

ACT Community Sector Emergency Co-ordination Plan

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What this plan does	4
What this plan does not do	4
Contingencies, variables and limitations	4
Distribution of the plan	4
Review, testing and evaluation.....	4
The plan in context.....	5
About the community sector and people who experience disadvantage	6
What is an emergency?	6
What can members of the Peaks Forum do?	7
Before an emergency	7
During an emergency	7
After an emergency	7
Communication.....	8
Specific Areas of Vulnerability	8
Roles of specific peak organisations	11
ACTCOSS	11
CCHOACT	11
COTA ACT	11
Canberra Multicultural Community Forum	12
ACT Shelter	12
Volunteering ACT.....	12
Appendixes	13
APPENDIX A – Peaks and the Peaks Forum	13
APPENDIX B - Structural Chart for Community Recovery Sub-Plan	14
APPENDIX C - SWOT (Strengths, Weaknesses, Opportunities and Threats analysis of the community sector in emergencies)	15
APPENDIX D - Creative solutions and consumer stories.....	16
Support to indigenous people and people who do not feel able to access conventional systems.....	16
Building capacity prior to an emergency.....	16
Communication with deaf and hearing impaired people	16
Individual plans and equipment for individual needs	17
Frail elderly people	17
APPENDIX E - Emergency Management Planning Web Resources.....	19
Info sheets for workers and consumers dealing with emergencies and crisis	19
Emergencies in the National Capital – A residents guide.....	19
COTA CLASP Handbook	19
Emergency Management Australia	19
Emergency Preparedness website	19
Emergency planning and human rights for people with specific needs	19
Privacy legislation.....	20
Business Continuity Planning	20
Continuity Central	20
Axa Business Continuity Guide for Small Businesses	20
Non Profit Risk Management Centre	20
Influenza Preparedness	20
Being prepared for an influenza pandemic.....	20
Contagious disease in the ACT.....	20

What this plan does

This plan describes what the Peaks Forum (see Appendix A for details and membership) can do before, during and after an emergency, identifies groups of people who are more vulnerable to the impacts of disasters and provides directions to reduce the chances of these people 'falling through the cracks'. It aims to improve the community sector's preparedness for emergencies and facilitate greater connection between community organisations and the ACT Government's emergency plans. This will be done by developing a co-ordinated approach for peak representative organisations to assist in communicating the needs of groups of people who may be vulnerable during an emergency and to support community organisations to improve their emergency preparedness and the preparedness of their consumers.

This plan maps a co-ordinated approach for peak organisations to build community capacity, to assist in the development of strategies to support people with specific needs and to ensure that these needs are responded to in emergency planning at all levels.

What this plan does not do

This Plan is a co-ordination tool and is not a plan for direct service delivery. It does not remove the onus on organisations with specific roles in emergencies to cater for the needs of people who may be vulnerable. This plan seeks to increase meaningful connections between community organisations.

Please note that Canberra Connect will be the main information portal if an emergency is declared in the ACT. It will refer people on to agencies that can help them and provide information, but it is not equipped to provide the community sector with liaison, networking or co-ordination of resources (other than to refer people to agencies that have specific emergency roles and may be able to help).

Contingencies, variables and limitations

The funding and capacities of peak organisations are variable, uncertain, and dependent on the funding arrangement of government agencies. This plan has been designed to be flexible and accommodate a range of activity. It maps areas of potential disadvantage and identifies population groups who may be vulnerable during an emergency. The ability to respond to the needs of these areas and groups is dependant on the continuation and level of funding for peak representative organisations and those organisations with active roles during emergencies.

Distribution of the plan

This plan will be available on the ACTCOSS website. It will also be distributed to the ACT Recovery Committee and ACT Emergency Services.

Review, testing and evaluation

This plan should be evaluated annually and reviewed after each evaluation, test or emergency and in the event that deficiencies are identified.

