location • Local relationship managers connecting with community partners • Agreeing to the objectives and agenda	*VOL QLD* *LGs* *LDMGs* *Local Human and Social Recovery Com Committees* *DCCSDS regional roles* *DHSRCs*	*DDMGs* *QFES* *LGAQ*

Forum	Action	Lead	Support
	3. This forum agenda to include *(in participatory ways of working in small working groups):* • Build local knowledge of disaster risks, emergency management agencies and arrangements • Explore how seniors are aware of, informed about disasters and if they are empowered, where possible to take their own preventative actions when faced with a disaster • The likely impacts of a disaster upon these services' clients and the services abilities to maintain 'usual' services to local clients following a disaster • Opportunities for the funded services (which manage facilities) to be able to shelter clients safely 'in place' or conversely discuss evacuation plans and expectations • Explore opportunities for facilities to exchange and share clients dependent upon anticipated damage to facilities and transport infrastructure as known from previous events **4. Selecting and preparing speakers** • To showcase achievements of funded services across the state which have achieved strong disaster plans. Consideration to having a guest speaker from a resilient award recipient, and/or a major insurer to speak of potential financial rewards of effective disaster preparedness planning • Peak agencies with tools for the community sector to utilise: for example the ACOSS tools for community services' self-assessment for developing an agencies disaster plan and how to support clients in disaster preparedness. • Emergency management agencies: to share current thinking and forward planning • Australian Insurance Council: re any insurance incentives being considered • Preparing speakers • Possible action items • Evaluation **5. Publicity and Media** • Achieving attendance of community partners and key emergency services etc (as listed) at the forum • Invite elected Officials and local policy makers • Putting together a press plan – assisting to raise community awareness of preparedness activities		

Forum	Action	Lead	Support
Delivery of workshop as a trial in 2 locations and review for consolidated program	• Delivery of the pilot workshop into two (?) of the identified communities as an initial trial • Include LDMGs, LGs, LDMGs Human and Social Recovery Committees and key partners in delivery and facilitation of workshop. Including agreed processes for how emerging issues/actions arising from these workshops will be addressed—and by whom? • Trail appropriate survey/discussion tools utilised to assist for achieving feedback from participants and to be used as a tool for ongoing monitoring/review re development of the program. • Review and evaluation of the pilot forum to meet local seniors communities' needs and outcomes–to take due consideration of delivery methodology • Modification and/or alteration of the pilot program given feedback from the two pilot forums	*VOL QLD* *LGs* *LDMGs* *Local Human and Social Recovery Committees* *DCCSDS regional roles* *DHSRCs*	*DDMGs* *QFES* *LGAQ*
Post forum follow up	Each community to be offered a 'post-forum' development session, to be held some short period after the completion of the workshop Discussions regarding how emerging issues/actions arising from these forums will be addressed—and by whom? Further work could then support agencies and services to: • Establish an evacuation/disaster plan • Share that plan with their LGs, LDMGs, DDMGs and DHSRCs; then • Test the achievability of their evacuation/disaster plan with the support of the above key partners		

Attachment 2a

Results of Logan Seniors Expo Survey

Disaster Preparedness for Older People

Seniors Expo: Logan City Council, 15 August 2017

Volunteering Queensland in collaboration with Logan City Council

Volunteering Queensland joined with the Logan City Council to conduct a survey of random participants at the Seniors Expo which was held on 15 August 2017.

The survey was to further inform the implementation of the Disaster Preparedness for Older People project across Logan City Council. This project aims to improve partnerships to establish a stronger shared responsibility for the disaster preparedness of older people within our communities.

The Disaster Preparedness for Older People project is a joint initiative of Volunteering Queensland, the Australian Government and the Queensland Government.

Purpose of Survey

To learn how to most effectively provide information, advise and support for older people in disaster planning and preparedness.

Process of collecting Surveys

Surveys were undertaken by people interviewing (three volunteers and two staff) with an iPad in a discussion style. The interviewer approached members of the crowd and;

- Explained to participant who they were and the purpose of the survey
- Requested time to ask them questions about disaster preparedness, with the interviewer recording their answers
- Explained the anonymous interview and that all results are to be compiled to inform the project
- All interviewers were requested to try to approach a range of people who appeared to be from different cultures/backgrounds/gender and abilities.

Summary of Survey results

4133 (12.7%)	4118 (11.9%)	4207 (8.7%)	4114 (8.7%)	4132 (8.7%)
• Chambers Flat • Logan Reserve • Waterford • Waterford West	• Browns Plains • Brownsleigh • Forestdale • Heritage Park • Hillcrest • Regents Park	• Alberton • Bahrs Scrub • Bannockburn • Beenleigh • Belivah • Buccan • Cabbage Tree Point • Cedar Creek • Eagleby • Edens Landing • Holmview • Logan Village • Luscombe • Mount Warren Park • Stapylton • Steiglitz • Windaroo • Wolffdene • Woongoolba • Yarrabilba • Yatala • Yellow Wood	• Kingston • Logan Central • Trinder Park • Woodridge	• Crestmead • Marsden

Of the 127 people who participated in the survey, 67% were female and just over one half (51%) came from five postal code areas. In total, respondents indicated they come from across 34 different postal code areas.

Of these respondents, the vast majority (78%) indicated they were living independently*, with a smaller group (13%) indicating they were living in a retirement community. Only 4% indicated they were living either in a skilled nursing facility or in an assisted living situation.

* Please note the interviewers believed that whilst people identified as living independently, many of these people further described that they live in a retirement/residential community. Therefore it is impossible to clearly determine if these respondents live independently in their own suburban homes or within a residential/retirement community.

In considering what disasters might have an impact on their living situation, the three most significant disasters noted were storms (79%), power or water outage for more than one day (50%) and flooding (24%).

Most participants (62%) are moderately worried to very worried about the effects of storms on their place of residence. This is in contrast to all other five disaster situations considered, in which the participants indicated they were not at all worried or possibly have small concerns about the disaster impacting on them.

Most people (64%) indicated they are mobile and can fully take care of themselves in a disaster situation. There was however a smaller group (24%) who indicated they would need a little assistance. A significant group (11%) indicated they are either fully dependant on others or would need a high degree of assistance.

If there was a need to leave their residences, most (56%) indicated they would go to other family members and another large group (26%) indicated they would be moving to an evacuation centre. Of the participants who live in a residential facility, a very large proportion (79%) do not know what arrangements are in place when an evacuation of the facility is needed.

