

planHELP Emergency and Disaster Management

POLICY STATEMENT

planHELP provide support coordination services. As stated by the NDIA, Support Coordinators do not provide Emergency Services.

Every client of PlanHELP's service is supported to develop an emergency plan if requested, and within budget. Resources are provided through links from our website and this policy to help Participants and their families prepare for emergency and disaster situations.

Core Support Providers are ultimately responsible for continuation of service and should have their own emergency plan outlining what the emergency contacts and plans are in the event of an emergency.

Roles and Responsibilities

Preparing for an emergency or disaster

Individuals with Disability, and their families/support network should:

- Work in partnership with core support providers to ensure they understand the emergency contacts and plan for continued service provision in the event of an emergency or disaster event.
- Identify mainstream and community supports including neighbours who may be able to provide assistance in event of emergency.

PlanHELP will assist consumers to develop an emergency plan if requested, and within budget.

Resources to assist in preparing for an emergency or disaster

Preparedness is a process, not a one-off event. It may include putting together a "go-kit" as well as collating key information, planning on when and where to relocate to.

Resources that Individuals with Disability, and their families/support network can self-complete include the P-CEP (Person-Centred Emergency Preparedness) which can be found at:

The Physical Disability Council of NSW I'm Okay website: <https://imokay.org.au/>

Collaborating 4 Inclusion website: <https://collaborating4inclusion.org/pcep/>

Other Emergency Preparedness Resources include:

EMBER (Emergency Backpack Resource) developed by the Flagstaff Group
<https://emberapp.com.au/>

NSW Central Coast LGA Plan and Prepare for an emergency:
<https://www.centralcoast.nsw.gov.au/plan-and-prepare-emergency>

Carer Gateway Emergency Care Plan
<https://www.carergateway.gov.au/sites/default/files/documents/2019-04/emergency-care-plan.pdf>

Get Prepared App by the Red Cross to help you complete your RediPlan
<https://www.redcross.org.au/emergencies/prepare/get-prepared-app/>

Responding to an emergency or disaster

It is important to note that state and territory emergency services have responsibility for the response to emergencies for all citizens. In the event of an emergency or disaster, please always follow the local advice for your state or territory. Your state and territory emergency services will provide you with information on what is happening and our best advice on what you should do.

Your local emergency services are your first responders during this period. Emergency services will issue warnings when an emergency is likely to impact your area.

planHELP staff will prioritise contact with Participants who

- Live alone or with an individual with similar or greater level of needs
- Receive nursing services (including enteral feeding) and do not live in the family home
- Receive life-sustaining services including meals or technologies such as oxygen and do not live in the family home
- Identify as being vulnerable

To ensure that Core Support Provider Emergency and Disaster plans have been enacted. Consideration will also be given to contacting consumers who are:

- Unable to relocate without assistance and may not have informal supports around them
- Unable to make an independent decision due to cognitive or other impairment and may not have informal supports around them
- Socially or geographically isolated or live in a particularly high-risk area for instance bush fire, flood zones
- Difficult to make contact with, particularly in the event of an emergency i.e. may have limited or unreliable telephone service or are hearing impaired
- Placed on local authority vulnerable person's registers.