The plan in context

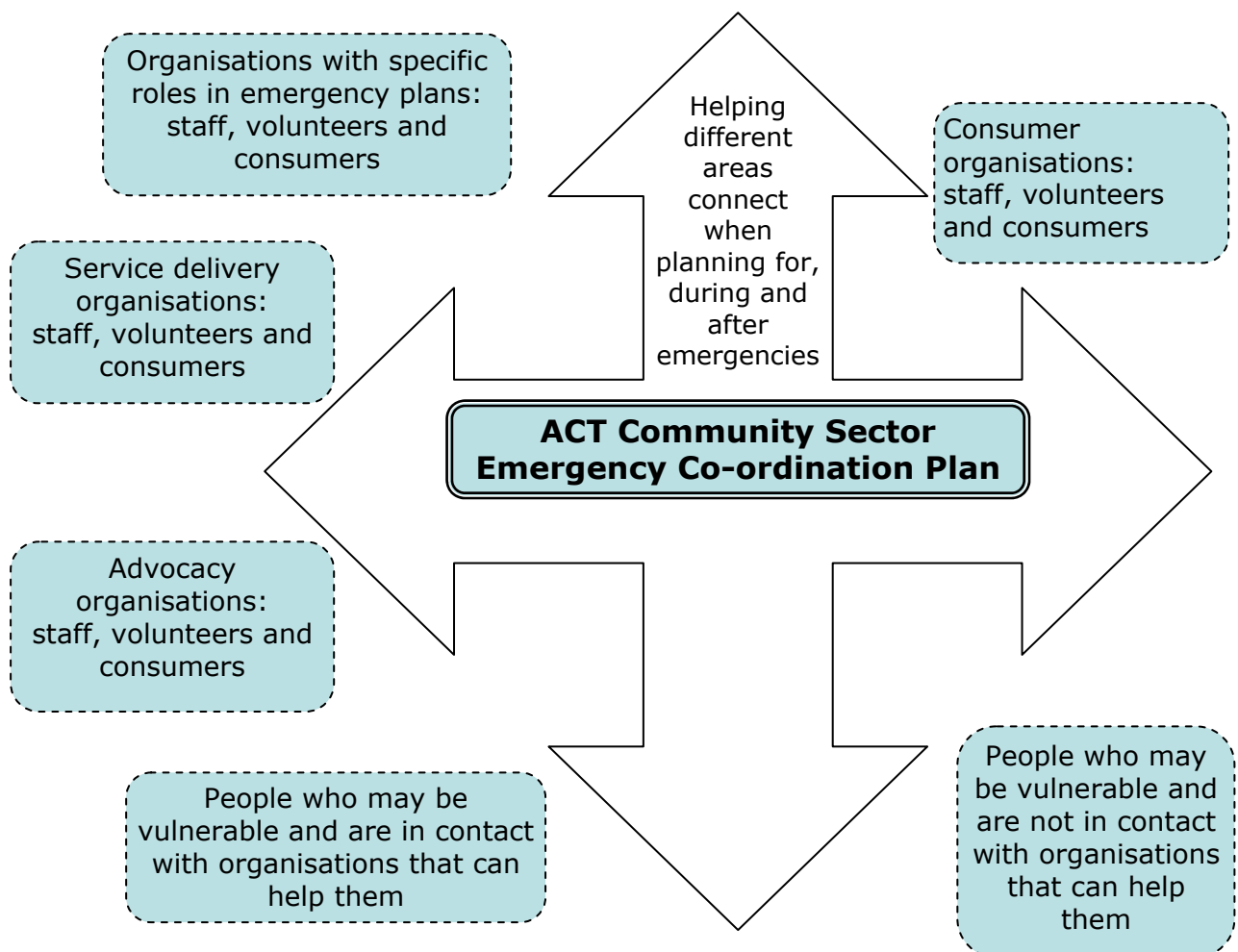
The following diagram shows the Community Sector Emergency Co-ordination Plan in context. Please note there will be areas of overlap between the different groupings.

ACT Government Emergency Plans- There are a number of emergency plans in the ACT, not all are public documents and some are still in development.

The ACT Emergency Plan is the overarching co-ordinating plan.

The ACT Community Recovery Plan is a public document and describes how government and some community organisations will provide support in an emergency – especially focusing on the establishment and function of Recovery Centres. See Appendix B.

Other plans include the ACT Public Information Plan, the ACT Infrastructure Plan, the ACT Health Plan, the ACT Influenza Pandemic Plan and the ACT Chemical, Biological, Radiological and Nuclear Plan



About the community sector and people who experience disadvantage

People who access services in the community sector often rely on community organisations as a connection to the broader community. These services often act as community hubs and play a valuable role in providing support to people who experience disadvantage and social isolation. Disadvantage is often experienced in more than one form (intersections between, for example, disability, poverty and social isolation being well documented) and results in reduced social and financial capacity to respond to an emergency. An emergency may exacerbate existing physical and social conditions within this population group, with recovery likely to be more gradual. Those affected may also be less likely to access relevant services than other population groups.