When asked where they were most likely to gain information about preparing for a disaster, most people (36%) indicated the Council as their source. Other main sources provided by the 127 respondents are as indicated:

- Council (36%)
- Internet/Google (18%)
- Library 3%
- SES 8%
- Police (4%)
- Media (2%)
- Radio (16%)
- TV (15%)
- No idea (3%)

When asked if they would be interested in offering their skills and knowledge to assist in disaster preparedness planning, people were evenly divided between yes (34%) and no (39%). A smaller group (21%) were unsure and in some cases indicated it would depend on the particular circumstances.

Feedback from Interviewers

Those interviewing the participants to collect the information for the survey were asked for their anecdotal comments or observations which include:

1. A lot of people had a feeling that events such as floods don't happen in their area.
2. Lots of comments such as *"we live in a safe area"*. Interviewers were not sure if this was a general belief, overconfidence or lack of contact with real disasters.
3. Some people had moved to a new living location and were not sure how safe their new area was.
4. Some people were adamant they were living "independently" as they own their independent, detached unit/house in a residential community. Therefore it was impossible to clearly determine the number of respondents live independently in their own suburban homes or within a residential/retirement community.
5. Many individuals told of their previous experiences in disasters: for example a nurse for much of her career spent in war zones, a man who survived Hiroshima, to cyclones, bushfires etc.
6. Some participants who used walkers and appeared to require assistance for their mobility, when first asked if they required assistance during a disaster, responded they could take full care of themselves. This question required some prompting to achieve a clear response and was not always obtained.
7. Some participants stated they had worked hard all their life and had taken care of themselves and their families, and believed it was now time for someone to look after them.
8. When discussing the section on evacuation, some participants stated that they could get themselves to the kerb and the emergency services would then pick the up and look after them.
9. It was suggested a valid question to ask could have been *"Do you have your documents in a safe place and readily accessible in an evacuation?"* as seniors are more likely to have paper documents. A question on people having an emergency kit would have been beneficial, as councils/SES/Get Ready QLD seem to promote them.

Attachment 2b

Survey questions

Disaster Preparedness for Older People

volunteering queensland

Survey questions for Expo, 15 August 2017

Purpose of survey: To learn how to most effectively provide information, advice and support for older people in disaster planning and preparedness.

Insurance

1. **Gender** *(interviewer completes)*

   ☐ Male ☐ Female

2. **Living situation**

   ☐ Independent living ☐ Assisted living ☐ Skilled nursing facility

   ☐ Retirement community ☐ Residential care homes

   Other *(please specify)*

3. **What is your postcode and location?**

Disaster Preparedness Plans

4. **What types of disasters do you think you might experience where you live?**

   Bushfires ☐ Yes ☐ No

   Tsunami ☐ Yes ☐ No

   Flooding ☐ Yes ☐ No

   Power or water services outage for more than one day ☐ Yes ☐ No

   Storms, hail, severe wind ☐ Yes ☐ No

   Contagious illnesses such as stomach virus ☐ Yes ☐ No

   Other *(please specify)*

   Comments

5. How concerned are you about the following disasters impacting on you where you live?

	Not worried at all 1	2	3	4	Very worried 5
Bushfires	☐	☐	☐	☐	☐
Flooding	☐	☐	☐	☐	☐
Tsunami	☐	☐	☐	☐	☐
Storms, hail, severe wind	☐	☐	☐	☐	☐
Power or water services outage for more than one day	☐	☐	☐	☐	☐
Contagious illnesses such as stomach virus	☐	☐	☐	☐	☐

Other *(please specify)*

Comments

6. How able and mobile do you think you would be in a disaster

Which of the following could apply to you during a disaster?

☐ I can fully take care of myself

☐ I would need a fair degree of assistance

☐ Could help myself but would need a little assistance

☐ Totally would depend on someone else

Comments

7. If you needed to evacuate from your home

Where would you go if you needed to evacuate your own home?

☐ Family ☐ Friends ☐ Evacuation Centre ☐ Other

Comments

Or *If you live in a residential facility do you know of the arrangements if you needed to evacuate?*

☐ Yes ☐ No

Comments

Disaster Preparedness Knowledge

8. Accessing information about disaster preparedness

From where (or from whom) are you most likely to get information about preparing for a disaster?

Comments

9. Would you be interested in contributing your skills and knowledge to assist with disaster preparedness planning in your community?

**Interviewer to please explain this question to gauge a wiliness amongst participants, which will inform the project. Answering this question does not commit the participant to any further actions*

☐ Yes ☐ No ☐ Unsure

Comments

10. Would you like to make any further comments?

Comments

***NB:** Interviewer to explain that whilst participant may express that they are interested in participating to assist with disaster preparedness – as this survey is anonymous – there will be no follow up with them.*

Combined forum evaluation report

Forums for disaster preparedness for older people across six locations

As a component of the project, Volunteering Queensland facilitated forums across six nominated locations to establish a stronger shared responsibility for the disaster preparedness of older people within communities.

Each forum was held in partnership with local councils, COTA Queensland and Volunteering Queensland at the following locations:

- Redland City Council
- Tablelands Regional Council
- Somerset Regional Council
- Moreton Bay Regional Council
- Logan City Council
- Livingstone Shire Council

Purpose of evaluation forms

The evaluation forms were designed to gauge the effectiveness and relevance of the forums, including the quality of the information provided. The evaluation forms also provided participants with an avenue to communicate any gaps in their knowledge and disaster preparedness planning which could be further addressed by LDMGs and Councils.

Process of collecting evaluations

The evaluation forms were presented to all participants, of which 175 total attendees responded. These completed forms were collected by Volunteering Queensland staff at the end of each forum.

Participants were also offered the opportunity to trial the use of emerging resources and tools, and if they were interested were asked to provide their name and contact details.

Participant evaluation results

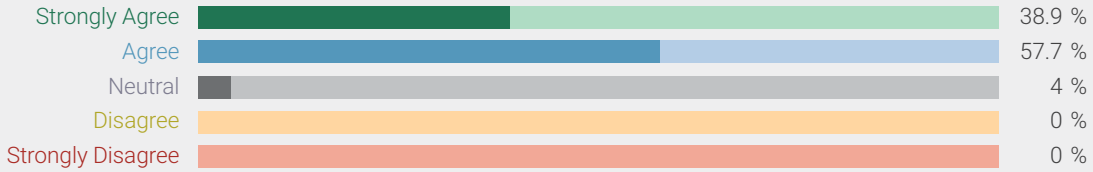
Participants were asked to identify up to three choices that reflected their roles.

