

Who are you going to call?

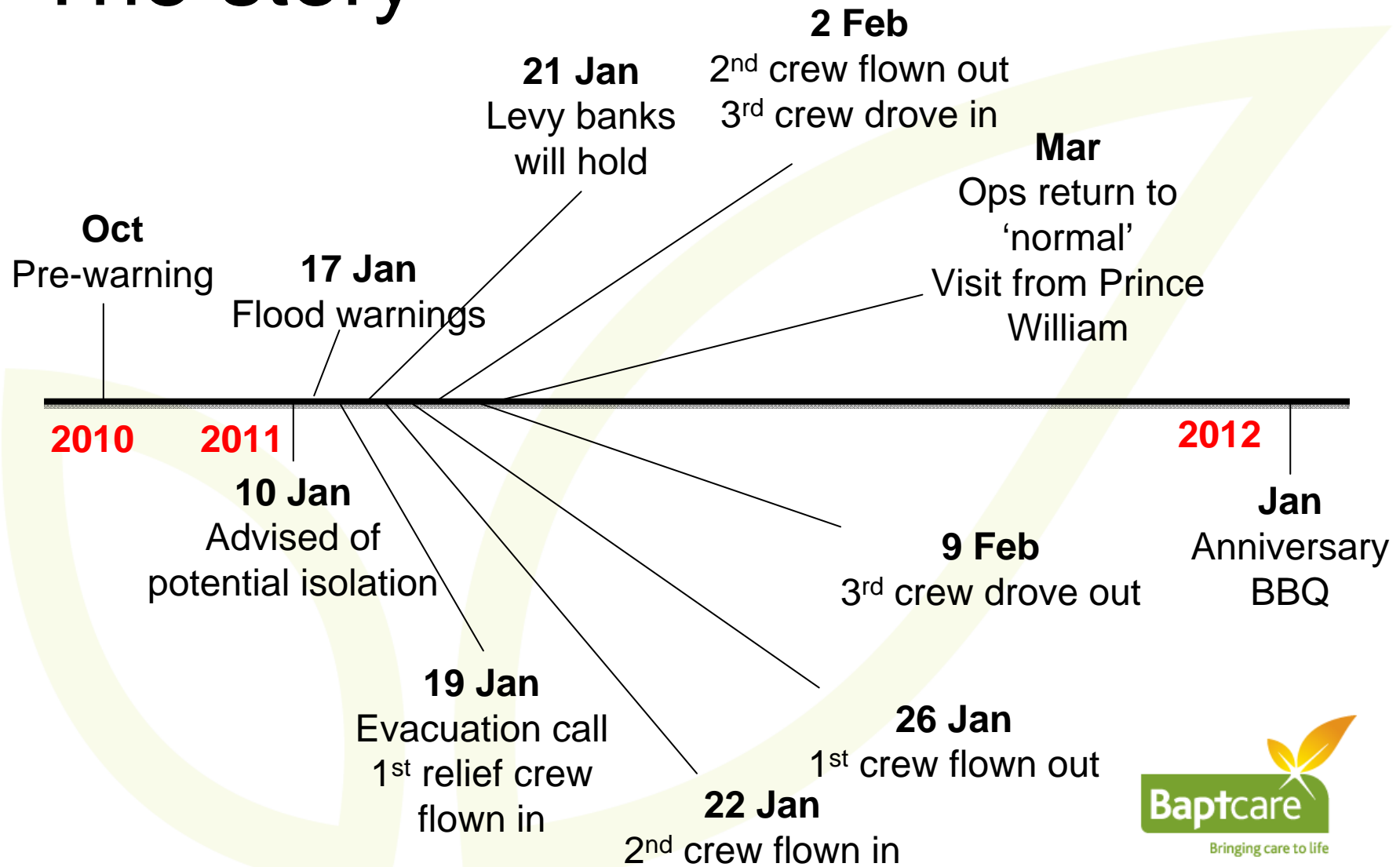
Graham Dangerfield
Acting Chief Executive