Although community organisations are often resilient, adaptive and creative, they have limited resources and may be placed under increased pressure during and after emergencies. See Appendix C for a general analysis of the community sectors strengths, weaknesses, opportunities and threats (SWOT) for responding to an emergency. A SWOT analysis could also be used by individual organisations or peaks to identify capabilities and areas for development.

Peak organisations have specialised knowledge of their sectors and are well placed to provide co-ordination and advocacy support to their constituents, they represent unique views and fields of knowledge.

What is an emergency?

When to declare an emergency is a judgement call and is flexible depending on the need and impact of an event upon a community. Some ACT Emergency plans can be partially activated during times of 'minor' emergency, depending on need. In emergency planning the size of an affected community and the psychological impact of an incident is included in the decision to call an emergency. The following definition is based on the definition in the ACT Community Recovery Plan, with modifications to reflect community sector perspectives and needs (particularly point 7).

Factors to be considered are:

1. Large numbers of deaths or casualties, or risk of;
2. Large numbers of homes destroyed/damaged/threatened;
3. Significant numbers witnessing or affected by traumatic events;
4. Children involved;
5. Significant loss of critical infrastructure;
6. Activation of ACT Emergency Plan, Health Emergency Plan, ACT Pandemic Plan or other related plans.
7. Potential for significant impact on multiple community organisations, their consumers and people who may be vulnerable.

What can members of the Peaks Forum do?

Before an emergency

- Engage in systemic advocacy on community sector issues arising in emergencies
- Encourage organisations to plan for the needs of vulnerable and disadvantaged people in emergencies and increase their ability to provide timely and appropriate support
- Support community sector organisations and individuals to be prepared for emergencies and to understand the significance of their roles. Some information and tools that may be useful are in Appendix E.
- Maintain up-to-date contact details and emergency contact details for peak members and key contacts
- Develop a “buddy” emergency planning relationship with organisations in a different location and encourage member organisations to develop similar buddy relationships
- Maintain an updated membership database that includes contact details and the location of member organisations
- Encourage greater government engagement with the broader community sector when developing emergency plans and resources
- Encourage people who may be vulnerable during an emergency to register on the Red Cross vulnerable persons database and develop individual plans.

During an emergency

- Actively engage with their membership
- Assist in ‘match making’. Identify areas of need and help organisations target such areas and seek support (which can include liaison with agencies identified in the Community Recovery Plan as appropriate).
- Identify groups or organisations that require further assistance and advocate for their needs as appropriate
- Respond to emerging issues, either as a group or individual organisations taking a lead role in respect of specific issues

Peak organisations have differing abilities to respond to emergencies, due to variable funding levels and capacity. However, at a minimum, our research suggests that member organisations rely on peak bodies to provide information about:

- What is happening and any sector specific implications
- Where and how organisations can get help
- How organisations can assist

After an emergency

- Either collectively, or as individual organisations, advise government and lead emergency response and recovery agencies as to the effectiveness of the emergency response, including the efficacy of support systems
- Debrief and assess – through in-house discussions and as an agenda item at a peaks meeting
- Respond to emerging recovery issues, either as a group or by specific organisations taking a lead role.

Communication

Updated contact details of peak organisations will be maintained. ACTCOSS will manage a list, however all agencies need to advise of any changes in contact details. Contact details for the executive officer and one backup person should be provided with landline, mobile, e-mail and fax details included.

Specific Areas of Vulnerability

In relation to people who may be vulnerable the ACT Recovery Plan states:

“10.19 Vulnerable Population Groups

Coordinated by: DHCS, ACTCOSS and Government and Non Government Agencies that provide services to special needs groups.

There are a number of groups with specific needs in any affected community, including people with a disability, Aboriginal and Torres Strait Islander populations, those with particular cultural or spiritual needs, non-English speaking people, as well as the aged and infirm. Each of these groups is likely to experience greater disruption than that of the general community in a disaster.

Primary agencies have a responsibility to provide equitable, accessible and appropriate services and must ensure that they are as equipped as possible to attend to these specific requirements. Vulnerable members of the community should be individually encouraged to prepare emergency plans and establish arrangements with family, friends, neighbours or other support networks to assist them and check on their wellbeing before, during and after a disaster.”

The following table identifies specific areas of vulnerability, gaps and issues. People may fit into more than one area of vulnerability, although often community organisations work on a particular area of disadvantage. This table is not a static document. Some creative solutions and consumer stories fleshing out some areas are in Appendix D.

