



7 March 2025

Weather Event Client Support

Purpose

The purpose of this bulletin is to provide tips for Endeavour Foundation employees to ensure our home, community and work teams are aware of and have access to client support strategies for the current weather event.

Summary

Preparation

- Provide individual torches to clients for personal lighting control during blackouts
- Ensure access to information via radio (preferably ABC) either for individual clients or with staff supervision
- Prepare charged battery packs for iPads and electronic devices
- Download entertainment options in advance (TV shows, movies, audiobooks, games)
- Have medical folders and medications readily accessible
- Review Positive Behaviour Support Plans (PBSP) before shifts and consult Home Site Supervisor (HSS) with any questions
- Monitor the Emergency Dashboard while network connectivity remains available

Emotional Support Strategies

- Build trust through consistent, calm, and understanding interactions
- Validate client emotions ("I understand you're feeling scared right now, and that's okay")
- Offer appropriate physical comfort based on client preferences and staff boundaries (hugs, high fives, side hugs, handholding)
- Provide comfort items (pillows, blankets, soft toys), especially during relocation to safer areas
- Supply noise-reduction tools (headphones, earplugs) to minimise storm-related stress
- Ensure sensory regulation items are available (playdough or other tactile materials)

Distraction Techniques

- Implement structured activities (puzzles, colouring pages)
- Facilitate simple interactive games (card games, "I Spy")
- Organize group activities when appropriate (sing-alongs, talent shows)
- Consider extended entertainment options for post-storm power outages

Safety Protocols

- Remain vigilant during the storm's "eye" as conditions may deteriorate again
- Conserve torch batteries during daylight hours
- Implement emergency restrictive practices when necessary for client safety (documentation required afterward)
- Prioritize client safety over standard restrictive practice protocols during emergency conditions

Prepared by: **Carlie Lidstone**

Contact: **Teams**

Approved by: **Kate Martin**

Contact: **Teams**



Pre-evacuation planning

- Remain up to date with current weather warnings (preferably ABC) - be prepared to leave at any time, as instructed by emergency services
- Have medical folders and medications readily accessible and in waterproof bags if possible
- Have comfort items (pillows, blankets, soft toys) readily accessible and in waterproof bags if possible
- Have a daypack with a change of clothes, continence aids, toiletries and any personal meaningful items (e.g. photos) relevant to the person we are supporting
- All clients must be wearing appropriate footwear in preparation for leaving the home
- Provide clear evacuation instructions in multiple formats to suit the communication needs of the people we are supporting
- If possible, try and simplify the emergency instructions being provided to assist our clients' understanding of what is happening (e.g. if the instruction is "move to higher ground immediately", we would say "it is time for us to move away from the water")
- