

People at Increased Risk in an Emergency

A guide for Tasmanian government and non-government community service providers



Aboriginal Acknowledgement

We acknowledge and respect Tasmanian Aboriginal people as the traditional owners and ongoing custodians of the land on which we work and live, and pay respect to Elders past, present and emerging.

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Preface

This Guide replaces the *Tasmanian Emergency Management Framework for Vulnerable People (EMFVP)*, issued in 2015 as a statewide policy framework to support the development and maintenance of emergency management arrangements for vulnerable people before, during and after an emergency. The EMFVP was developed following a number of events and activities including:

- the 2009 review of the Victorian Black Saturday bushfires, which recommended national focus towards the management of vulnerable people in an emergency;
- the release of the *National Strategy for Disaster Resilience*, which emphasised the need for Australian communities to accept shared responsibility for disaster resilience; and
- recommendations from the review of the 2013 Tasmanian bushfires that highlighted a need to address the needs of vulnerable people in an emergency in Tasmania.

In 2017, the State Emergency Service reviewed the EMFVP and made a number of recommendations, including a formal revision and update of the document. The *People at Increased Risk in an Emergency: A guide for Tasmanian government and non-government community service providers* is the result of the revision and update of the EMFVP.

This Guide supports the *Tasmanian Emergency Management Arrangements (TEMA)*, and the *Tasmanian Disaster Resilience Strategy*. TEMA formally outlines emergency management roles and responsibilities and how they are shared, while the *Tasmanian Disaster Resilience Strategy* makes clear that:

- Reducing risk and being prepared is everyone's business.
- Disaster risk reduction and preparedness should be embedded in everyday business.
- There needs to be inclusive policies and programs based on community engagement, awareness and local or individual needs to ensure broad understanding of disaster risk and risk management.

This Guide supports these strategic goals by focusing on how Tasmanian government and non-government community services providers can help to consider and address factors that can increase a person's level of risk in an emergency.

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Key Terms

In the context of this Guide, the following key terms are taken to mean:

Capability

Personal strengths and resources that enable the achievement of a task.

Capacity

The extent to which capability can be applied to achieve a task.

Community

People who live and/or work in a defined geographical area, a group of people who share common culture, values and beliefs, and/or a group of people that come together because of specific or broad interests.

Community service provider

Government and non-government organisations whose core business is to provide support for people to lead independent and fulfilling lives.

Emergency

An event that endangers or destroys human life, property or the environment, and/or which causes injury or distress, requiring immediate attention and/or significant response from one or more of the statutory services.

People who are at increased risk in an emergency

People who find preparing for, responding to or recovering from an emergency challenging because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge, and/or social connection.

Resilience

The ability to cope with an unexpected (disruptive) event, change or challenge, respond effectively and adapt in a way that allows learning from the past to help in future events.



Introduction

All Tasmanians at some time will face risk to their health and wellbeing, prosperity and way of life, especially in an emergency. The *People at Increased Risk in an Emergency: A guide for Tasmanian government and non-government community service providers* (this Guide) recognises that while everyone is at risk in an emergency, some people are at increased risk because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge and/or social connection.

This Guide promotes a shared approach to emergency planning and preparedness because everyone has a role to play to build community resilience. It is important for individuals and households to understand their own level of risk and increase their resilience by planning for an emergency. Existing relationships and everyday interactions between people at increased risk and their community service providers can be a platform for conversations about risk and emergency planning and preparedness.

This Guide provides practical strategies that can be adopted or adapted by Tasmanian government and non-government community service providers to support their clients to plan and prepare for, cope with, and recover from an emergency.

Purpose

The purpose of this Guide is to:

- Provide strategies for individuals and community service providers to work together to improve the safety and security, health and wellbeing, knowledge, and/or social connection of people who are at increased risk.
- Foster a shared approach to emergency planning and preparedness across individuals, households, and community service providers to improve the emergency resilience of people who are at increased risk.
- Reduce the impact of emergencies on people who are at increased risk.

Key Concepts

The application of this Guide is supported by the following key concepts:

Vulnerability vs. Risk

This Guide identifies that all Tasmanians at some time will face risk in an emergency, especially those who are at increased risk because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge, and/or social connection.