Of the 175 people who answered this question:

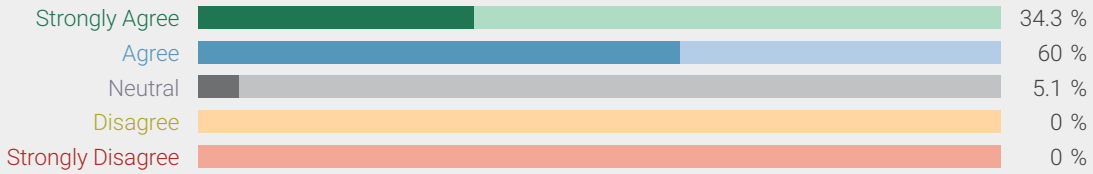
- 68 indicated they managed disaster planning on behalf of their organisation
- 78 indicated they worked directly with older people in either their own homes or managed care facilities
- 74 indicated that they manage staff or volunteers that work with older people
- 24 indicated they represent a resident or advisory association within their facility
- 40 were community volunteers
- 33 represented peak bodies; and
- 26 indicated that they represented emergency services

Participant responses to questions

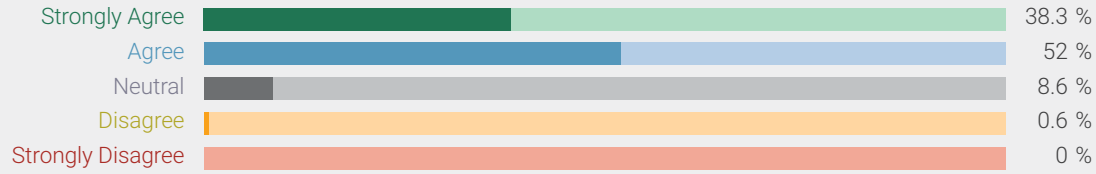
1. Lessons shared from the disaster events and consequences were relevant to my work and organisation



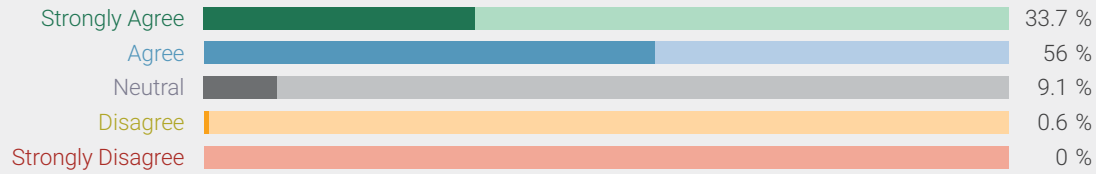
2. Scenarios and disaster preparedness models provided were relevant to my area of work and organisation



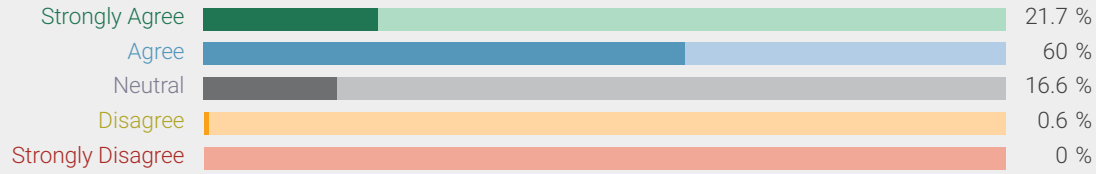
3. I gained greater knowledge of key emergency services within my local area and the role they play in disaster management



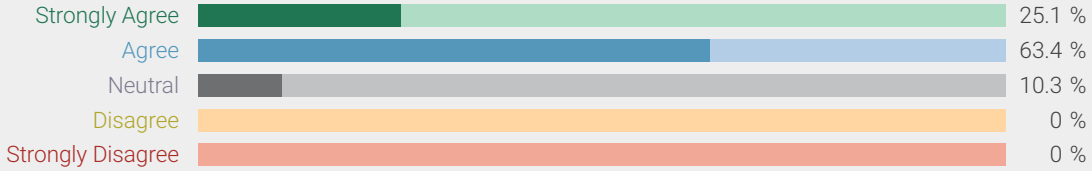
4. I have a greater understanding about the local disaster arrangements and capacity of emergency and disaster support services



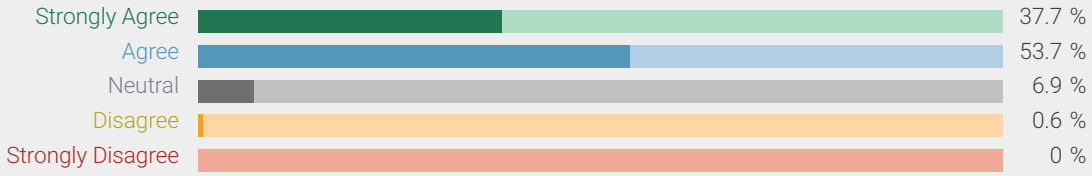
5. I gained greater understanding of how my organisation's disaster plan links into the local disaster management planning processes



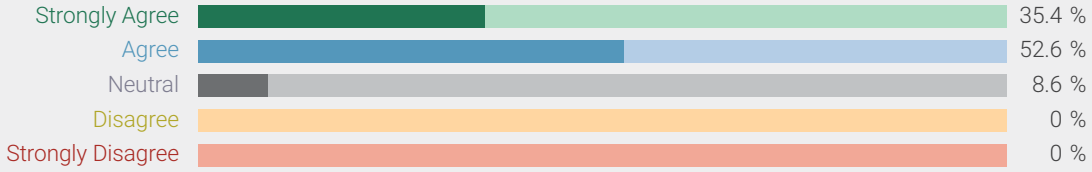
6. I have a greater insight into how my organisation can best support clients to prepare for, respond to and recover from disasters



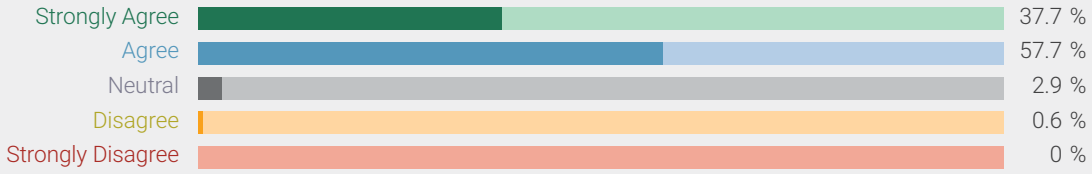
7. I more fully understand the importance of disaster planning for my organisation and will share this knowledge with my colleagues as well as take positive action to support disaster planning once back in my work place



8. I can see opportunities for my organisation to explore and share mutually supportive models and good practice that could assist clients with other organisations



9. The tools and information provided will be useful in disaster preparedness planning within my organisation and the clients we support



Evaluation forum template

To assist us in improving our forums we value your input.

