

**GUIDELINES FOR SERVICE PROVIDERS  
WHEN RECOMMENDING REFERRAL TO  
EMERGENCY SERVICES AT RISK REGISTER**

The “Emergency Services At Risk Register” is an initiative of the Macarthur Home & Community Care Development Project and Campbelltown and Camden Police. The register came about due to many services concerns regarding their clients who were housebound during the bushfires experienced in 2002.

The register will be kept by local Police Stations. The only time the information on the register will be used will be in an emergency or evacuation situation. These situations will be determined by the Police Emergency Procedures but may include:

- Evacuating due to a bushfire
- Evacuating due to gas leak, chemical spill etc
- Warning people of dangerous criminal in the area
- Evacuating due to terrorist or other attack

The register enables the client to select two options:

1. Can evacuate unassisted if given early warning. At least

30                      45                      60                      minutes needed

2. Cannot evacuate without assistance

Medical equipment                      yes/no

**Services must realise that for this register to be effective we must ensure that only those clients who have no way of leaving their homes unassisted are entered on the register. If the register becomes too large the emergency service personnel will not be able to reach everyone. Please consider this before you are referred to the register.**

When determining if the client could self evacuate it is important to use the following prompts as an indication.

People in Town

- “Can the client/carer get themselves to the footpath in front of their home?” If the client/carer can do this unassisted there is no need to be registered as in an evacuation situation there will be emergency personnel patrolling the area to assist people.

People in Rural Areas

- “Can the client get themselves to the nearest town/village” If the client can do this unassisted there is no need to be registered as in an

evacuation situation there will be emergency personnel patrolling the towns/villages to assist people.

**Note: If person usually had a carer who can assist - DO NOT enter them on the register for "just in case carer is out" situations.** This would mean many people would be entered and the register would become useless. For these clients we must assume that if there was an emergency the carer would return to the home or advise the emergency services that their loved one needed assistance.

### How to make a referral to the Emergency At Risk Register

1. Provide information to regarding the register when initial assessment/reassessment is done and when the client has been assessed as being housebound.
2. Assist the client to explore their own options for evacuation *BEFORE* referring to the register (*REMEMBER THE MORE PEOPLE ON THE REGISTER THE LESS EFFECTIVE IT WILL BE*)
3. Complete the attached Registration Form
4. Have client sign the Registration Form
5. Take the client through the "Client Information Sheet" completing the sheet as you go.
6. Ensure the client understands that it is vital for them to contact you if their details change and that you will advise the Police – *CLIENTS SHOULD NOT CONTACT POLICE DIRECTLY REGARDING THE REGISTER*
7. Advise the client you will inform any other services they are receiving that they have been placed on the Register.
8. If the client has a “case manager” it may be more appropriate for that service to be the contact. Services should communicate with each other and the client to determine which service is most appropriate.
9. If possible – when returning to your office complete an email version of the form. If unable to email fax's may be used. Forms should be sent to:

**Macquarie Fields:** covers the following suburbs - Denham Court, Glenfield, Macquarie Fields, Long Point, Ingleburn, Minto Heights, Minto, Bow Bowing, St. Andrews, Raby, Varroville, Kearns, Eschol Park, Eagle Vale, Claymore, Blairmont  
Kevin Carder on [card1kev@police.nsw.gov.au](mailto:card1kev@police.nsw.gov.au) or on fax at 02 9605 0419

**Campbelltown:** covers all other suburbs in Campbelltown Local Government Area  
Neil Hurst on [hurs1nei@police.nsw.gov.au](mailto:hurs1nei@police.nsw.gov.au) or fax it to Neil on 46201198

**Camden**: covers Camden, Wollondilly (excluding Warragamba & Silverdale) & Wingecarribee Local Government Area's  
Chris Millman on [mill1chr@police.nsw.gov.au](mailto:mill1chr@police.nsw.gov.au) or fax it to Chris on 02 46 550522

**St. Marys**: covers Warragamba & Silverdale  
David Sommerville on [somm1dav@police.nsw.gov.au](mailto:somm1dav@police.nsw.gov.au) or fax it to David on 02 47 742906

10. Keep the signed client copy in your own Emergency At Risk Register file.
11. Acknowledgement of receipt will be done by email or fax cover sheet attached to this package.
12. Mark the clients file in some way to flag that they are a "Registered Client" (eg. Red dot)

#### Changes to Your Policy Manual which may be appropriate

1. Your "Client Assessment/Reassessment Policy" should refer to the Emergency At Risk Register.
2. You should create a Procedure for use of the Register (this could be based upon this document)

Note: This process can become part of the areas "Client Information and Referral Record Protocols" should services approve its inclusion at the next review.

The Police are governed by Privacy Legislation and will only release client information to other emergency service's as they deem necessary. Police Intranet can only be accessed authorised people with a current password to authorised personnel after acknowledging the following displayed caveat:

"You are forbidden to communicate this information to anyone outside the NSW Police unless you have authority to do so. Personal information, as defined in the Privacy and Personal Information Protection Act 1998, is only to be used in accordance with the Act and NOT for an administrative or educational purpose"