The term 'vulnerable people' is sometimes used to describe people at increased risk. This term is not used in this Guide because:

1. It is disempowering, evoking a sense of weakness and helplessness.
2. Being exposed to an increased level of risk does not mean a person is inherently vulnerable.
3. People living with challenging circumstances, such as a disability or chronic illness, can reduce their risk in an emergency by planning and being well prepared.
4. Risk can be transient and reduced through the application of targeted mitigation strategies.

Strengths-based Approach

The strengths-based approach identifies and builds on the capability already available to an individual or household, or more broadly within the community. It is a sustainable and inclusive way to manage emergencies, allowing everyone to participate in reducing the risks they face.

It encourages individuals, households and communities to be motivated to use their capability which can come in different forms including human strengths (e.g. skills, knowledge, experiences, and health), spiritual and social strengths (e.g. social networks, and relationships of trust), and financial strengths (e.g. income, cash savings, and adequate insurance) to prepare for emergencies.

Community service providers play an important role within a strengths-based approach to emergency planning and preparedness. Although there is no legal obligation to do so, community service providers may be able to facilitate and guide clients to identify their strengths, supports and gaps, seek solutions and make informed decisions as to how to fill those gaps.

Supporting clients to improve their resilience will also assist to reduce the impact on support agencies facing challenges in maintaining continuity of care during an emergency.

This process enables clients control of their emergency preparation and recovery. This can often be achieved by having a conversation with clients, encouraging those who are at increased risk to think about their risks and what they could do to reduce those risks.

Shared Approach to Emergency Planning and Preparedness

A shared approach recognises that successful risk management relies on all sectors of society actively taking action to prepare for, respond to, and recover from emergencies, as well as supporting people who are at increased risk to do the same.

It is important to understand that a 'shared approach' does not mean equal responsibility, or a reduction in the roles and responsibilities of emergency service organisations. Neither does it mean that government and non-government community service providers are expected to take on additional functions that are not within their resource capacity.

Planning for an emergency can mitigate the risks faced in an emergency and reduce the reliance on emergency service organisations, while increasing individual, household and community resilience.

This Guide focusses on the role that community service providers can play in a shared approach to emergency planning and preparedness for clients who are at increased risk.

For more information about a shared approach see *Appendix 1*.



How to use this Guide

This Guide is intended to support community service providers and their clients in a shared approach to emergency planning and preparedness to build individual, household and community resilience.

Community service providers across all sectors are encouraged to adopt or adapt this Guide to support their emergency management programs, initiatives, and service contingency arrangements.

The following steps will assist with the use of this Guide.

Step 1:

Consider the Principles
– see *page 9*

Step 2:

Determine the Emergency Risk Profile
– see *page 10*

Step 3:

Develop the Strategies
– see *page 14*

Step 4:

Discuss and Apply
– see *page 15*

Step 1 Consider the Principles

This step introduces the principles of Engage, Enable, Enhance and Evaluate, which underpin the application of this Guide and shape the development of strategies to support your clients who are at increased risk. These principles acknowledge, identify and build on the capability already available to your clients.

Principles

Engage – *have a conversation with clients about their emergency planning and preparedness and the role and responsibility they have for their personal safety*

Listen to and understand the emergency needs, expectations and capabilities of your clients. Communicate the role and responsibility they have to increase their own emergency preparedness and make recommendations that are considerate of their personal choices/decisions and privacy.

Enable – *encourage clients to think about what they can do for themselves*

Empower your clients to improve their own emergency preparedness by drawing on their existing capability and capacity.

Enhance – *encourage clients to think about who they connect with regularly*

Create opportunity for community participation in emergency planning and preparedness by recognising existing networks and partnerships to connect with and support people who are at increased risk in an emergency.

Evaluate – *review procedures and outcomes*

Establish measures outlining clear responsibilities and transparent reporting and develop mechanisms that continue to engage with communities on priorities and actions while gathering community feedback.

Step 2 Determine the Emergency Risk Profile

This step aims to help identify clients who are at increased risk in an emergency by considering the factors that determine their emergency risk profile.

This Guide defines 'people at increased risk in an emergency' as:

People who find preparing for, responding to or recovering from an emergency challenging because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge, and/or social connection.

