All Hazards Workshop
Hazards

- Bushfire
- Extreme Heat
- Extreme Storm/Flood
- Earthquake
- Human Disease
Hazard Workshop

3 main issues for Aged Care facilities, their residents and staff as a result of your hazard.
Incident Management and Communication
Incident Management

• What is incident management?

• Who is in charge – and what is their area of responsibility?

• Incident Management Teams

• Communications during incidents

• What does legislation say we have to do
Incident Management

• What is incident management?

• What is your aim?
  • Put out the fire
  • Evacuate the residents to the car park
  • Evacuate the residents to another facility
  • invacuate

• Scalable

• Someone has to be in charge!
Incident Management

• Who is in charge – and what is their area of responsibility?

• Initially
  • Site Manager/Chief Warden/Emergency Controller….
    ▪ Duties include:
      > Initial action plan….the plan
      > Contacting Emergency Services
      > Contacting facility management
      > Dealing with the incident
      > Decision maker
      > Briefing arriving Emergency services

• Responsible for site, staff, residents and visitors
Incident Management

• Who is in charge – and what is their area of responsibility?

• Emergency Services – Control Agency – in charge of dealing with the hazard

  - Duties include:
    > Take control – Incident Controller
    > Ensure safe working environment/safe systems
    > Ensure effective liaison, communication and cooperation
    > Continually assess situation
    > Develop and share plans
    > Ensure effective allocation of resources
    > Ensure public is informed
    > Investigation
    > Transition to recovery
Incident Management

• Who is in charge – and what is their area of responsibility?

Emergency Services – Control Agency
  • What they will not necessarily do
    ▪ Tell you to evacuate*
    ▪ Tell you to invacuate*
    ▪ Transport you to alternative location(s)*
    ▪ Find alternative locations

• Other Emergency Services – Support Agencies
  • To support the control agency

• Department of Social Services – Federal
  • Find alternative accommodation for displaced residents
Incident Management

• Incident Management Teams within facilities

  • Emergency Coordinator/Site Manager/Chief Warden/Emergency Response Team Leader (in charge) – **Mandatory**

  • Planning - a person or team to plan activities associated with the event – **Optional.** (‘the thinker’)

  • Operations - a person or team to manage and allocate operational tasks associated with the event – **Optional.** (‘the doer’)

  • Logistics - a person or team to manage the logistics issues of the event – **Optional.** (‘the getter’)

  • Administration Support – a person or team to support the person in charge/rest of team - **Optional**
Incident Management

- Incident Management Teams within facilities
  - Where are they located during incident?
  - Chain of Command
  - Span of control (how many people you can effectively control)
  - Training
Incident Management

• Communications during incidents

  • Who you need to contact?
    - Board Members
    - Staff
    - Family members
    - Volunteers

  • How would you contact them?

  • What alternative methods are there?
Incident Management

• Legislative/Accreditation Requirements
  - Aged Care Standards and Accreditation Agency
  - Department Social Service

• Best Practice
  - Australian Standards (AS) 3745 2010 - Planning for Emergencies in Facilities
    - AS 4083 – Planning for Emergencies in Health Facilities
Any Questions?
Incident Management and Communication Workshop
Scenario

- Hot day – 38° C
- Aged Care Facility – fire alarm activated……………. Sunday 1800hrs
- Fire confirmed
- Decision made to evacuate
- Emergency Services on site within 10 minutes
- Loss of power
- Multiple Agencies on site
Issues

• Q1. – Who is in charge of the site and what are their initial actions?

• Q2. – Who is the liaison officer for facility with Fire Services?

• Q3. – What level of authority do they have? - issues

• Q4. – Where to evacuate to? – issues

• Q5. – How are you going to get residents to evacuation area? - issues
Issues

• Q6. – What documentation and other personal items are required to go with residents?

• Q7. – What on going requirements are there for residents?

• Q8. – How long will it take for senior management to arrive? - issues

• Q9. – What happens if a resident needs hospitalisation? – issues

• Q10. – What communication issues are there?
Issues

• Q11. – How would you deal with spontaneous volunteers? - issues

• Q12. – How does loss of power affect facility? - issues

• Q13. – How are you going to capture the issues learnt from this?

• Q14. – What primary recovery issues are there?

• Q15. – What staff/resident issues may result from this experience? - issues
It’s all in the planning!
Any Questions?