Area of vulnerability / disadvantage	Specific gaps and issues
People with marginal incomes in temporary or unstable housing situations	People with low incomes can have less ability to access resources and support or to move away from affected areas. They can be disproportionately disadvantaged after the emergency. They can also experience social isolation and may not receive essential news through radio, television or print media.
People on public housing waiting lists	People on waiting lists can experience significant delays after an emergency that displaces people. This creates increased pressure on SAAP services.
HACC service consumers	Some HACC service consumers could be at high risk if they don't receive services. People have a strong need for contingency plans and clear lines of communication with their support agencies
Carers and people requiring care	Disruptions (ranging from road blockages through to social distancing in the instance of a pandemic)

	may cause a carer to be unable to provide care. This could be a professional, volunteer or family carer. Carers could also be vectors for disease.
People on service waiting lists	People needing support but not yet part of a support structure may be at increased risk.
Isolated people	May not receive essential information or know how to access support. Emergency services may be unaware of them if something dangerous occurs. Isolation can be social, physical or a combination and be caused by a range of factors.
People experiencing homelessness	There is a need to maintain contact with support agencies (especially free food). It may be more difficult to find housing after other people have become homeless.
People with disabilities	Disabilities may be visible or invisible, chronic or episodic, and can affect motor, sensory, respiratory or mental function. There is a strong need for individual emergency plans in suitable formats, physical supports and up to date information. People need to be able to bring aids and equipment with them when evacuating. Emergency services need to incorporate the needs of people with disabilities into their plans and service delivery. There have been instances of people having difficulty accessing evacuation centres due to disability.
Aboriginal and Torres Strait Islander People	This population group needs to be engaged with sensitively and appropriately by emergency services and recovery agencies. Emergency relief must be distributed in an accessible way. Aboriginal and Torres Strait Islander people may be particularly vulnerable to an influenza pandemic.
People from Culturally and Linguistically Diverse Backgrounds	Need for information to be accessible in appropriate language. Need for awareness and planning for people who may be particularly isolated during an emergency.
Young people	Young people who participate in institutions such as schools probably have good access to support. Disconnected young people who have left school and don't listen to local radio or read local newspapers may not get important information. According to recent research by the Australian Red Cross young people may also experience more isolation than elderly people. They may also be more vulnerable to an influenza pandemic.
Frail aged people	Frail aged people may not assert their needs and

	be passed over by emergency support services and their needs not immediately seen. As a result people can quietly suffer in silence when vulnerable to dehydration, deep vein thrombosis, exacerbation of existing conditions or be experiencing dementia ¹ . They may be more vulnerable to an influenza pandemic.
Mental Health Consumers	Appropriate language and behaviour must be used towards mental health consumers and equity of access to services ensured. Some mental health consumers may have conditions aggravated by the emergency.
Alcohol and other drugs.	The needs of this group may be marginalised during an emergency. There may be long term health impacts of loss of access to clean needles and disposal could be severe (e.g. through vending machines continuing to operate but no public transport) It is also physically dangerous for methadone users (for example) to have their supply suddenly cut off.
People who use public transport	During the 2003 bushfires people were ejected from buses when the buses were recalled to the depot and people had to walk long distances home in unsafe conditions (in some instances from Tuggeranong to Woden)

¹ Recommendations for Best Practices in the Management of Elderly Disaster Victims, Baylor College of Medicine, The American Medical Association – can be found at www.bcm.edu/pdf/bestpractices.pdf

Roles of specific peak organisations

ACTCOSS

ACTCOSS' role is to facilitate ongoing information-sharing and capacity building in the community sector and support organisations in developing and incorporating Emergency Management and risk assessment strategies. The degree of specific Emergency Management support ACTCOSS is able to provide will be dependant on funding. ACTCOSS may be able to have a role in the management of emergency contact details and pooling information.

ACTCOSS currently sits on the ACT Community Recovery Sub-Committee and has a role representing the needs of the broader community sector on this committee. During an emergency ACTCOSS can enable flows of information between the Recovery Committee and the Peaks. This should not be the sole conduit for communication to government on emergency issues as specific departments and Ministers have responsibilities in different parts of the ACT Community Recovery Sub-plan. ACTCOSS' ability to sit on this committee in an ongoing way may be limited.

ACTCOSS' specific role under the Recovery Plan is "Liaison with non government agencies and supporting community organisations to develop good management practices prior to emergencies".

During an emergency ACTCOSS will take a lead roll in collating information and passing information on to the ACT Community Recovery Committee. This process relies on fellow peaks communicating with their constituents and ensuring that information is fed back to ACTCOSS.