Baptcare Northaven Community, Kerang, VIC



The story



Preparation



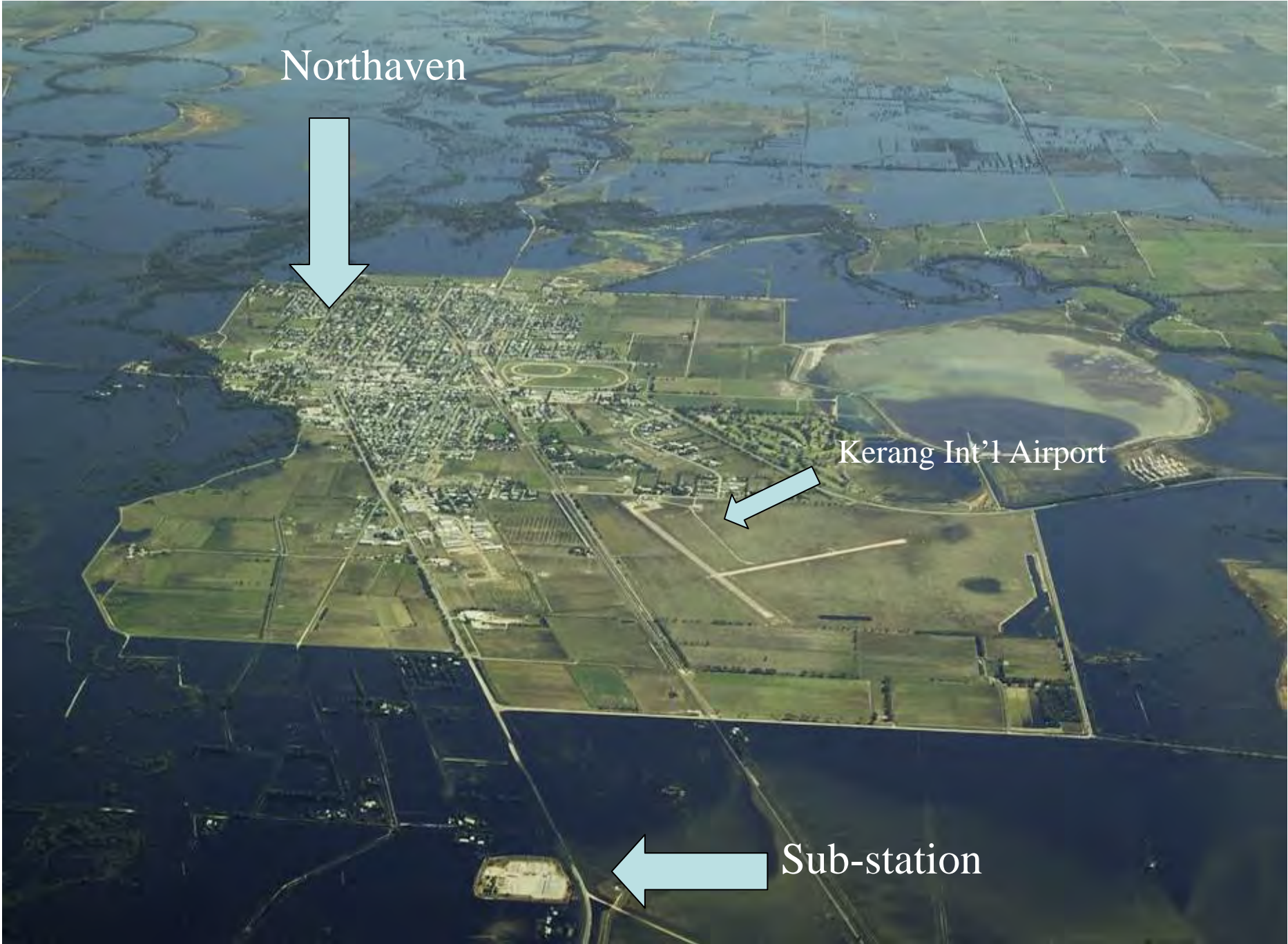
Preparation – Mon 17th Jan

- Flood warnings issued for Kerang
- SES didn't provide advice to either 'stay or go'
- Baptistcare Emergency Response Team (BERT) formed
- Planning for the unknown
- Hopeful that full scale evacuation will not be required
- Airstrip was inside levies

Isolation – Tues 18th Jan

- Communication with SES – ‘after the hospital, we were the priority’
i.e. 20 sand bags!
- Sensed an increasing level of stress, disorganisation & emotional strain on staff
- Decided to fly in 1st relief crew next day
- Getting crew together had its challenges





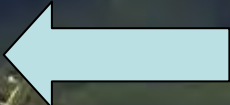
Northaven



Kerang Int'l Airport



Sub-station



Evacuation! – Wed 19th Jan

- 4am call from Emergency Services
- x7 high care residents commenced evacuation
- Staff response
- Resident response
- BERT response
 - Calls by senior staff to families
 - Hotline set up for families













Evacuation! – Wed 19th Jan (cont.)

- Direct contact with the local emergency authorities was made and represented the interests of Northaven.



Evacuation! – Wed 19th Jan (cont.)



Isolation – Thurs 20th Jan

- Last of the x7 high care residents evacuated
- Staff were exhausted!
- Advised that levies were going to hold









Isolation – Fri 21st Jan

- Staff were phoned to say ‘thank you’
- 2nd relief crew arranged to fly in
 - x1 Management
 - x6 Nursing staff
 - x1 Chef
 - x1 Pastoral Care
- Baptistcare’s Victorian Flood Relief Appeal was launched

Recovery – 2 weeks on & beyond

- 3rd (& final) relief crew drove in
- Pastoral care staff were on site
- Operations at Northaven resumed to 'normal' (albeit with reduced staff)
- What to do with equipment & supplies?
- Evacuated residents returned to Northaven
- Documentation collection to review event
- Prince William visited!







What did we do well?

- Care of residents remained our priority
- Set up of the BERT
- Open and regular communication with emergency services
- Kept records of events
- Support and acknowledgement by management of the efforts of staff and effects of the crisis
- Sparing no expense upfront

What did we do well? (cont.)

- Direct communication with families
- Victorian flood appeal establishment
- Counselling provided by Employee Assistance Program
- Held 'thank you BBQ' 3 months
- Held 'anniversary BBQ' 12 months on
- Commitment of the staff throughout the event was outstanding!

What could we improve?

- Disaster Recovery/Business Continuity (DRBC) Plan in place for each facility
- Evacuate high care residents earlier
- Despite the best intentions of staff, needed relief staff to support and provide guidance
- Formalise closure of the event
- Factor in health as well as experience of the relief staff
- Needed to manage volunteers

Thank you