Please answer the following questions and return to the facilitator before you leave.

1. **Lessons shared from the disaster events and consequences were relevant to my work and organisation**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

2. **Scenarios and disaster preparedness models provided were relevant to my area of work and organisation**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

3. **I gained greater knowledge of key emergency services within my local area and the role they play in disaster management**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

4. **I have a greater understanding about the local disaster arrangements and capacity of emergency and disaster support services**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

5. **I gained greater understanding of how my organisation's disaster plan links into the local disaster management planning processes**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

6. **I have a greater insight into how my organisation can best support clients to prepare for, respond to and recover from disasters**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

7. **I more fully understand the importance of disaster planning for my organisation and will share this knowledge with my colleagues as well as take positive action to support disaster planning once back in my work place**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

8. **I can see opportunities for my organisation to explore and share mutually supportive models and good practice that could assist clients with other organisations**

   ☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

9. **The tools and information provided will be useful in disaster preparedness planning within my organisation and the clients we support**

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

10. **What information do you think was missing today?**

11. **Presenters**

☐ Good ☐ Great ☐ Fair ☐ Poor

12. **Catering**

☐ Good ☐ Great ☐ Fair ☐ Poor

13. **Venue**

☐ Good ☐ Great ☐ Fair ☐ Poor

14. **A little about you**

☐ I manage disaster planning on behalf of my organisation
☐ I work directly with older people in their own homes/retirement villages/aged care facilities
☐ I manage staff/volunteers that work with older people
☐ I am a representative of a resident/ advisory association within my facility
☐ I am a community volunteer
☐ I represent a peak body
☐ I represent the emergency services

15. **I am interested in trialing the resources and tools shared today**

☐ Yes ☐ No

If yes, please ensure you provide your contact details below

Contact Details *(optional)*

Name | Organisation

Phone | Email

Sample action plan

Disaster Preparedness for Older People

Forum held on: **insert date**

Older people within our communities bring strengths of knowledge, skills and experiences about disasters. As well as being a valuable community resource for disaster resilience, some older people may require support to ensure their safety and wellbeing at times of disasters. In recognition of the contribution that older people can make and that disaster preparedness for older people can be improved, Volunteering Queensland developed the *Disaster Preparedness for Older People* project.

The Project has been a joint initiative of Volunteering Queensland, the Australian Government and the Queensland Government with funding through the National Disaster Resilience Program (NDRP). It was implemented for a 12 month period and has benefitted from the strong support of many stakeholders including LGs, State Government agencies and the community sector. As a component of the project, Volunteering Queensland partnered with COTA to hold six forums across nominated locations to establish a stronger shared responsibility for the disaster preparedness of older people within communities.

Forum held at **Name and Address of venue** on **insert date**. This forum was held in partnership between **Name of Council** and Volunteering Queensland. Approximately **number of people** attended who described themselves as; managing disaster planning on behalf of an organisation; working directly with older people in their own homes, retirement villages and aged care facilities; managing staff and volunteers who work with older people; representing residents or advisory associations; community volunteers, peak body representatives and emergency services representatives. The forum was conducted to identify risks, then explore and agree on actions we can take together to ensure older people, who may be vulnerable to disasters within the **Name of Council** area, are best supported and protected from future disaster impacts.

An evaluation report has been developed from feedback of attendees and presenters and is also being shared amongst stakeholders.

The forum aimed to:

1. Build the understanding of the aged care sector and relevant community groups about the local disaster risks and preparedness options
2. Promote the need and way in which agencies/services/groups can support their clients to develop their own disaster preparedness plans
3. Explore resources and potential support for agencies including residential services to develop their business continuity and/or evacuation plans; and
4. Increase the integration of aged care services, community groups and agencies who connect with older people into their local emergency management arrangements.

This DRAFT Action Plan has captured under the key headings above:

- Issues raised at the forum
- Recommended actions to address those issues
- Nominated key stakeholders to undertake these actions; and
- Monitoring process to be adopted by those stakeholders

The range of stakeholders is diverse, as it was recognised by Forum participants that disaster preparedness for older people (who may be most vulnerable to the impacts of disasters) is a shared responsibility.

1. Build the understanding of the aged care sector and relevant community groups about the local disaster risks and preparedness options

Issues Identified

1a) *How can agencies become informed about the most likely disaster risks, to help them in disaster preparedness planning for their services and the older people they support in the community?*

Including older people who are:

- *high care clients*
- *living in retirement/residential facilities*
- *living in their own homes who may be: solitary and/or isolated, who do not want to be a part of community collaboration and engagement*
- *without family members/support networks*
- *people for whom English is a second language and people with disabilities*

Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
LDMG **Name of Council** Aged Care service providers Emergency Management Agencies Community groups Local Mental Health Services Local and District Health	Each agency has limited capability and resources; organisations are encouraged to have contingency plans in place. Services/groups/ agencies to be provided with the links to the **Name of Council** Local Disaster Management Plan to support them in the identification of most likely disaster risks for their organisations/clients. LDMG and **Name of Council** Council to continue to share updates/ information to the sector on disaster risk and preparedness activities via interagency networks across the region. Including that of the four taskforces which have been set up by the LDMG – which meets quarterly. Aged care providers and clubs/ groups be supported through access to a range of tools to assist them in preparing their client for disasters. Aged care providers and clubs/groups be encouraged to participate in the LDMG taskforces. Develop ways to communicate to older people about the options available to minimise their risk in time of disasters. Peak bodies be requested to assist in the sharing of lessons identified and the implementation of lessons learnt, tools, business continuity and evacuation plans etc. across their membership.	