Contact phone number: 6202 7200

CCHOACT

CCHOACT has identified that while some community housing organisations can seek assistance from their funding bodies, others are not tied to funding bodies and do not have this support. CCHOACT may have a particular role in providing support to non-funded organisations by helping them obtain assistance. CCHOACT could also help members to develop Business Continuity Plans (BCP) and potentially incorporate BCP into accreditation processes.

CCHOACT is facing significant funding cuts, which may render it unable to have a continuing involvement with the Plan.

Contact phone number: 6232 5043

COTA ACT

COTA ACT has an extensive contact list of senior citizens in the ACT, though communications largely rely on the postal system.

Further, COTA ACT is in a position to survey those over 60 years of age through mailouts (on areas such as the level and key areas of need). They can also play a role in inviting people to register with RedCross CARE. COTA's members have diverse sets of skills and experience that may be valuable in a crisis and could

possibly invite people to pre-register with Volunteering ACT (if Volunteering ACT develops a pre-registration capacity).

Contact phone number: 6282 3777

Canberra Multicultural Community Forum

The Canberra Multicultural Community Forum may be able to have a role in supporting different community leaders to develop emergency preparedness within their cultural communities.

Contact details: 0411 417 666

ACT Shelter

ACT Shelter may have a role that is more aligned to advocacy for their constituents before and after emergencies.

ACT Shelter is facing significant funding cuts which may render it unable to have a continued involvement with the plan and support this sector.

Contact details: 6247 3727

Volunteering ACT

Volunteering ACT has a significant role in the ACT Community Recovery Plan and is a member of the ACT Community Recovery Committee. As the co-ordinator of spontaneous volunteers (and pre-identified volunteers) they have the potential to play a valuable role in providing support and relief to staff, not just during the immediate crisis, but in the following days when regular staff may be exhausted. It may be possible to develop an emergency volunteer relationship with specific volunteers in advance of a crisis.