Although anyone can become at risk at any time, clients, for example, who are experiencing challenging circumstances may need additional support to prepare for, respond to or recover from an emergency. An emergency can also disrupt vital support networks that your clients may rely on, further increasing the likelihood of impact by the emergency.

Similarly, clients not normally impacted can find themselves at risk because of their proximity to or the nature of an emergency, or because of a lack of information or understanding of hazard or emergency warnings, combined with no or limited planning and preparation for an emergency.

In other words, risk is not determined by a single factor. Several factors must be considered to determine a client's level of risk (or their emergency risk profile) and the strategies required to support them.

For an *Emergency Risk Self-Assessment Tool for Individuals*, see Appendix 2.

To determine a client's emergency risk profile, the following needs to be considered:

1. Susceptibility Factors
2. Protective Factors
3. Resilience Category

Susceptibility Factors

Susceptibility Factors are conditions that increase the sensitivity to, and reduce the adaptive capacity of a client to plan and prepare for, respond to or recovery from an emergency. These include:

- Reduced health and wellbeing
- Reduced safety and security
- Social, physical or geographic isolation
- Limited mobility
- Low understanding of risks/warnings
- Low English language comprehension and/or low literacy levels
- Previous traumatic experiences
- Limited financial resources, including financial stress

Protective Factors

Susceptibility Factors can be off-set by Protective Factors to reduce the risk of the client in an emergency. These include:

- Good safety and security
- Good health and wellbeing
- Strong knowledge
- Strong social connection

Resilience Category

The interaction between Susceptibility Factors and Protective Factors determines a client's Resilience Category, as defined below:

Resilience Category 1 (Able): A client who is independently capable of undertaking their own emergency preparedness planning.

Resilience Category 2 (Guided): A client who may be at risk but has the capacity to identify and access appropriate support.

Resilience Category 3 (Assisted): A client who is at increased risk but is already receiving support from a community service provider enabling them to undertake emergency preparedness planning to suit their individual circumstances/needs.

Resilience Category 4 (Reliant): A client needing significant support to develop an emergency preparedness plan and/or is likely to require assistance to activate that plan. These clients may also be unable to self-identify emergency risks and/or access appropriate support on their own.

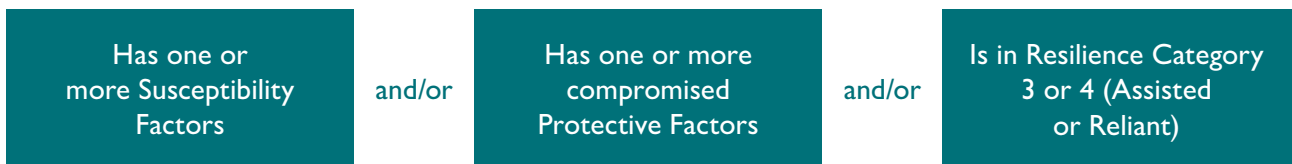
The Relationship between Susceptibility and Protective Factors, Resilience Category, and Emergency Risk Profile

To determine a client's emergency risk profile, consider:

1. What increases a client's risk (i.e. Susceptibility Factors)?
2. What reduces a client's risk (i.e. Protective Factors)?

3. How much support does the client at risk need (i.e. Resilience Category)?

Therefore, a client at increased risk in an emergency is typically someone who:



The graphic below represents the relationship between susceptibility and protective factors, resilience category, and emergency risk profile:

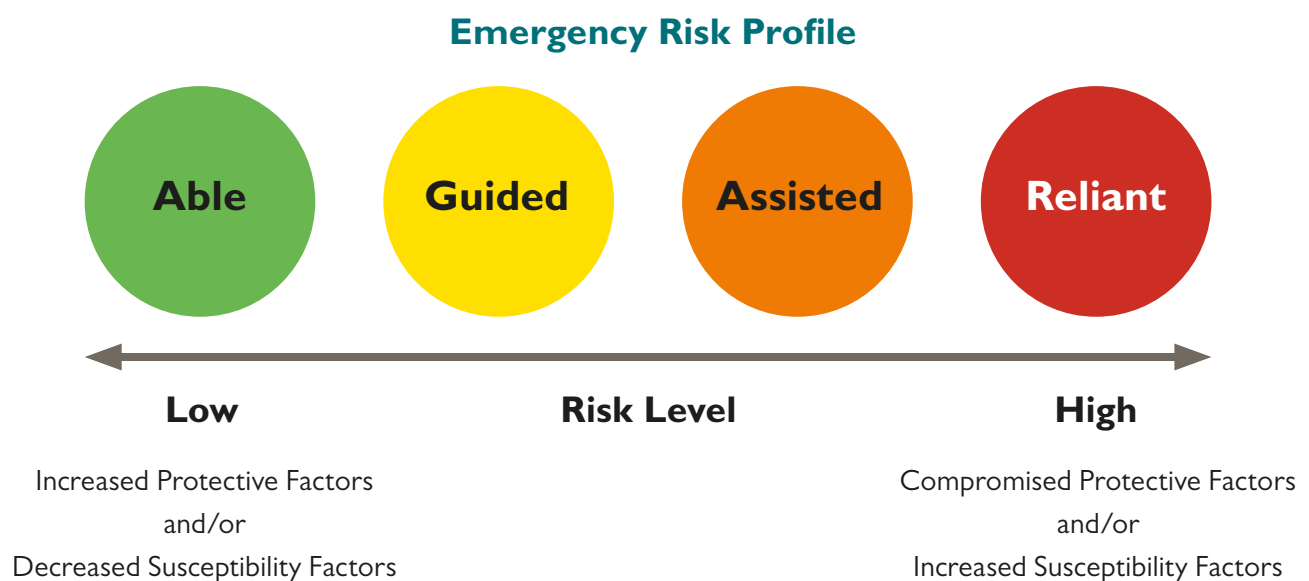


Table 1 below provides a guide to identify clients who are at increased risk in an emergency

Susceptibility Factors (for example)	
<i>Proximity to event</i>	Clients living, working in and/or travelling through an impacted area.
<i>Low level of understanding of warnings/risks and/or of the local context/risk factors</i>	Clients who have impaired judgement and/or cognitive ability, limited understanding of advice messaging and/or speak a language other than English and/or low English language comprehension and/or low literacy levels, tourists, new residents to Tasmania, refugees, overseas/temporary workers and visiting students.
<i>Insecure housing</i>	Clients living in tents, caravans, vehicles, living rough and/or homeless.
<i>Limited financial resources</i>	Clients reliant on pensions and benefits, low income workers, those with inadequate insurance, or experiencing financial stress, those who have their finances controlled by others.
<i>Reduced health and wellbeing</i>	Clients living with chronic conditions, mental illness, ageing-in-place at home and/or reliant on community care.
<i>Limited mobility</i>	Clients with a disability, injury and/or impaired mobility.
<i>Reliant on/difficulty accessing support/medical services/medication/equipment</i>	Clients living with chronic conditions and/or disabilities who would have difficulty managing their condition/disability if access to support/medical services/medication/equipment was disrupted.
<i>Reduced or no access to transport, vital supplies</i>	Clients who are without private transport or who are reliant on public transport.
<i>Socially, physically or geographically isolated</i>	Older clients, those living with health and cognitive conditions, those experiencing homelessness, those living and working in remote locations.
<i>Religious and/or cultural beliefs that conflict with emergency advice</i>	Clients whose religious and/or cultural beliefs and/or practices forbid/restrict activities on religiously significant days and/or conflict with authority advice e.g. sheltering in an evacuation centre with limited privacy.
<i>Communication difficulties</i>	Clients with hearing and/or sight impairment, who have low English language comprehension and/or low literacy levels, those with limited access and/or abilities using computers, mobile phones and internet.
<i>Harassment and/or social exclusion</i>	Clients who feel socially excluded or who have difficulty or feel unsafe interacting with people.
<i>Reduced safety and security</i>	Clients who feel unsafe because their physical and/or mental safety has been reduced e.g. people experiencing domestic and family violence and/or impacted by loss or injury.
<i>Previous traumatic experiences</i>	Clients who have previously experienced a traumatic event or emergency.

Table 1 continued

<i>Protective Factors (for example)</i>	
<i>Good safety and security</i>	Including a client's living situation, financial capacity, and personal safety and security.
<i>Good health and wellbeing</i>	Including a client's mental and physical health and/or psychological coping ability.
<i>Strong knowledge</i>	Including a client's: <ul style="list-style-type: none"> • ability to access, understand and act upon information, individually or collectively as a member of the community, • understanding of the local risks, mitigation strategies, and emergency management strategies, and • knowledge, skills and previous emergency experience.
<i>Strong social connection</i>	Including a client's support from family, friends, neighbours, and support networks.