Issues Identified		
1b) *Encourage agencies to identify what resources they will require, to ensure they can plan to meet the needs of vulnerable older people at the times of disasters*		
Nominated Stakeholder	Recommended Actions	Monitoring Processes and Timelines
LDMG **Name of Council** Aged Care service providers Emergency Management Agencies Community groups Local Mental Health Services Local and District Health	Peak bodies, Dept. of Health, Aged Care and IGEM take a key role in educating the sector, sharing reports from agencies with previous disaster event experience, create an awareness of how to maximise resources and identify appropriate resources required at the time of disasters for high care clients. LDMG to share updates/information to the sector on disaster risk and preparedness activities. Information shared will include capacity and limitations of emergency services in the provision of resources at times of disasters to help inform agencies planning. Through local networks and taskforces, agencies to collaboratively map what resources are available, and develop agreements and MOUs to share resources and assist each other. This should form a part of each organisation's business continuity plan. This network to identify options for suitable accommodation, plan individually for how alternative power sources are identified, develop options for transporting older people with high needs at times of disasters to evacuation centres or other facilities. Using the established business continuity plans, the LDMG can assist in the facilitation of these options. Peak bodies to encourage all members to involve families in their planning processes, as families may prefer their elderly relatives to be accommodated within their family homes at times of disasters. The network to then share with the LDMG their noted gaps and requirements.	
1c) *How do we mobilise the community to get to know their neighbours?*		
Agencies and Service Providers Peak Bodies **Name of Council** LDMG and Recovery and Resilience Taskforces	• Explore strategies that enhance 'community engagement and collaboration' i.e. *know your neighbours* campaigns. • Aged care services that provide support to people living in their own homes – support the development of individual disaster plans such as QFES Get Ready plans, RediPlan or the use of the Volunteering Queensland tools as provided. Through the use of these planning tools to incorporate family and friends into these plans. Aged care services may seek support from Red Cross (where volunteers are available) to develop RediPlan with their clients. • Peak bodies and funding agents to promote the need for vulnerable older people to have a plan involving family, friends and neighbours	

2. Promote the need and way in which agencies/services/groups can support their clients to develop their own disaster preparedness plans

Issue Identified

2a) *How do we identify which older people within our communities are potentially most vulnerable to disasters?*

Including older people who are:

- *high care clients*
- *living in retirement/residential facilities*
- *living in their own homes who may be: solitary and/or isolated, who do not want to be a part of community collaboration and engagement*
- *without family members/support networks*
- *people for whom English is a second language and older people with disabilities*

Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Aged Service Providers LDMG and LDMG taskforces **Name of Council** Emergency Management Agencies Dept. of Health Peak Bodies to support their memberships Community groups Local and District Health	Expand relationships and information sharing opportunities with aged care services and community groups, which already have relationships with and/or provide direct services to older people who are potentially vulnerable to the impacts of disasters. Agencies/services providing high needs clients identify their clients who require the greatest support, and ensure plans are in place for that support. It is also recommended that Local Government and the aged services network identify other agencies and faith groups (which they are aware of) which run local facilities, or provide in home services that cater for 'high needs' clients It is recommended that the LDMG include their social/community mapping into all hazards risk assessments/data as being captured by QFES – risk assessment tool. Aged care services and relevant community organisations/groups to potentially maintain an up-to-date list of their most vulnerable clients (who are high needs) which can be shared with LDMG during times of disaster if required. Please note the aim of planning is to ensure all residential facilities are well prepared, therefore will require minimal assistance.	

Issues Identified		
2b) *How do we support the older people who are still capable of self-mobilisation in becoming less reliant, in an emergency situation, on emergency services?*		
Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Aged Service Providers LDMG and LDMG taskforces **Name of Council** Emergency Management Agencies Dept. of Health Peak Bodies to support their memberships Community groups Local and District Health	Be mindful that elderly people are often quiet in disasters to reduce the burden on Emergency Services. Aged care providers and clubs/groups are supported through access to a range of tools and examples to assist them in preparing their clients/members for disasters. Development/or use of appropriate tools to support planning for older people who live in their own home to take proactive measures. Agencies that provide services to older people in their own home, to Agencies and Careers establish an *Emergency Care Plan* for their clients (available through *My Aged Care* web site). Agencies to support service users in exploring other tools that can be utilised to support them at times of disasters, for example, be registered with *Priority Care Program (Energex), Emergency +* and *Emergency Alert*. Older clients who live at home to develop their own disaster preparedness plan. Aged care services that provide support to people living in their own homes – support the development of individual disaster plans such as *RediPlan* or the use of the Volunteering Queensland tools as provided. Through the use of these planning tools to incorporate family and friends into these plans. Aged care services seek support from Red Cross (where volunteers are available) to develop *RediPlan* with their clients. Peak bodies and funding agents to promote the need for vulnerable older people to have a plan involving family, friends and neighbours. Planning needs to incorporate where and how pets can be accommodated with their older owners. Education is required within the community to: • coordinate responses • prepare for pre and post event situations	

Issues Identified		
2c) *How do we communicate disaster preparedness with older people who are potentially most vulnerable to disasters?* *Including older people who are:* • *high care clients* • *living in retirement/ residential facilities* • *living in their own homes who may be: solitary and/or isolated, who do not want to be a part of community collaboration and engagement* • *without family members/support networks* • *people for whom English is a second language and older people with disabilities*		
Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Aged Service Providers LDMG and LDMG taskforces **Name of Council** Emergency Management Agencies Dept. of Health Peak Bodies to support their memberships Community groups Local and District Health	Identify vulnerable older people within the local community and explore best communication processes. LDMG and LG identify key messages for local groups who engage most closely with older people who are most vulnerable. LDMG and LG to work closely with the Aged Care sector to understand the concerns of the target group to ensure messages are targeted meet the needs of older people. Issues such as medications, accessibility and location of evacuation centres, transport and care of pets at times of disasters to be explored and communicated. Safe Home from QFES to check for fire threats and Red Cross and RediPlans to be disaster ready. LG requested (for small, rural and remote communities) to maintain a point of contact within those communities, of a select group of people, to facilitate the ability of that community to have direct clear two way communication.	

3. Explore resources and potential support for agencies including residential services to develop their business continuity and/or evacuation plans

Issues Identified

3a) *How do residential services ensure they have 'good practise' shelter in-place, evacuation and/or disaster preparedness plans established with their residents?*

Evacuation centres are not appropriate for most vulnerable people who require a higher degree of staffing and care – which is not available at evacuation centres.

Improvements are being made to evacuation centres including welcoming pets and catering for non-mobile evacuees.

Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Aged Service Providers LDMG and LDMG taskforces **Name of Council** Emergency Management Agencies Dept. of Health Peak Bodies to support their memberships Community groups Local and District Health	Evacuation centres are the absolute last resort in an emergency. People should be encouraged to find alternate shelter. This could be facilitated through contact with family in areas outside of the disaster zone, arrangements with friends in safe locations, establishing safe areas within residential facilities or the like. Peak bodies, Insurance council and funders to increase awareness across the sector of the benefits of effective business continuity planning. This to include insurance incentives for effective disaster planning (decreased costs to insure) 'claim back' options for insurance and/or government payments available. Aged care facilities/residential services to seek support from local emergency service agencies within the LDMG to provide technical insights and advise to their plans. High need services and other residential services share their developed plans with their LDMG and LG—involve LDMG in their planning. Plans to be documented and shared with all involved LDMG and LG to support key agencies to test their plans, then provide feedback for further incorporation on the learnings. Engage peak bodies to undertake bodies of work providing linkages to the relevant information and resources for increasing aged care services to access to disaster risks and preparedness planning. For example, Peak bodies and key Government agencies requested to establish a section on web sites on disaster preparedness and planning promoting the aged care sector and relevant community groups to undertake this work. Peak bodies to encourage all members to involve families in their planning processes, as families may prefer their elderly relatives to be accommodated within their family homes at times of disasters. Planning should include what happens after the event, as well as identify and document potential claim back costs.	