Contact phone number: (02) 6251 4060

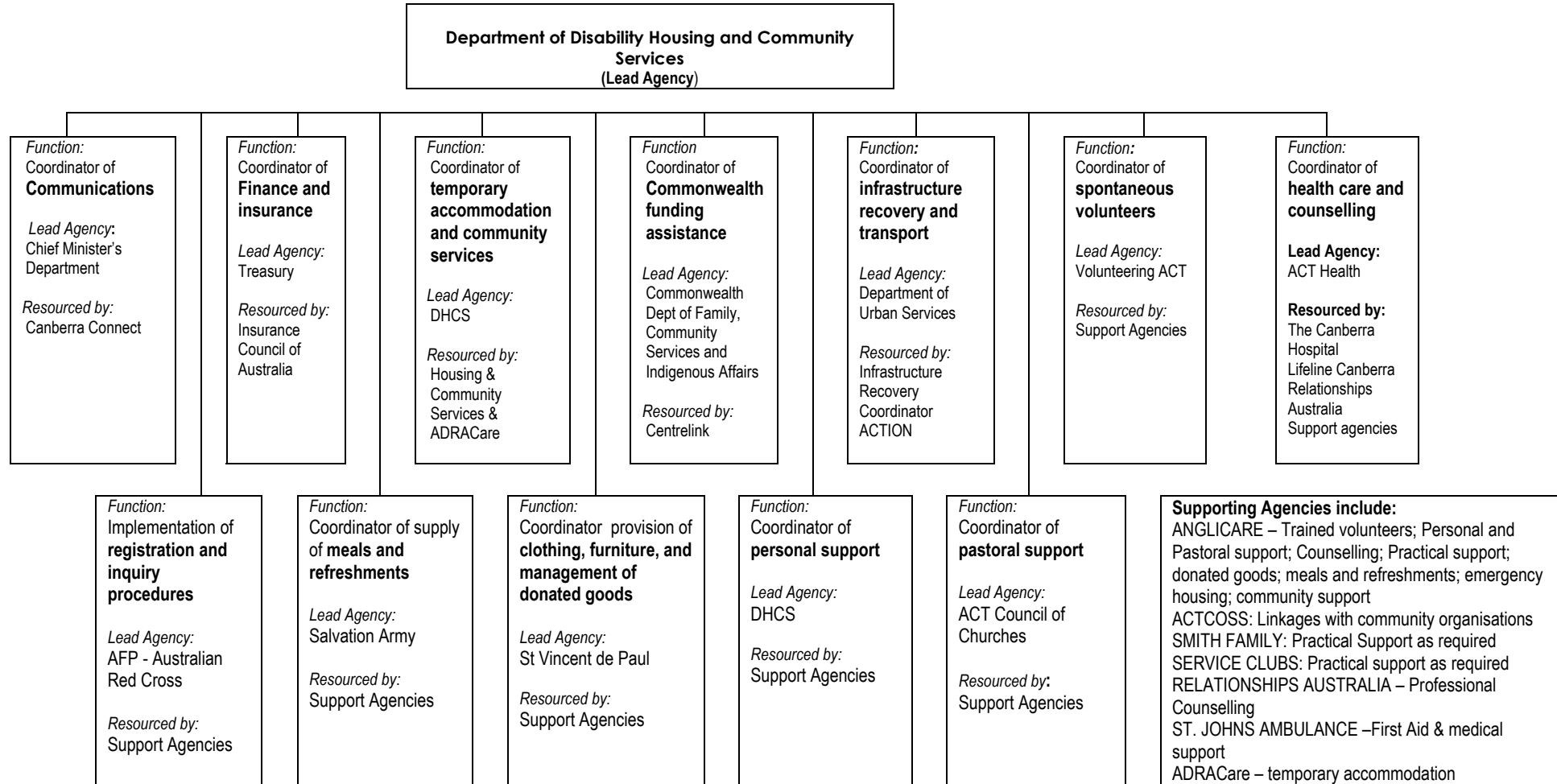
Appendixes

APPENDIX A – Peaks and the Peaks Forum

The role of peak organisations may vary significantly due to variable staffing and resource levels. Peaks play a valuable communication, advocacy and sector development role. With a few exceptions, the role of peaks may be more significant in preparing the community sector for emergencies rather than providing frontline services. The Peaks Forum meets on a monthly basis to discuss issues affecting the community sector and to develop co-ordinated approaches. The current members of the Peaks Forum are:

- National Industry Association for Disability Services, ACT Branch (NDS ACT)
- ACT Council of Parents & Citizens Associations
- ACT Council of Social Service (ACTCOSS)
- ACT Shelter
- Canberra Multicultural Community Forum (CMCF)
- Coalition of Community Housing Associations of the ACT (CCHOACT)
- Conservation Council of the South East Region and Canberra (CCSERAC)
- Council on the Ageing ACT (COTA)
- Families ACT
- Health Care Consumers' Association of the ACT
- Mental Health Community Coalition (MHCC)
- Mental Health Consumers Network (MHCN)
- People with Disabilities (PWD)
- Volunteering ACT
- Youth Coalition of the ACT

APPENDIX B - Structural Chart for Community Recovery Sub-Plan



Further details on the specific roles agencies play can be found in the ACT Recovery Plan.

APPENDIX C - SWOT (Strengths, Weaknesses, Opportunities and Threats analysis of the community sector in emergencies)

Strengths of the Community Sector

- The community Sector has lots of varied skills
- People care and are committed to what they do
- The sector has an understanding of self care
- People within the community are very resourceful
- The sector develops connections and sustains networks within communities
- There is now an increased knowledge of risk management and emergencies within the sector - Some organisations are prepared / preparing
- The sector is diverse, comprising of large and small organisations and engages in lots of different activities
- The sector is very willing to assist

Weakness of the Community Sector

- There is a lack of evacuation practice and variable OH&S capacity
- Despite willingness to assist there are often few resources
- There is a high turn over of staff, therefore a loss of knowledge
- Workers are vulnerable to compassion fatigue/burnout
- There are many complex and differing needs within the community sector
- There is currently no sector-wide plan
- The sector is vulnerable to the impact of emergencies
- Some organisations will not be prepared due to limitations of resources
- A large number of diverse organisations and many small organisations can make co-ordination complex

External Opportunities

- The current environment is characterised by a greater awareness of Emergency Management and some funding opportunities
- There is greater clarity around roles during an emergency and opportunities for community input into processes
- There is an increased knowledge and understanding of the needs of the community sector

External Threats

- The loss of free access to fire brigade inspections and training leaves many community sector organisations vulnerable as they often lack the resources to pay inspectors or trainers. This seems a significant area of vulnerability.
- The loss of funding to some areas of the sector could make it harder to cope with an emergency and plan for any "non-routine event"
- The Government could directly or indirectly give parts of the sector inappropriate roles or rely upon the sector to do things it might not have the capacity or resources to do
- The needs and role of the community sector is not always understood or considered
- Given the high number of caring roles within the sector, it is particularly vulnerable to the impact of a pandemic - due to the health risks of continuing to care and the need for social distancing.