<i>Resilience Category</i>	
<i>Able</i>	A client who is independently capable of undertaking their own emergency preparedness planning.
<i>Guided</i>	A client who may be at risk but has the capacity to identify and access appropriate support.
<i>Assisted</i>	A client who is at risk but is already receiving support from a community service provider enabling them to undertake emergency preparedness planning to suit their individual circumstances/needs.
<i>Reliant</i>	A client needing significant support to develop an emergency preparedness plan and/or is likely to require assistance to activate that plan. These clients may also be unable to self-identify emergency risks and/or access appropriate support on their own.

Adapted from *People with Vulnerabilities in Disasters: A Framework for an Effective Local Response*, Queensland Government 2016; and *Vulnerable People in Emergencies Policy*, Victorian Government 2018.

Step 3 Develop the Strategies

Step 3 builds on Steps 1 and 2 by providing community service providers with suggested strategies that can be adopted or adapted to support their clients in an emergency. Strategies are categorised under the principles of Engage, Enable, Enhance and Evaluate.

Engage	Enable	Enhance	Evaluate
<p><i>Have a conversation with clients about their emergency planning and preparedness and the role and responsibility they have for their personal safety</i></p> <p>Listen to and understand the emergency needs, expectations and capabilities of your clients. Communicate the role and responsibility they have to increase their own emergency preparedness and make recommendations that are considerate of their personal choices/decisions and privacy.</p>	<p><i>Encourage clients to think about what they can do for themselves</i></p> <p>Empower your clients to improve their own emergency preparedness by drawing on their existing capability.</p>	<p><i>Encourage clients to think about who they connect with regularly</i></p> <p>Create opportunity for community participation in emergency planning and preparedness by recognising existing networks and partnerships to connect with and support people who are at increased risk in an emergency.</p>	<p><i>Review procedures and outcomes</i></p> <p>Establish measures outlining clear responsibilities and transparent reporting and develop mechanisms that continue to engage with communities on priorities and actions while gathering community feedback.</p>
<p>Strategies for government and non-government community service providers to consider include:</p> <ol style="list-style-type: none"> 1. Encouraging clients to consider and identify their risks in an emergency. 2. Emergency planning and preparedness that is tailored to the client's situation, capabilities, language and communication approaches. 3. Emergency planning and preparedness activities and decision-making that includes the participation of clients and their advocates. 4. Incorporating emergency planning and preparedness conversations with clients into regular services or programs. 	<p>Strategies for government and non-government community service providers to consider include:</p> <ol style="list-style-type: none"> 1. Emergency planning and preparedness activities with clients that identify and assess their susceptibility and protective factors to build on their capability. 2. Incorporating emergency planning and preparedness and resilience as part of their core business with clients and customers. 3. Accessing emergency management training and skill development and be passing it to their clients on a regular basis. 4. Incentives for community service providers to use existing tools and find opportunities to showcase organisations that are taking positive action. 	<p>Strategies for government and non-government community service providers to consider include:</p> <ol style="list-style-type: none"> 1. Emergency planning and preparedness activities that includes bringing people, organisations, businesses, community groups and government authorities together to understand risks, collective strengths, limitations, available resources and gaps that need to be addressed. 2. The use of organisational databases that identify community partners who are aware of and/or can identify people at increased risk. Ensure these community partners are included in whole-of-community emergency planning and preparedness activities. 3. People making local connections and consider how they could support others who may need help in an emergency. 4. Sharing information, resources, knowledge and experiences between emergency service organisations and government and non-government community service providers, including complimentary messaging. 	<p>Strategies for government and non-government community service providers to consider include:</p> <ol style="list-style-type: none"> 1. Agencies working with clients to establish milestones and indicators related to relationship building, trust, and emergency management planning within their capabilities. 2. Collaborating and engaging with others in your sector to share knowledge, experiences, outcomes and barriers to ensure best practice during reviews and evaluations. 3. Engaging with the community to establish the effectiveness and practicalities of existing emergency planning and preparedness activities. 4. Reviewing roles and responsibilities of organisations who provide services to people at increased risk, and evaluating the actions undertaken before, during and after an emergency to ensure the safety and security, and health and wellbeing of their clients.

