

Aboriginal Medical Service Emergency Plan

This template is intended to be used as a starting point only. ACCHOs are encouraged to add, amend, or delete information to reflect the policies, procedures, location, and circumstances of each service.

[ACCHO logo]



AH&MRC
Aboriginal Health & Medical
Research Council of NSW

[Partner agency logo]

ACCHO name: _____

Preparing your ACCHO

The Emergency Management Coordinator for [Enter ACCHO] is [Enter name]. The Emergency Management Coordinator is responsible for the Emergency Activation and Response Plan.

Below is a list of activities to prepare your ACCHO should an emergency eventuate.

Activity	Emergency Activation and Response Plan	Person responsible
	Develop and update the emergency plan as required. Review the plan on a quarterly basis and check and update names and contact details of staff and key partners. Copies of the plan should be kept in several physical and online locations so that it can be quickly located in an emergency.	
Activity	Keep up to date with relevant information and warnings	Person responsible
	Establish processes to monitor incident information that may impact your community e.g. through NSW Incident Alerts, local websites.	
	Monitor and obtain information about public health alerts for national and local infection outbreaks.	
	Keep up to date with changes in relevant laws and guidelines and implement them promptly. This can include: <ul style="list-style-type: none">• Rescue and emergency management• Infection prevention and control• Clinical guidelines	
	Identify boundaries and demographics of your community, such as geographic boundaries, park lands and protected areas, population demographics.	
Activity	Stakeholder relationships	Person responsible
	Understand roles and responsibilities of different agencies, and mechanisms (legislation, policies, protocols) which may influence emergency management planning in your community.	
	Liaise with neighbouring communities, formal local and regional planning committees, and other agencies, to ensure that emergency plans are in alignment and there is endorsement from all involved parties.	
	Maintain relationships with key stakeholders, such as local council, public health unit, and local emergency services.	
	Establish partnerships with material aid and other support agencies	

Activity	Staff knowledge and training	Person responsible
	Conduct orientation and training to ensure everyone with assigned roles and responsibilities are aware of the emergency management plan.	
	Run regular “desktop exercises” which allows participants to test the plan in a variety of lifelike scenarios. This can ease familiarity and confidence in using the plans during emergencies and gives ACCHOs the opportunity to identify and rectify any issues with the plans prior to an emergency occurring.	
	Identify staff to undertake safety education and training e.g., bushfire and flood safety.	
	Ensure all staff have current first aid and AED (automatic external defibrillator) training, if appropriate.	
	Provide staff with education and training to effectively prepare for and respond to emergencies, including pandemic planning and management.	
	Discuss and review emergency processes at staff meetings and encourage staff members to share their views, skills, and knowledge.	
	Record the education provided to individual team members in the staff training log.	
	Communicate relevant updates at staff meetings and document these discussions.	
	Business assets and continuity	
	Ensure that appropriate insurance cover is in place for emergency situations that could affect the ACCHO.	
	Ensure that there is a business continuity plan in place and that this is regularly reviewed to ensure that it is up to date.	
	Ensure that critical business records are duplicated/in safe storage.	
	Maintain the ACCHO assets register.	

