

Client Emergency Management Policy

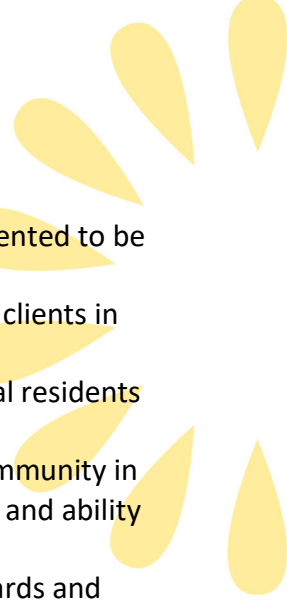
Policy number	PO-02-08-19
Policy application	Organisation
Policy category	Client Services
Authorisation	General Manager - Aged Care
Policy issue	9 September 2019
Policy implementation date	24 March 2023
Policy review	24 March 2026
Applicable legislation	<ul style="list-style-type: none">• Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022• Aged Care Amendment (Implementing Care Reform) Act 2022• Aged Care Legislation Amendment (Incident Management and Reporting) Instrument 2022• Disability Services Act 2006 (Vic)

Policy Overview

Care Connect aims to improve the safety of vulnerable clients in emergencies across the organisation. This will be achieved through:

- promoting and supporting emergency planning with clients, particularly vulnerable clients;
- where applicable, assessing the risk associated with emergency hazards and make decisions on how to act in specific circumstances on specific days; and
- establish and maintain a list of vulnerable clients and make these lists available to those authorities such as the police and other authorised emergency management organisations with responsibility for helping vulnerable residents evacuate.

In Victoria, Care Connect will adhere to the [requirements](#) set out by the Department of Family, Fairness & Housing Services in maintaining the Vulnerable Persons Register. This is not required in any other state.



Policy Statements

1. Care Connect will establish and maintain a list of vulnerable clients who have consented to be listed where required.
2. Care Connect promotes and supports personal emergency planning for vulnerable clients in emergencies.
3. Care Connect supports shared responsibility, recognising the important role of local residents and communities in caring for and helping their family, friends and neighbours.
4. Care Connect cannot guarantee the evacuation of vulnerable clients within the community in emergencies as any assistance or evacuation is entirely dependent on the capacity and ability of emergency service organisations to safely provide this.
5. Care Connect where applicable will assess the risk associated with emergency hazards and make decisions on how to act in specific circumstances on specific days.

Associated Documents

Document ID	Document Name
PR-02-08-19	Client Emergency Management Procedure

Reference Documents

Document Name
Vulnerable People in Emergency Policy , Department of Health and Human Services, 1 July 2019, Guideline 2, Vulnerable Persons Register
Preparing for emergencies: A reference guide for organisations in the Health and Community Services Sectors, August 2019

Definitions

A vulnerable client is defined as someone living in the community who is:

- Frail, and/or physically or cognitively impaired;
- Unable to comprehend warnings and directions and/or respond in an emergency situation;
- Cannot identify personal or community support networks to help them in an emergency.