APPENDIX D - Creative solutions and consumer stories

Support to indigenous people and people who do not feel able to access conventional systems

After Hurricane Katrina, the Southeast Louisiana Chapter of the American Red Cross is now developing links with Native American Chiefs so that during an emergency the Chiefs can be given resources directly and request further resources. The Chiefs are able to distribute supplies in a way that is more effective and culturally appropriate and has a greater chance of getting to people in isolated areas. The Red Cross are developing similar links with Hispanic community leaders and community activists.

Building capacity prior to an emergency

Prior to Hurricane Katrina the Southeast Louisiana Chapter of the American Red Cross provided swimming lessons to all children in Year 2 in that region. At an evacuation shelter a Red Cross swimming instructor greeted a bus from a poor African American community. A young girl, a former pupil, rushed into her arms and said "I swam out of my house." The girl then burst into tears and said "My mother couldn't swim". A powerful example of the importance of work done prior to an emergency, it can mean the difference between life and death.

Post Hurricane Katrina, the American Red Cross now provide all children who attend the free swimming lessons with a voucher that an adult relative can use to get free swimming lessons.

Communication with deaf and hearing impaired people

During emergencies such as September 11, captioning services for TV ceased in some areas and in other broadcasts people were unable to read the captioning as news stations overlaid the captioning areas with other text news bulletins that did not contain as much information. Where captions were available and activated in public areas they were found to be useful by non-hearing impaired people as high noise levels made it difficult to hear what was being said. Greater use and knowledge of how to activate TVs captioning abilities as well as other text based communications (such as SMS and internet technologies) can be of benefit to deaf and hearing impaired people and to the broader community.² Similarly diagrammatic information can also be used to overcome some language barriers if translators are not available.

² *Emergency Preparedness and Emergency Communication Access Lessons Learned Since 9/11 and Recommendations*, Deaf and Hard of Hearing Consumer Advocacy Network and Northern Virginia Resource Center Network for Deaf & Hard of Hearing Persons. See also

http://www.hearinglossweb.com/Issues/EmergPlan/emerg_plan.htm

Individual plans and equipment for individual needs ³

These are two stories of two quadriplegic men who were working in the World Trade Centre on September 11, 2001.

John Abruzzo, a staff accountant for the Port Authority of New York and New Jersey was evacuated from the 69th floor using appropriate equipment and with the help of his colleagues. The equipment was an evacuation chair that not only went down the stairs but allowed them to move horizontally when they needed to find a new escape route. They all made it to safety shortly before the building collapsed.

Ed Beyea, a high-level program analyst for Blue Cross/Blue Shield was on the 27th floor. A colleague, Abe Zelmanowitz, offered to carry him out, but Ed weighed 300 pounds and had fragile bones. Ed elected to wait for the fire brigade to carry him out safely and Abe waited with him. Abe rang his family to say he was ok. His elderly mother begged him to leave, but Abe would not leave behind his colleague. Neither survived. This shows the importance of having individual plans and equipment in place for people with specific needs and for these plans to be practiced. The absence of plans that are appropriate and practiced compounded by an over-reliance on emergency services can lead to major impacts on people with disabilities and those around them. In addition to having emergency services that can respond appropriately to people with specific needs it is important that people are able to act in their absence.

Frail elderly people

Frail elderly people are a large population group that can be exposed to risk during an emergency. "Of the approximately 1,200 people who died as a result of Hurricane Katrina, 74% were over 60 years old and 50% were over 75... the elderly constituted only 11.7% of New Orleans' population"⁴. Causes of death included Hyperthermia, complications from Dementia, and embolisms from Deep Vein Thrombosis caused by prolonged immobility⁵. Three of the four people who died during the 2003 Canberra Bushfires were over 60⁶.

SWiFT response teams and screening tools were developed during the aftermath of Hurricane Katrina that proved useful in providing appropriate support for elderly people and potentially for people with disabilities. This involved roving teams of health

³ J Isaacson Kailes, *Emergency Evacuation Preparedness: Taking Responsibility For Your Safety a Guide For People with Disabilities and Other Activity Limitations*, Playa del Rey and The Center for Disability Issues and the Health Professions, Western University of Health Sciences <http://www.prepare.org/disabilities/evacuation.pdf>

⁴Appendix 1 & 2 *Recommendations for Best Practices in the Management of Elderly Disaster Victims*, Baylor College of Medicine, The American Medical Association – can be found at www.bcm.edu/pdf/bestpractices.pdf

⁵Page 4, *ibid*

⁶Pages 183, 188, 192 & 194 *The Canberra Firestorm; Inquests and Inquiry into Four Deaths and Four Fires between 8 and 18 January 2003 – Volume 2*, ACT Coroners Court 2006

professionals and gerontological specialists actively seeking out and interviewing people in evacuation centres using a standard checklist⁷.