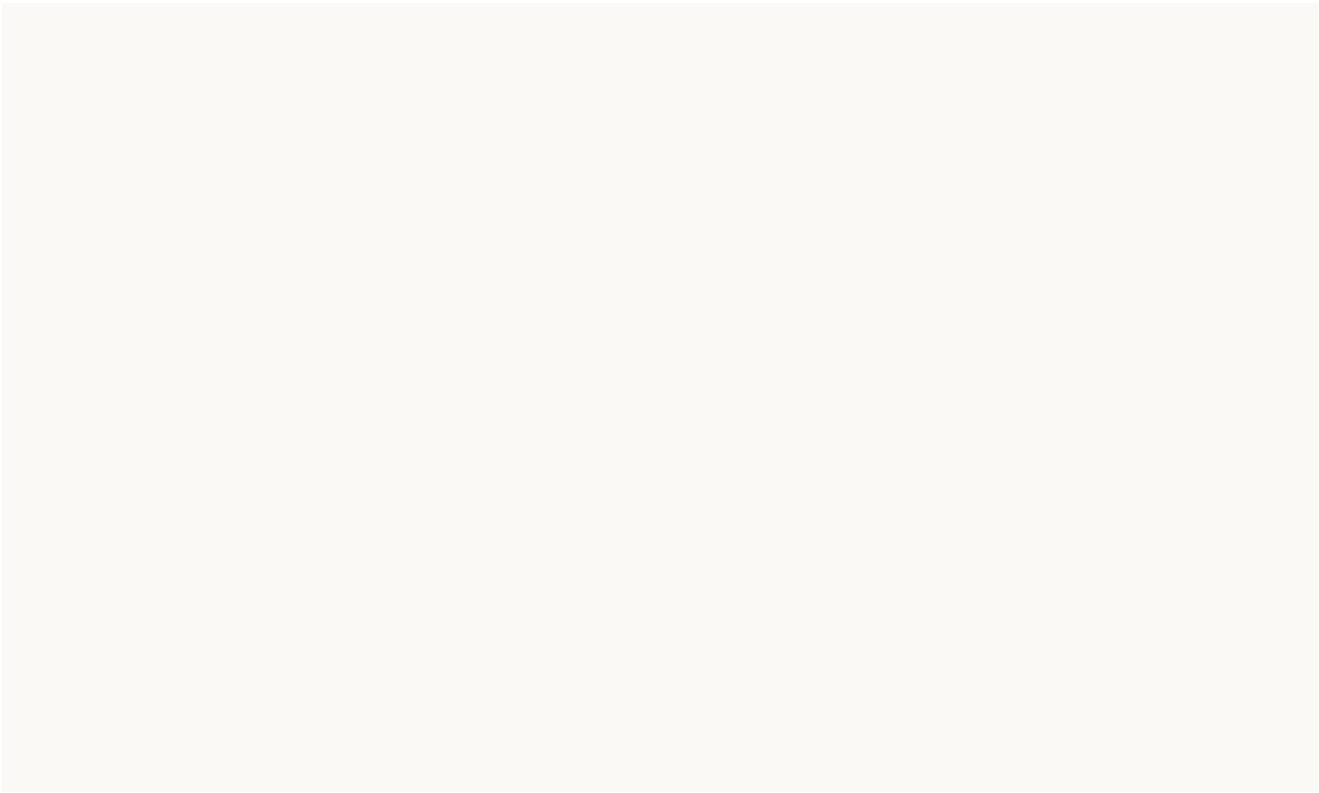
Activity	Equipment	Person responsible
	Ensure adequate portable first aid kits and emergency medicines stockpile/list.	
	Ensure the emergency kit is fully stocked, including kits for clinicians and reception. This includes scheduled checks to ensure that equipment and batteries are working and that components are within date.	
	Charge emergency mobile phone/s as required.	
	Maintain a four-week supply of PPE (P2 masks, gloves, gowns, goggles), hand sanitiser, soap, tissues, paper linen for examination couches, cleaning products and pathology stock within the ACCHO at all times.	
	Complete a material aid plan and if feasible, consider keeping a stock of essential material aid at the ACCHO. This might include supplies of nappies, toothpaste, toothbrushes, soap, insect repellent, sunscreen, sanitary products, toilet rolls, cleaning agents, disposable plates/utensils, water sterilisation tablets, bin bags, bottled water, blankets, basic clothes and dry food products.	

Activity	Preparing communities for emergencies	Person responsible
	Engage community in emergency planning and response discussions as much as possible.	
	Develop a home preparedness kit for community that is relevant for local needs.	
	Educate your community about the risks and what to do. Align key messages with those from functional agencies such as NSW Health and SES, delivered in a manner which aligns with NACCHO's Cultural Respect Framework .	
	Obtain or, in collaboration with local communities, develop resources with culturally and language appropriate key messages (hazard specific and general) that can be pulled out in the event of an emergency.	
	Consider and maintain a risk register of who within the community may need assistance in the event of an emergency and how this might be achieved. Think about groups with one or more additional vulnerability, including children, the elderly, pregnant, patients with chronic disease and adults and children with physical and/or mental disabilities.	

Floor plan

The floor plan and table below indicates the location of the following emergency items and areas.

Diagram of ACCHO floor plan for



Emergency items/areas	Location details
Evacuation route	
A safe assembly point	
Fire extinguisher/s	
The main shut-off valve for water	
The main shut-off valve for gas	
The electrical master switch	
Heating/air-conditioning equipment	
Hazardous material (e.g. chemicals)	
The emergency kit	
First aid equipment	
Outside water taps and hoses	
Security and fire alarm systems	
Underground or overhead power lines	

Emergency kit

The emergency kit is stored in [location], which is checked and updated every three months by the Emergency Management Coordinator. A copy of the emergency kit checklist is stored in the kit.