Step 4 Discuss and Apply

Step 4 builds on Steps 1, 2 and 3 and is about discussing emergency planning and preparedness with clients and applying the outcomes of steps 2 and 3 to support them. The following information aims to assist community service providers to encourage their clients to consider their emergency risk profile, planning and preparedness.

Example Questions for Community Service Providers

Community service providers play a vital role in building client resilience. By having a conversation with clients about emergency planning and preparedness, community service providers can encourage clients to consider their emergency risk profile, and to start thinking about what they can do to increase their protective factors.

Below are four example questions that can be used to start a conversation about a client's protective factors. Please consider the purpose of each question and use language that engages the client. The questions are intended as a guide only and are supported by the *Emergency Risk Self-Assessment Tool for Individuals* (Appendix 2).

Example Questions	Purpose of Question
<i>If there was an emergency, and you had to leave your home, what would you do, where would you go, and what would you take?</i>	This starts a conversation with the client about the Protective Factor knowledge .
<i>Do you know how you would get to a safer place?</i>	This question starts a conversation with the client about the Protective Factor safety and security .
<i>Do you have family, friends or neighbours nearby who you could call for help?</i>	This question starts a conversation with the client about the Protective Factor social connection .
<i>If you needed food, water or medication, would you be able to arrange/afford that?</i>	This question starts a conversation with the client about the Protective Factor health and wellbeing .

For a toolkit to assist with working with people at increased risk visit www.collaborating4inclusion.org/¹

¹ Villeneuve, M., Sterman, J., & Llewellyn, G.L. (2018). *Person-Centred Emergency Preparedness: A process tool and framework for enabling disaster preparedness with people with chronic health conditions and disability*. Centre for Disability, Research and Policy, University of Sydney, NSW 2006.

Appendix I – A Shared Approach to Supporting People who are at Increased Risk

Sector	Can include (for example)	Emergency Planning and Preparedness Activities (for example)*
Community service providers <ul style="list-style-type: none"> • Government • Non-government • Not-for-profit • Private sector 	<ul style="list-style-type: none"> • Client focused support services (e.g. counselling, youth, aged care, drug and alcohol advisory, rehab, disability) • Volunteer organisations • Service Clubs (e.g. Rotary, Lions, and Probus) • Community groups (e.g. senior citizens organisations, Neighbourhood Houses/ Community Centres, special interest groups, and sporting groups) • General Practitioners • Community Pharmacies 	<ul style="list-style-type: none"> • Ensure plans are in place to continue service delivery during an emergency. • Ensure disaster risk reduction principles are embedded in to service delivery guidelines. • Tailor programs to ensure the capability of people at increased risk in an emergency is maintained during an emergency. • Work with other organisations that support people at increased risk in an emergency.
Commonwealth, state and local government	<ul style="list-style-type: none"> • Australian Government • Tasmanian State Government including: <ul style="list-style-type: none"> Department of Police, Fire and Emergency Management Department of Health Department of Communities Tasmania Department of State Growth Department of Primary Industries, Parks, Water and Environment Department of Education • Local Councils 	<ul style="list-style-type: none"> • Develop and implement emergency management legislation, regulations, policy, plans, procedures, systems, structures, frameworks and guides for emergency planning, preparation, response and recovery. • Ensure disaster risk reduction principles are embedded into service delivery guidelines. • Provide resources and facilities to manage emergencies in municipal areas. • Consider the needs of people at increased risk in an emergency. • Coordinate support services for people at increased risk in an emergency.
Emergency service organisations	<ul style="list-style-type: none"> • Tasmania Police • Tasmania Fire Service • State Emergency Service • Ambulance Tasmania 	<ul style="list-style-type: none"> • Undertake hazard risk assessments and planning. • Develop risk management activities and risk treatments, controls and mitigation strategies. • Engage with local authorities, individuals, households and communities to raise awareness and develop local strategies. • Coordinate emergency response. • Provide leadership and advice.
Businesses/organisations	<ul style="list-style-type: none"> • Employers including those who employ transient/seasonal workers/back packers and intrastate, interstate and/or overseas contractors • Tourism operators 	<ul style="list-style-type: none"> • Undertake hazard risk assessments and planning • Develop and implement emergency management plans • Ensure employees/clients/customers understand warning/risk/hazard messaging
Individuals and households	<ul style="list-style-type: none"> • Individuals and households 	<ul style="list-style-type: none"> • Take responsibility for the safety of self, family and pets. • Check up on neighbours, friends, members of clubs or organisations you belong to and people at increased risk in an emergency you may know. • Be aware of self-capacity and ask for advice or help if/when needed.