⁷ *Recommendations for Best Practices in the Management of Elderly Disaster Victims*, Baylor College of Medicine, The American Medical Association, www.bcm.edu/pdf/bestpractices.pdf

APPENDIX E - Emergency Management Planning Web Resources

Info sheets for workers and consumers dealing with emergencies and crisis

Produced by the ACT Government. Info sheets include children and crisis, managing stress, giving psychological support to clients, what to do when someone you know has had a traumatic experience. Some of the fact sheets could also be useful as a handout for the day to day situations consumers and workers experience in the community.

<http://www.dhcs.act.gov.au/Community%20Recovery/emergencyfactsheets.htm>

More disaster oriented fact sheets can be found at the Victorian Department of Human Services - http://www.dhs.vic.gov.au/emergency/em_pub/index_pub.htm

Emergencies in the National Capital – A residents' guide

A residents' guide for Emergencies in the ACT can be found at <http://www.esa.act.gov.au/> as well as information about preparing for specific emergencies. Information in languages other than English can be found by clicking on Community Education and then clicking on Multilingual.

COTA CLASP Handbook

The aim of CLASP is to identify problems and help older people reduce safety and security risks in and around their home. http://www.cota-act.org.au/safety_handbooks/clasp_handbook/clasp_handbook_toc.htm

Emergency Management Australia

EMA <http://www.ema.gov.au> has a range of information available. "Preparing for the unexpected", one of the links at the top of the screen, contains crisis response information, such as what to do if there is a fire in your building or what to do if there is a bomb threat. Preparing for the unexpected is also available in Braille and audiocassette by calling 1800 123 400.

EMA publications available electronically at

<http://www.ema.gov.au/agd/EMA/emaInternet.nsf/Page/Publications>

The ACT Community Recovery plan can be found at

<http://www.dhcs.act.gov.au/ocyfs/Pdf/communityrecovery.pdf>

Emergency Preparedness website

This emergency preparedness website in the USA includes a section on planning for people with specific needs and has a range of checklists for organisations

<http://www.ready.gov/>

Emergency planning and human rights for people with specific needs

Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities <http://www.ada.gov/emergencyprep.htm>

A range of information can also be found at <http://www.disabilitypreparedness.gov/>

The National Organisation on Disability (USA) also has a section dedicated to emergency preparedness <http://www.nod.org/>

Privacy legislation

The Privacy Legislation Amendment (Emergencies and Disasters) Bill 2006 allows greater information gathering and sharing during emergencies.

<http://parlinfoweb.aph.gov.au/piweb/Repository/Legis/Bills/Linked/18100604.pdf>

Business Continuity Planning

Continuity Central

Continuity Central contains Business Continuity Planning from around the world. You can search their website according to topic or geographical region.

<http://www.continuitycentral.com/gettingstartedinbusinesscontinuity.htm>

Axa Business Continuity Guide for Small Businesses

A handy overview on how to develop Business Continuity plans with proformas at the back <http://www.axa4business.co.uk/resources/files/BizContinuityGuideT1404.pdf>

Non Profit Risk Management Centre

The Non Profit Risk Management Centre has a number of free tools for community organisations to use <http://nonprofitrisk.org/>.

The Business Continuity Planning Course

http://nonprofitrisk.org/tutorials/bcp_tutorial/intro/1.htm contains principles and processes to help organisations be resilient and responsive when faced with unplanned events.

The Accident Preparation and Response Tutorial provides some structures and checklists in the case of accidents at work or in work related vehicle accidents

http://nonprofitrisk.org/tutorials/ar_tutorial/intro/1.htm

The Non Profit Risk Management Centre has a range of other tools and articles on risk management geared towards the not for profit community sector. It has a lot of free information and some tools you pay a fee to access fully.

Influenza Preparedness

Being prepared for an influenza pandemic

<http://www.industry.gov.au/pandemicbusinesscontinuity/>, includes a checklist that describes steps to take as the degree of risk increases.

A supplement to this has been developed by the Medical Journal of Australia

http://www.mja.com.au/public/issues/185_10_201106/suppl_contents_201106.html

Contagious disease in the ACT

Information and health alerts on Avian Flu and information on some other serious contagious diseases - SARS, Whooping Cough and Meningococcal Disease

www.health.act.gov.au/healthalerts