Emergency kit checklist

Equipment	Communication
First aid kit – check contents are current and complete	Radio – portable battery powered
Personal protective equipment (PPE) – for example, masks, gloves, safety glasses, hand antiseptic, disinfectant, goggles	Mobile phone with credit available, plus chargers (portable and car)
Torches and batteries	Satellite phone
Spare batteries, power boards and power banks	Laptops and chargers to allow remote working
USB memory sticks or flash drives	Medical
Computer storage (portable hard drives/data storage, backup tapes, discs)	Prescription pad
Spare keys and security codes	Medical certificate pad
Marker pens (for temporary signs) and general stationery	Small supply of over-the-counter medicines
Hazard tape	Documents
Utility knife	Hard copy of business continuity plan/emergency plan
Plastic sheeting	Copy of contact list (staff, suppliers and essential service)
Waterproof bags and containers for valuables	Building site plan
Plastic and garbage bags	ACCHO assets register
Tie down straps and rope	Copy of Insurance policies
Bottles of clean water	On the day
Non-perishable food items	Cash
	Keys for buildings, vehicles and equipment
	Important or valuable equipment that is easily moved
	List of visitors or patients (on premises or expected) and contact details

Material aid plan

Members of your community might need financial and material assistance during an emergency. The ACCHO can support communities in need by:

- Contacting material aid agencies for assistance.
- Identifying a community support group through social media.
- If there isn't a community support group available in your area, consider establishing a group.

[illegible]

Additional preparedness resources

Organisation	Description
NSW Reconstruction Authority	The <u>NSW Reconstruction Authority</u> , formerly Resilience NSW, is responsible for supporting communities to help recover from a disaster. They are the key agency to support communities to rebuild, recover and build greater resilience.
NSW Health	The NSW Health <u>Natural disasters and emergency incidents</u> website provides range of resources and links to help people stay healthy during an emergency.
Foodbank	Foodbank is Australia's largest food relief organisation. Enter your location on <u>Find food support</u> to find material aid and emergency relief organisations.
Recovery Connect	The Australian Government <u>Recovery Connect</u> website helps people find bushfire services and support (e.g. evacuation centres, government assistance, health services, animal support, food and accommodation, business support) within their local area.

Contact lists

Staff contact list

The staff contact list contains the names of all staff members and their current phone numbers. It is regularly reviewed and updated and is kept at reception and in the emergency kit.

Name	Position
Phone	Email
Home suburb/town	Travel time to work (mins)

Name	Position
Phone	Email
Home suburb/town	Travel time to work (mins)

Name	Position
Phone	Email
Home suburb/town	Travel time to work (mins)

Name	Position
Phone	Email
Home suburb/town	Travel time to work (mins)

Name	Position
Phone	Email
Home suburb/town	Travel time to work (mins)

Staff call-in tree

For some ACCHOs, a staff **call-in tree** may be more useful for contacting staff in the event of an emergency. It is an organised way of contacting people in your organisation to make them aware of the threat of an emergency. Steps to contact staff through the call-in tree:

1. Complete the staff contact list above.
2. From that list, recruit a smaller group of staff members, or 'key group', who will be responsible for calling other people on the list.
3. Divide the people on the list so that each member of the key group is responsible for calling 3-8 people.
4. Write a brief script for the key group when making phone calls.

Local support agencies and service providers

Service provided		
Local Council	Company	Name
	Telephone	Email
Power supplier	Company	Name
	Telephone	Email
Gas supplier	Company	Name
	Telephone	Email
Water supplier	Company	Name
	Telephone	Email
Air conditioning	Company	Name
	Telephone	Email
Domestic waste	Company	Name
	Telephone	Email
Clinical waste	Company	Name
	Telephone	Email
Cleaning	Company	Name
	Telephone	Email
Internet	Company	Name
	Telephone	Email
Mobile phone services	Company	Name
	Telephone	Email

Switchboard phone equipment	Company	Name
	Telephone	Email
IT hardware maintenance	Company	Name
	Telephone	Email
IT software maintenance	Company	Name
	Telephone	Email
Security	Company	Name
	Telephone	Email
Fire alarms and extinguishers	Company	Name
	Telephone	Email
Insurance	Company	Name
	Telephone	Email
[Add in other agencies]	Company	Name
	Telephone	Email

Emergency/Incident	Authority	Contact details
Bushfire	NSW Rural Fire Service (RFS)	Life-threatening emergency: 000 Information line: 1800 679 737
Flood, earthquake, storm	NSW State Emergency Services (SES)	Life-threatening emergency: 000 Emergency assistance: 132 500
Human disease	NSW Health	Life-threatening emergency: 000 Public Health Unit: 1300 066 055
Heatwave	NSW Health	Life-threatening emergency: 000 Public Health Unit: 1300 066 055
[Add in other emergencies that may occur in your local area]		