This list is to complement the organisation's emergency plans, the tips represent **local rural learnings** from the NNSW floods. It is **NOT** to replace any plans in place by the organisation. HNC thanks the SES, RFS, Local Health Districts, Social Futures and Local Emergency Management Committees for their assistance.

OVERARCHING TIPS

Organisational plans:

o ALL emergencies need to be covered in plans – fire, floods, tsunami, severe storms, power outages etc.
o Plan for SINGLE POINT FAILURES, e.g. reliance on first responders, power and communications working – ALWAYS have a Plan B
o Inclusion of agencies (e.g. SES or NSWAS) in plans, the agency MUST be consulted first

Planning

1	Review client emergency plans to include:-
	• Leave mobile phones on overnight during weather events; for evacuation / emergency notifications
	• Assessment of clients' home in relation to disasters - are they at risk of flooding, fire or tsunami?
	• Assessment of clients risks if amenities go down – power, communications, sewer, water
	• List clients that have medical equipment that requires electricity to run e.g. oxygen concentrators, feeding pumps, communication devices
	• Triage clients according to vulnerability risk during a disaster
	   o Clients most at risk are those with no social support
	   o Moderate risk are clients with some social support but may be geographically located elsewhere
	• Low risk are clients with a strong social support network and have a well-organised emergency plan utilising these supports
	• Client evacuation points, consider:-
	   o The building needs to be physically accessible and appropriate for functional abilities i.e. bathrooms, stairs etc
	   o The client needs to notify all family members of where they will be
	   o The client determines if they will <u>feel safe</u> in the nominated evacuation point
	     N.B. clients with cognitive impairment may feel an added level of stress due to the unfamiliar environment of where they are evacuated to. Strive to ensure they have a calm, quiet space available to limit this stress
	   o Will the evacuation point will accept pets
	   o The clients have a card with the aged care provider's details and best contact number in Go Bags (see Carers NSW link in resources)
	   o A checklist of what they need to take with them and what to turn off in the house before leaving (see Carers NSW link in resources)
	   o Clients must be prepared to leave when notified by emergency services
	NB Formal evacuation centres are the last resort

2	Be aware of the risk of flood, tsunami and bushfire for each client
3	HNC will hold a list of current RACF bed vacancies should these be required
4	• Prepare systems to maintain a listing of where clients that have evacuated have gone
5	Organisational emergency plans o Provision for senior staff to work from home – communications set up if power or mobile phone towers down (wi-fi mobile phones / satellite phones / generator provision etc) o Back up of other control centres not in disaster zones
6	Workforce plan of availability / geographical locations across region

Preparedness

1	Clients to have a 'Go bag' ready at all times or equivalent • **2 weeks supply of medications plus scripts** • printed health summary with medication list • Aged Care Provider card – contact details

	Waterproof 'go bags' can be sourced from the SES - GO bags are **recognised by first responders** for client medications, key notifications / contact people. Fridges are a good point to store go bags – first responders will look in the fridge.

2	Prepare an evacuation bag with 7 days supplies including:
	• Mobility / showering / continence aides
	• Portable radio with batteries
	• Masks / hand sanitiser
	• If taking pets –
	    ○ Cage / carrier / muzzle / leash
	    ○ Medications / food / bowl for water
	    ○ Bedding

3	Monitor local weather risks including catchment areas, tidal flows etc
4	The LHD will offer representation and advocacy of the aged care sector at LEMC meetings

Response	
1	Evacuation to a formal evac centre as last resort
2	Identify vulnerable clients e.g. people with a cognitive impairment, and ensure their safety. Evacuating (either to a centre or a family member's home) can be a trigger for extreme stress due to unfamiliar environment
3	Providers will need to prepare lists of where clients are for first responders (this will require consent from client in advance for privacy reasons). This can be utilised to check on vulnerable clients, and will also be used to find where people have evacuated to

HNC will:
○ Have list of vacant beds in RAC homes across the region ○ Hold list of GPs and pharmacies that are open

Carefinders will:
○ Be deployed into evacuation centres with objective of getting older people out of evac centres ASAP ○ Check up on clients who have been evacuated into private residences to ensure the environment is safe and appropriate

Social Futures:
○ Will act as conduit into community aged care sector including CHSP providers ○ Provision of links into recovery and homelessness support programs

LHD will:
○ ACAT staff will be available to register people with MyAged Care and perform assessment for people not linked in with any community providers ○ ACAT are also able to identify a person's service provider if they are unsure

Recovery	
1	Utilise already established counselling services to support staff and clients
2	Identify clients who may need extra support due to serious illness, dying or grief during a disaster

Warnings

www.hazardwatch.gov.au/ NSW SES current emergency warnings and evacuation orders
www.rfs.nsw.gov.au/fire-information/fires-near-me NSW Rural Fire Service 'Fires Near Me'
www.livetraffic.com/ NSW Road closures
www.bom.gov.au/nsw/warnings/ NSW weather warning summary page

RESOURCES

- NSW SES Tsunami Map
- RFS Bushfire-prone Land Mapping Tool
- SES - Putting together an emergency kit

- SES - [Being flood-safe for people with impaired mobility](#)
- Red cross [– Preparedness for Older People](#)
- Carers NSW – [Go kit checklist](#)
- Carers NSW – [Evacuation checklist](#)
- Carers NSW – [Evacuation Plan](#)
- Meals on Wheels – [ACT! Preparing older people for emergencies – a collaborative toolkit](#)
- Australian Institute for Disaster Resilience – [Useful Handbooks](#)

Contact Lists

SES

General Enquiries 138 737	Flood / storm / tsunami 132 500	**Life threatening emergencies 000**

LGA	SES	RFS	Council 'Disaster Dashboard'
Ballina		6671 5500	['Disaster Dashboard'](#)
Byron		6671 5500	['Disaster Dashboard'](#)
Clarence		6644 5135	['Disaster Dashboard'](#)
Kyogle	As above – single point of contact only	6663 0000	['Disaster Dashboard'](#)
Lismore		6663 0000	['Disaster Dashboard'](#)
Richmond Valley		6663 0000	['Disaster Dashboard'](#)
Tweed		6671 5500	['Disaster Dashboard'](#)

Healthy North Coast

Bron McCrae – Deputy Director, Healthy Living and Ageing – bmcrae@hnc.org.au 0447 113 823
Ashleigh Childs – Healthy Ageing Coordinator, **Northern NSW** – achilds@hnc.org.au 0437 620 210
Vanessa Gee – Senior Manager, Palliative and End of Life Care – vgee@hnc.org.au 0455 585 378

Social Futures
Convenor Northern Rivers Community of Practice
Heather Tannock – Project Coordinator Strategy and Engagement – heather.tannock1@socialfutures.org.au
Ian O'Reilly – Team Leader Social Strategy – ian.oreilly@socialfutures.org.au

Local Health Districts

NNSW
Maryanne Sewell – Disaster Manager NNSW LHD – maryanne.sewell@health.nsw.gov.au
ACAT Ballina 6620 6222