

**SACOSS**

*South Australian Council  
of Social Service*

# Emergency Management Roles

For providers of homecare  
or outreach services



## Emergency management roles for providers of homecare or outreach services

Providers of homecare or outreach services have a medium to high level of responsibility to support clients before, during and after disasters or extreme weather events, dependent on the frequency of service provision, the capacity of the client and their household support. At this level, funders of services have varying requirements for service providers to address the emergency management needs of their clients.

The NDIA does not currently have any expectations, while the Department of Health does expect that service providers will ensure service continuity at all times and have processes in place to coordinate and manage emergency situations that may occur during or outside of normal business hours – including for extreme weather events. SA Housing Authority requires its funded service providers to prioritise the people most at risk, and that includes people who may be at risk due to extreme weather events.

The level of responsibility is further raised where the service provider is also the landlord for the client. If the housing is damaged or becomes unsafe, it is the responsibility of the provider to find alternate accommodation for their tenants.

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 checklist 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
<b>Before</b>	Develop business continuity plan	<input type="checkbox"/>	<input type="checkbox"/>
	Have policies and procedures in place to address client needs in case of disaster or extreme weather events	<input type="checkbox"/>	<input type="checkbox"/>
	Have policies and procedures in place to address staff needs in case of disaster or extreme weather events	<input type="checkbox"/>	<input type="checkbox"/>
	Provide information or access to emergency warning warnings	<input type="checkbox"/>	<input type="checkbox"/>
	Staff training in Red Cross REDi Plan training	<input type="checkbox"/>	<input type="checkbox"/>

Stage	Role / activity	Current	Future
	Staff training in identifying risks	<input type="checkbox"/>	<input type="checkbox"/>
	Provide information about support services, inc emergency services (eg access to sand bags)	<input type="checkbox"/>	<input type="checkbox"/>
	Develop safety plans with clients addressing individual and location specific risks	<input type="checkbox"/>	<input type="checkbox"/>
	Hold a list of the organisation's vulnerable clients	<input type="checkbox"/>	<input type="checkbox"/>
	Encourage and support clients to register with Telecross Redi	<input type="checkbox"/>	<input type="checkbox"/>
	Provide information to clients about assessing their risks and developing an emergency kit	<input type="checkbox"/>	<input type="checkbox"/>
	Provide direct support to clients to develop emergency plans and emergency kits	<input type="checkbox"/>	<input type="checkbox"/>
	Inform clients about business continuity provisions if a disaster should affect the organisation in the future	<input type="checkbox"/>	<input type="checkbox"/>
<b>During</b>	Provide staff with Information about risk and self-care	<input type="checkbox"/>	<input type="checkbox"/>
	Post or share social media updates	<input type="checkbox"/>	<input type="checkbox"/>
	Open service for longer hours	<input type="checkbox"/>	<input type="checkbox"/>
	Transport clients away from risk if safe to do so	<input type="checkbox"/>	<input type="checkbox"/>
	Make phone contact with relevant clients and offer advice /information, contact next of kin, advise to activate emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
	Activate emergency plan (clients- if the org has a role) or business continuity plan (organisation)	<input type="checkbox"/>	<input type="checkbox"/>
	Provide short term shelter, food, drinks	<input type="checkbox"/>	<input type="checkbox"/>
	Arrange and provide emergency accommodation for clients	<input type="checkbox"/>	<input type="checkbox"/>
	Put in place supports to reduce trauma where possible for children and those at risk	<input type="checkbox"/>	<input type="checkbox"/>
	Offer shelter or space for another impacted service	<input type="checkbox"/>	<input type="checkbox"/>
	Staff travel with full emergency kit and fire blanket (for self and clients) during extreme heat	<input type="checkbox"/>	<input type="checkbox"/>
	Conduct outreach appointments by phone if the service has a policy of not having staff travel in some weather conditions	<input type="checkbox"/>	<input type="checkbox"/>
<b>After</b>	Conduct welfare checks	<input type="checkbox"/>	<input type="checkbox"/>

Stage	Role / activity	Current	Future
	Refer clients for psychological support	<input type="checkbox"/>	<input type="checkbox"/>
	Provide mental health first aid	<input type="checkbox"/>	<input type="checkbox"/>
	Provide advocacy and referral	<input type="checkbox"/>	<input type="checkbox"/>
	Increase service provision around domestic violence and child protection	<input type="checkbox"/>	<input type="checkbox"/>
	Re-assess client needs and priorities including carer needs and capacity	<input type="checkbox"/>	<input type="checkbox"/>
	Provide advice, information or referral regarding insurance, grants, debts	<input type="checkbox"/>	<input type="checkbox"/>

*This project was funded under the Natural Disaster Resilience Program by the South Australian State Government and the Commonwealth Department of Home Affairs. Views and findings associated with this project are expressed independently and do not necessarily represent the views of State and Commonwealth funding bodies.*

