

Before	
Will do	Will not do
<p>Internal</p> <ul style="list-style-type: none"> - Develop a 1 page information sheet to be placed on the front door of the house with relevant contact details for the event of a disaster. Using the “fire danger rating guide for NHs” as appropriate. - Develop an emergency management plan (Don’t Panic) - Develop a communications strategy for emergency situations. - Train staff, volunteers and the Committee of Management (or Auspicing Body) on the details of the emergency management plan. - Connect in with formal emergency services to stay up to date about impending emergencies and alerts - Establish role descriptions for staff and volunteers (for managing emergencies) - Develop a business continuity plan for all services (including child care) 	
<p>External</p> <ul style="list-style-type: none"> - Communicate and educate stakeholders on the role the house will play in emergency situations. - Facilitate stakeholder engagement, build links with key stakeholders at the local and state level, including CFA, Police, Local Government, health services, Neighbourhood House Victoria, and other community service organisations Eg DHHS, DEET - Connect with formal alerts and emergency updates. - Build awareness and emergency preparedness understanding with existing community groups and participants accessing services. 	<ul style="list-style-type: none"> - We will never generate our own alerts or technical advice - Provide formal emergency services - Develop fire or emergency plans for clients
<p>Committee of Management/ Auspice body</p> <ul style="list-style-type: none"> - Update review policies on emergency management - Develop Evacuation plan - - Undertake infrastructure audit - Review and update Don’t Panic guide (with support from Coordinators) - Include emergency planning within the strategic plan and report on the outcomes in the annual report - Recruit/train a sub-committee in emergency management to build business continuity - Actively participating in strategic networks - Ensure the NH has an EAP policy and provider in place - Ensure a very clear communications plan is in place and all CoM, staff and volunteers are informed 	<ul style="list-style-type: none"> - Never generate independent alerts – refer people, ensure consistent message tap into approved forums and services - Will not be responsible for other people’s decisions

<p><i>Volunteers- this needs to be incorporated into standard Volunteer management procedures across the Network and/or with the NH.</i></p> <ul style="list-style-type: none"> - There will be clear recruitment process + JD/ PD for all volunteers - There will be training and empowerment tailored to all needs/abilities of volunteers - Simple key messaging will be developed for volunteer dissemination. - Clarity on what is In/out of the scope of volunteer roles - Undertake mental health first training 	<p>Create specific roles for volunteers around emergency management.</p>
<p><i>Coordinators</i></p> <ul style="list-style-type: none"> - Complete and regularly update the 'Don't Panic' guide and support the Committee of Management (CoM) to incorporate it into annual plan and strategic plan - Informing CoM of changes to information/ process - Actively participating in strategic level networks - Undertake mental health first training 	<ul style="list-style-type: none"> - Not deliver training but link people to those that do e.g. CFA, Red Cross etc - Not advise people on the choices they need to make in relation to emergencies - Not provide counselling services but refer/ link people to appropriate services - Not facilitate sessions, but outsource them to professionals - Not be the overall lead, but support where appropriate

During	
Will do	Will not do
<ul style="list-style-type: none"> - Enact the emergency management plan - Display emergency contacts – even when house is closed. Place one page emergency management information on the front door. - Be responsible and aware informed – personal safety e.g. up to date alerts CFA, emergency Vic - Share & refer to official information only 	<ul style="list-style-type: none"> - Be open (Operating/ provide services) - Provide emergency services - Lead response - Provide community aid e.g. food/ water - Communicating “NH own” updates/information - Not transporting participants, clients or volunteers - Not providing refuge/ <ul style="list-style-type: none"> o Building and infrastructure may be used by LG/ CFA/ Emergency Services as a hub for emergency response

After	
Will do	Will not do
<ul style="list-style-type: none"> - Be responsible and aware informed – personal safety e.g. up to date alerts CFA, emergency Vic - Return support – first instance, not going alone to house after disaster – <i>this needs clarity</i> - Undertake basic impact assessment (external review for obvious damage) - Where building damage is apparent seek professional impact assessment from and through local government processes. - Provide staff, volunteers and CoM with access to EAP (employee assistance program) - Act as a referral/ link for connecting the community to relevant services (short and long term) Have a current list of local services. - Provide a safe and welcoming environment for people to have informal conversations. Be an ear to listen and offer a cup of tea. - Practice mental health first aid - Provide space for services to operate immediately post disaster. <ul style="list-style-type: none"> o Establish clear transitional plan to ensure space returns to normal operation as soon as possible. - Implement business continuity plan e.g. alternative arrangements for childcare - Implement communications plan in relation to media enquiries - Provide access for the community to computers, internet and phones - Implement programs targeted to community recovery needs e.g. art therapy - Resume ‘regular’ program activities to help establish sense of normality - Be aware of triggering events and try to manage these through offering program activities. <ul style="list-style-type: none"> o Trigger events may include anniversary dates/ code red days/ planned burns/ heat waves/ high winds - Be flexible around hours of operations - Formalise arrangements for compensation to extended hours/ work – <i>clarity?</i> - Know our limits on what we can personally do and take care of ourselves and other staff/volunteers involved with the house 	<ul style="list-style-type: none"> - Provide counselling/ professional services - Uncompensated work – don’t go beyond limits/ come voluntary requirements/ choices - Divulge personal information contacts (we will keep secure if facilities used) - Provide shelter (overnight) - Be a collection centre for goods or clothing - Put ourselves at risk – travel/ assessing damage - Go beyond our limits