Issues Identified		
3b) *How does the sector identify/share resources required to support meeting the needs of service users and vulnerable older people – within their agency and across the sector?*		
Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Agencies and Service Providers Peak Bodies Interagency Networks LDMG	Lists are not viable to maintain and lead to people assuming assistance will be provided and they build expectations. Agreed to coordinate re-deployment and sharing of resources (both human and material), as well as access local food banks pre cyclonic or disaster events. Through local networks, agencies to collaboratively map what resources are available. To then share information across the sector and identify what opportunities exist to share resources. Resources could include facilities, staffing, transport and equipment etc. Then develop agreements and MOUs to share resources and assist each other. Aged care services and relevant organisations provide information through interagency networks, and LG on their capacities, and ability to share facilities etc. during an event.	
3c) *How is the LDMG informed of the gaps/additional support required by the sector in supporting those with high care needs at times of a disaster?* *Identified issues include:* • *Loss of power and/or continuous power* • *Lack of medication* • *Access to emergency services* • *Communication; particularly in rural and remote areas.*		
Agencies and Service Providers Peak Bodies **Name of Council** Interagency Networks LDMG and LDMG taskforces	LDMG to establish a point of contact within the community, to have clear communication and ensure consistent and relevant support is provided. *Solution:* Establish contact with a group of people in each community – especially remote and regional centres. Services to share with **Name of Council** LDMG, through their business continuity plans information on: • Existing capacity • Noted gaps • What additional support requirements may exist at the time of a disaster These should be updated on an annual or bi-annual basis.	

Issues Identified		
3d) *How do we build on existing strategies currently occurring in the *Name of Council* Council area?*		
Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
Agencies and Service Providers Peak Bodies *Name of Council* Interagency Networks LDMG and LDMG taskforces Emergency Management Agencies	Share plans with partners, maintain contact with partners and regularly exercise the plan. Each agency has limited capability and resources; organisations are encouraged to have contingency plans in place, which include the SES and other services. Plan and be prepared for all events (practice your plans). Education for aged care and the disaster management sector: Include a communication flow. LDMG community development teams have been formed to communicate and be relevant to the community.	
3e) *Staffing for aged care facilities and in emergency services in the *Name of Council* region*		
Aged care providers Emergency Management Agencies	Planning and preparation for disasters needs momentum to keep building for staff to remain motivated to be ready for disaster situations. If staff members become complacent in this planning and preparation, the momentum required for readiness will be reduced. To this end, all parties need to be consistent and continuous with responses – be mindful of colleagues and know them well – including their personal situation/s, their capabilities and background health and mental health.	
3f) *How do aged care providers include their residents in all disaster planning processes?*		
Agencies and Services	Aged care facilities/residential services to actively involve their residents in this disaster preparedness planning and ensure all clients and their emergency contacts are aware of these plans. Community service agencies developing their clients' disaster preparedness plans (who live in their own homes) to consider and utilise their clients' friends and neighbours as part of their clients disaster planning.	

4. Increase the integration of aged care services, community groups and agencies who connect with older people into their local emergency management arrangements.

Issues Identified

4a) *How can aged care services become more integrated into the local emergency management arrangements?*

Nominated Stakeholders	Recommended Actions	Monitoring Processes and Timelines
LDMG Local aged care providers	The LDMG meets quarterly, and the four taskforces coming from the LDMG also meet quarterly. To promote an increased emphasis on including aged care agencies on that committee. LG to maintain the key aged care services and groups on their Community Services register, and share this register with the LDMG. LG and LDMGs to utilise this Community Services register for adding further description regarding roles and responsibilities into disaster plans. LG to review local emergency management groups and the potential inclusion of key aged services from Interagency networks to be on that group. Aged care services to consider and request opportunities to be involved in local disaster exercises. Aged care providers and clubs/ groups get to know their LDMG and explore how local programs such as Red Cross (Telecross and RediPlan) and QFES can support preparedness of groups and individuals to develop a plan for vulnerable people in the community.	

4b) *How do Aged Care services share information on the most vulnerable at times of disasters to ensure they are supported?*

Local aged care providers LDMG, QAS, QFES, QPS, SES	Each agency to be involved in the disaster management plans in which they feature – to ensure they are aware of the expectations of organisations. For example, if QAS is written into an aged care provider's evacuation plan, QAS needs to be informed and involved in the development of that plan. Organisations to identify the clients with limited social/ family support and capacity at times of disasters. Services providers seek permission from and inform service users on the potential need to share personal information at times of disaster. Seek support through Queensland and Commonwealth Government and Peak bodies to share information across the aged care sector regarding information and privacy at times of disasters.	

Sample agenda

When:

Where:

Catering:

RSVP:

Name of Area Disaster Preparedness for the Aged Care Sector Forum

Background

This forum is a key component of the *Disaster Preparedness for Older People* project being implemented by Volunteering Queensland (VQ). The Forum is being run in partnership with **Insert Local Council Name** and Council of the Aging (COTA). It is designed to develop stronger partnerships between; community based agencies, aged care providers that support vulnerable older people and the local emergency services across the Logan area.

Why

To identify risks, then explore and agree on actions we can take together to ensure older people within the City of **Insert Local Council Name** are best protected from future disaster impacts.

Who should attend?