Adapted from *People at Risk in Emergencies Framework for South Australia*, Australian Red Cross 2017

*Activities vary between agencies. For more information see the Tasmanian Emergency Management Arrangements available at www.ses.tas.gov.au.

Appendix 2 – Emergency Risk Self-Assessment Tool for Individuals

Tick	Check whether you would be at risk in an emergency	Check where to find more information or ask for advice or help
	<i>I am not sure if my area is prone to hazards and what they might be.</i>	Visit www.tasalert.com/riskready
	<i>I live in an area that is prone to hazards (e.g. bushfire or flood).</i>	Websites: <ul style="list-style-type: none"> • TasALERT: www.tasalert.com • SES: www.ses.tas.gov.au • Tasmania Fire Service: www.fire.tas.gov.au www.bushfirereadyneighbourhoods.tas.gov.au • Tasmania Police: www.police.tas.gov.au • Australian Red Cross: www.redcross.org.au/campaigns/prepare • TasNetworks (power outages): www.tasnetworks.com.au/prepare • NBN connections: www.nbnco.com.au/learn/what-happens-in-a-power-blackout • Your local council Apps: <ul style="list-style-type: none"> • Get Prepared • First Aid-Australian Red Cross • Emergency+
	<i>I often work or travel in an area that is prone to hazards (e.g. bushfire or flood).</i>	
	<i>I would not know what to do in an emergency.</i>	
	<i>I rely on electricity for medical equipment at home (e.g. oxygen)</i>	<ul style="list-style-type: none"> • TasNetworks: www.tasnetworks.com.au/prepare
	<i>I do not live in a permanent home (e.g. you may be living in a caravan, tent, vehicle, living rough or be homeless).</i>	<ul style="list-style-type: none"> • Family, friends, neighbours, and/or support worker • Salvation Army: www.salvationarmy.org.au • Anglicare: www.anglicare-tas.org.au • Good Shepherd Microfinance: www.goodshepherdmicrofinance.org.au
	<i>I have little or no savings and/or low income, have difficulty affording insurance, transport, vital supplies (e.g. food, water, medication), and/or phone or internet connection.</i>	If you are receiving support from a community-based agency or a volunteer organisation (e.g. counsellor, social worker) ask them for advice or help.
	<i>I have poor health, a disability, an injury, impaired hearing and/or eye sight, difficulty walking.</i>	<ul style="list-style-type: none"> • Doctor • Local pharmacist • Community health care staff • Salvation Army: www.salvationarmy.org.au • Anglicare: www.anglicare-tas.org.au If you are receiving support from a community-based agency or a volunteer organisation (e.g. counsellor, social worker) ask them for advice or help.
	<i>I experience a difficult home life.</i>	
	<i>I feel socially excluded and/or I am not comfortable interacting with other people.</i>	
	<i>I live in an isolated area, alone and/or do not have family, friends or neighbours who can help.</i>	
	<i>I am not sure how to find or access support services, medical assistance, aids, medication and/or equipment.</i>	
	<i>I have religious beliefs and/or practices that prevent me from following safety advice, especially on religiously significant days.</i>	Discuss with members of your religion. Together develop a plan to keep yourself and others safe.
	<i>I have a pet and/or animals to care for.</i>	Contact your local council for advice or help.
	<i>I care for an infant/s, child/children, an older person, a person with a disability and/or chronic health condition.</i>	<ul style="list-style-type: none"> • TasALERT: http://alert.tas.gov.au/resources If you are receiving support from a community-based agency or a volunteer organisation (e.g. counsellor, social worker, child health nurse) ask them for advice or help.

Translating and Interpreting Service assistance can be found at www.tisnational.gov.au



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