

SACOSS

*South Australian Council
of Social Service*

Emergency Management Roles

For providers of
centre based services



Emergency management roles for providers of centre-based services

Providers of centre-based services have a lower level of responsibility to support clients before, during and after disasters or extreme weather events. At this level, most funders of services have no requirement for service providers to address the emergency management needs of the people they provide services to, however there are activities service providers can engage in to maximise the safety of their clients, staff and their organisation. 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	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		
	Information/ training for staff about local risks		
	Information provision to clients about risks		
	Provide information to clients about developing emergency plans		
	Consider activities such as preparing a list for an emergency kit for home		
During	Information provision about risk and self-care		
	Sharing or posting social media updates		
	Extend opening hours for refuge from extreme weather		
	Provide safe storage for medications		
	Provide access to short term shelter, food and water		

Stage	Role / activity	Current	Future
	Offering shelter or space for another service		
	Arranging and providing emergency accommodation		
	Provide an evacuation site for community members		
	Provide primary health care, first aid or pharmaceutical supplies		
After	Welfare checks		
	Provide referral for psychological therapy for impacted clients		
	Mental health first aid		
	Advocacy and referral		
	Advice and information regarding insurance, grants, debts, repairs and financial issues		
	Legal advice		
	Support and or referral for carer support		

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