- Community based agencies and aged care providers who support vulnerable older people
- Peak bodies for aged care services
- Emergency management agencies

Forum aims

The forum aims to establish a stronger shared responsibility for the disaster preparedness of older people within our communities and will provide:

- Identification of the key players in the local area for disaster preparedness
- Examples of best and worst case scenarios during disasters for the evacuation of aged people in care, and aged people in their own homes who require assistance
- Greater insights into how community based services can best support clients to prepare, respond and recover from disasters
- Findings from the review of Severe Tropical Cyclone Debbie, regarding the impacts upon older people and their abilities to respond adequately
- Understanding the benefits and obligations for community based agencies and aged care providers to undertake disaster preparedness planning
- Understanding local emergency management arrangements and how community based agencies and aged care providers can link into those to develop emergency management plans
- Tools and example to assist in disaster preparedness
- Discussion on the types of mutual support models which could assist clients and services

Sample Agenda Facilitator: VOL QLD or agreed nominee

	9:30–10am	**Registration and morning tea**	
1	*approx. 5–10 mins*	**Acknowledgement of Country** Welcome and Opening	Deputy Mayor
2	*approx. 10 mins*	**Project purpose – why are we here?**	Council and VOL QLD
	approx. 10 mins	**Who's who in the Zoo! Quick introduction time** Acknowledging the expertise, knowledge and experience in the room	All
3	*approx. 30 mins*	**An overview of Disaster Management Arrangements in QLD** In relationship to the local arrangements	QPS and QFES
	approx. 30 min with 15 min Q&A	**An overview of Disaster Management Arrangements and capacity at a local level**	LDMG, Health and Ambulance
4	*approx. 20 min with 10 min Q&A*	**Why do we need to plan?** What we know has happened during disasters for the evacuation of aged people in care and aged people in their own homes who require assistance	QPS and QFES
		Lunch *(suggest approx. 30–45 mins)*	
5	*approx. 30 min with 10 min Q&A*	**Speaking from experience – what has worked and what hasn't**	Aged care prov., Resident driven work and Peaks
	approx. 15 min with 5 min Q&A	**What we know from international work**	VOL QLD and QFES
6	*approx. 15 min with 5 min Q&A*	**TC Debbie Review:** Findings from the review of Severe Tropical Cyclone Debbie – regarding the impacts upon older people and their abilities to respond adequately	IGEM
7	*approx. 7 mins each presentation with 10 mins collective Q&A at end*	**Tools to assist agencies in disaster planning for their organisation, facilities and clients – examples** *Short showcase for each tool (list, hand out)* **a)** ACOSS – Business Continuity: Resilient Community Organisations **b)** Disaster Management and Recovery: a Toolkit supporting and encouraging the role of community-based organisations **c)** Community Care Smart Assistive Technology Collaborative and the "Use of Technology in Disaster Management – Challenges and Opportunities" **d)** Insurance – risk management – mitigation **e)** Red Cross – RediPlan	QCOSS, DCCSDS, Community Resourcing, Red Cross and VOL QLD
8	*approx. 10 mins – examples*	**What types of mutual support models might work for services in our region?**	LG and Peaks
9	*approx. 15 mins with 10 min Q&A from the floor*	**Panel discussion – where to from here?** *Led by LDMG rep* All discussion style – questions from the floor. 15 min discussion amongst panel members with a focus direction then Q&A	LDMG, COTA, IGEM, QFES, Dept. of Health, LG and Peaks
10	*approx. 10 mins*	**Wrap up and where to from here**	LG and LDMG
	3pm	**Thanks and farewell – depart**	All

Assisting Facilities and Community Agencies

That provide services to older people to undertake business continuity and disaster preparedness planning

Australian Government

Queensland Government

Background

Disaster Preparedness for Older People project is funded from the Natural Disaster Resilience Program (NDRP), administered through the Department of Infrastructure, Local Government and Planning.

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, visit the Queensland Government preparedness website **disaster.qld.gov.au.**

1. Resources for facilities to undertake business continuity and disaster preparedness planning		
Who	**What**	**Where**
QLD Gov. Dept. of Community Safety	**Prevention, Preparedness, Response and Recovery** Disaster Management Guidelines	*Evacuation Guidelines – V1*
Australian Council of Social Service (ACOSS)	**Resilient Community Organisations** 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).	*ACOSS – resilience.acoss.org.au/the-six-steps* *Community Door – communitydoor.org.au/planning-and-evaluation/business-continuity*
Australian Gov. Dept. of Health	**Emergency Risk Management Plans 2015–16** 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.	*Emergency Risk Management Plans 2015–16 – agedcare.health.gov.au/ensuring-quality/aged-care-quality-and-compliance/aged-care-quality-and-compliance-resources/emergency-risk-management-plans-2015-16*
Community Services Industry Alliance (CSIA)	**Disaster Management and Recovery** A toolkit supporting and encouraging the role of community-based organisations. *CSIA on behalf of Dept. of Communities, Child Safety and Disability Services (DCCSDS)*	*CSIA Resources – csialtd.com.au/documents?type=194*
Emergency Management QLD (QLD Gov.)	**Business Continuity Planning Resource for Aged Care Facilities** A better practice guide for disasters – aged care facilities	*Business Continuity – https://www.disaster.qld.gov.au/dmp/Documents/BCP-A-Better-Practise-Guide-for-Disasters-Aged-Care-Facilities.pdf*
Australian Gov. Dept. of Health	**Australian Government Department of Health** 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.	*Risk Management for Emergency Events in Aged Care – agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/risk-management-for-emergency-events-in-aged-care*

Who	What	Where
Brisbane City Council (BCC) USB	**Make sure your business can weather the storm** 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.	*Prepare your business for severe weather – brisbane.qld.gov.au/community-safety/community-safety/disasters-emergencies/prepare-your-business-severe-weather*
Australian Government	**Organisational Resilience** 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.	*Organisational Resilience – organisationalresilience.gov.au/Pages/default.aspx*
Community Care Smart Assistive Technology Collaborative (CRC)	**Community Care Smart Assistive Technology Collaborative** 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 for 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.	*ASCA – Community Resourcing Media Release July 2015 – australiansmartcommunities.org.au/content/community-resourcing*
SAI Global	**Standards Australia (2010a) Planning for emergencies – Health Care Facilities** AS 4083-2010. *This resource is available for purchase.*	*AS 4083-2010 – infostore.saiglobal.com/en-au/Standards/AS-4083-2010-1420420/*

2. Resources that support disaster preparedness planning for residents and/or general households		
Who	**What**	**Where**
Australian Gov. Dept. of Health	**Emergency Care Plan** 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.	*Emergency Care Plan –* *agedcare.health.gov.au/older-people-their-families-and-carers/caring-for-someone/emergency-care-plan*
Dept. of Infrastructure, Local Gov. and Planning	**Carlyle Gardens Disaster Management Group** 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 pro-actively 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.	*Carlyle Gardens Aged Care Facility, Resilient Australian Awards Townsville – News Article 2016 –* *dilgp.qld.gov.au/news-media-events/news/ready-for-any-emergency-wins-townsville-retirees-top-community-award.html*
QFES	**Information for seniors—making Queensland a safer place** This booklet is an initiative of the Queensland Fire and Emergency Services, produced with the assistance of the Queensland Ambulance Service.	*Senior and Safer: Practical tips for a safer home –* *qfes.qld.gov.au/community-safety/documents/SeniorSafer.pdf*
QFES	**Safehome** 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.	*Safehome –* *qfes.qld.gov.au/community-safety/freeprograms/Pages/safehome.aspx*

