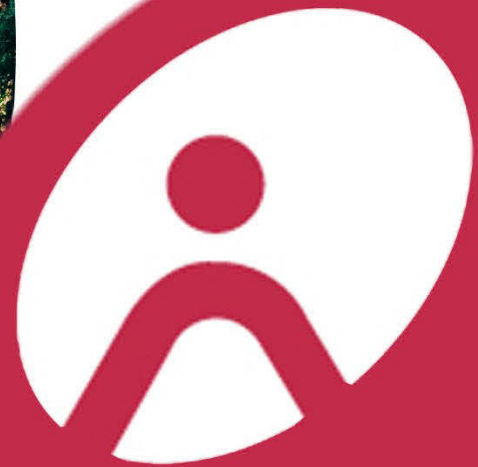


SACOSS

*South Australian Council
of Social Service*

Emergency Management Roles

**For providers of accomodation
and housing support**



Emergency management roles for providers of accommodation and housing support

Providers of residential services have a higher level of responsibility to support clients before, during and after disasters or extreme weather events. At this level, funders of disability, aged care and homelessness services have requirements for service providers to address the emergency management needs of their clients. Check your service agreement to identify the contractual requirements for your service and consider whether your organisational values suggest you do more than the minimum required.

The following are a list of strategies or actions that service providers can take to maximise the safety of their clients, staff and organisation. It is designed as a planning tool to identify which roles are suitable for your organisation. It is not a list of required actions.

Use the checkboxes to identify which of the activities you currently undertake, and which you would consider undertaking in the future. You may wish to add additional strategies. Your chosen strategies can then inform your Emergency, Disaster and Extreme Weather Events Policy and Procedure.

Stage	Role / activity	Current	Future
Before	Maintain tenant properties – clean gutters, clear drainage, minimise flammable debris		
	Address hoarding in risk prone areas		
	Develop business continuity plan		
	Have policies and procedures in place to address client needs in case of disaster or extreme weather events		
	Have policies and procedures in place to address staff needs in case of disaster or extreme weather events		
	Staff training in Red Cross REDiPlan training		
	Staff training in identifying risks		
	Provide information about support services, inc emergency services (eg access to sand bags)		
	Develop safety plans with clients addressing individual and location specific risks		
	Holding a list of vulnerable tenants		
	Encourage and support clients to register with Telecross Redi		

Stage	Role / activity	Current	Future
	Provide information or access to emergency warnings to staff or clients		
	Work with staff, clients and carers to create an emergency kit (particularly in high risk areas)		
	Inform clients about business continuity provisions if a disaster should affect the organisation in the future		
During	Provide staff with Information about risk and self-care		
	Activate Code Red/ Code Blue		
	Post or share social media updates		
	Open service for longer hours		
	Transport clients away from risk if safe to do so		
	Make phone contact with relevant clients and offer advice / information, contact next of kin, advise to activate emergency plan		
	Activate emergency plan (clients- if the org has a role) or business continuity plan (organisation)		
	Provide short term shelter, food, drinks		
	Arrange or provide emergency accommodation for clients		
	Provide mental health first aid to impacted clients		
	Offer shelter or space for another impacted service		
	Staff travel with full emergency kit and fire blanket (for self and clients) during extreme heat		
	Conduct outreach appointments by phone if the service has a policy of not having staff travel in some weather conditions		
After	Conduct welfare checks		
	Refer clients for psychological therapy		
	Provide mental health first aid		
	Provide household goods		
	Provide accommodation and support for homeless people		

Stage	Role / activity	Current	Future
	Provide advocacy and referral		
	Increase service provision around domestic violence and child protection		
	Provide advice, information or referral regarding insurance, grants, debts etc		

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