3. Additional broader resources

Who	What	Where
Inspector-General Emergency Management (IGEM)	**The Cyclone Debbie Review: Report 1, 2017–18** 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).	*igem.qld.gov.au/reports-and-publications/Documents/Cyclone%20Debbie%20Review%20Rpt1-17-18_PUBLIC_WEB.pdf*
QLD Reconstruction Authority (QRA)	**Get Ready Queensland** 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.	*getready.qld.gov.au*
QLD Gov.	**Supporting people with vulnerabilities in disasters** 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.	*A framework for an effective local response –* *qld.gov.au/community/disasters-emergencies/supporting-people-with-vulnerabilities*
QLD Gov.	**Queensland: an age-friendly community** Strategic Direction	*Statement and Action Plan –* *communities.qld.gov.au/resources/communityservices/seniors/qld-an-age-friendly-community.pdf*
Mountains Community Resource Network	**Blue Mountains Get Ready Kit** A practical guide for the Blue Mountains Community sector to prepare for emergencies with emergency procedure templates	*Emergency Resources –* *mcrn.org.au/index.php/emergencies/preparedness/emergency-recovery-preparedness-resources-for-services-1*
VIC Gov. Dept. of Health (2010)	**Residential Aged Care Services** Bushfire Ready Resource	*http://www.health.vic.gov.au/bushfire/downloads/racs_bushfire_resource.pdf*
City of Bunbury, Western Australia	**Bunbury Emergency Management Arrangements** The Bunbury Aged Care Emergency Evacuation and Reception Plan (BACEERP)	*BACEERP –* *bunbury.wa.gov.au/pdf/environment/Support%20Plans.pdf*
National Health Service (NHS), West Midlands	**Residential Care Establishments** Business Continuity Plan Template	*rnha.co.uk/web_images/pdfs/guidance_business_continuity2.pdf*
Australian Gov.	**Australian Disaster Resilience Knowledge Hub** A source of expertise and information for government and communities working to prepare for, respond to, and recover from natural disasters.	*knowledge.aidr.org.au*

Assisting Older People

To start basic disaster planning

Australian Government

Queensland Government

Attachment 7

Background

Disaster Preparedness for Older People project is funded from the Natural Disaster Resilience Program (NDRP), administered through the Department of Infrastructure, Local Government and Planning.

This tool has been developed by Volunteering Queensland and key partners as a part of the *Disaster Preparedness for Older People* project. It assists agencies that are providing services to older people in their own homes, to support their clients in developing a basic evacuation and/or disaster preparedness plan. If clients are receiving a home care package their providers should be working with them in relation to preparedness for an emergency event, and consider an individualised plan which would include information on such things, such as pets.

It is hoped that following the development of their clients' basic disaster preparedness plan, then agencies will also seek local support for their clients to further mature this basic approach.

It is recommended that community services consider engaging with additional people and organisations, such as their client's family, friends and local Red Cross to complete a more comprehensive plan with these clients.

Useful resources	URL
Queensland Fire and Emergency Services	qfes.qld.gov.au
Get Ready QLD—Fact Sheets	getready.qld.gov.au/be-prepared/
Get Ready QLD—One Step at a time	getready.qld.gov.au/register
Emergency Volunteering— Resources	emergencyvolunteering.com.au
Emergency Volunteering—Disaster Ready Index	emergencyvolunteering.com.au/dri
Emergency Volunteering—Disaster Ready Communities	emergencyvolunteering.com.au/drc
Australian Red Cross—REDiPlan	redcross.org.au/prepare
Australian Red Cross—Register. Find. Reunite	register.redcross.org.au
Bureau of Meteorology—Alerts and warnings	bom.gov.au/australia
State Disaster Emergency Service (SES)	ses.qld.gov.au
Standard Emergency Warning Signal	disaster.qld.gov.au/Warnings_and_Alerts/Pages/about_sews.aspx

Personal assessment

volunteering queensland

Basic disaster planning worksheet

***Note:** This is a basic questionnaire. The Australian Red Cross *REDiPlan* and Queensland Government *Get Ready Queensland* websites provide more in depth information and templates to develop individual plans for elderly people.

Name of Agency | Name of Carer

Wellbeing

1. **If I receive a community service through *My Aged Care*—have I or my carer completed my *Emergency Care Plan*?** Available at agedcare.health.gov.au/older-people-their-families-and-carers/caring-for-someone/emergency-care-plan

   ☐ Yes ☐ No

2. **What would I do if I had no electricity for 3 days?**

3. **Would I have enough food and water for myself and my pets to last at least 3 days? Does this food require refrigeration or heat to cook?**

4. **What about my medication? Does it need refrigeration? Would I have enough to last for up to one week if I couldn't reach a chemist shop?**

5. **Is there anyone nearby who would be able to help me (and my pet)? Who are they? What is their name, address and phone numbers?**

6. **Where would I go if I needed to evacuate from home?**

   ☐ Family ☐ Friends ☐ Evacuation Centre ☐ Other

7. **If I was to go to family and friends, what are their names, address and contact details?**

8. **What would I need to take with me if I had to leave my home?**

9. **Are my pets included in my emergency plans?**

☐ Yes ☐ No

10. **Do I have an evacuation kit ready for when I may need to leave home quickly?**

☐ Yes ☐ No

11. **Does it contain important items?** *including a First Aid Kit, radio, torch (spare batteries for radio, torch and/or medical aids) mobile phone and charger, essential medications and prescriptions, important documents in a sealed bag, cash, toiletries and sanitary supplies*

☐ Yes ☐ No

Disaster Preparedness Plans

12. **How able and mobile do I think I would be in a disaster?**

☐ I can fully take care of myself
☐ Could help myself but would need a little assistance
☐ Totally would depend on someone else
☐ I would need a fair degree of assistance

13. **If I need assistance—who will provide that assistance?** *(Name, address and contact details)*

14. **Have I discussed these plans with my family and neighbours?**

☐ Yes ☐ No

15. **Do I have a list of important phone numbers?** *family, friends, neighbours, emergency services, utility suppliers, medical providers, insurance, SES*

☐ Yes ☐ No

16. **Where do I keep that list?**

17. **Do I have sufficient insurance to cover home repairs, contents, alternative accommodation, etc?**

☐ Yes ☐ No—contact my insurance agency

Image courtesy of COTA QLD

Level 12, 127 Creek Street, Brisbane QLD 4000
GPO BOX 623, Brisbane QLD 4001

tel: (07) 3002 7600
emergencyvol@volunteeringqld.org.au
volunteeringqld.org.au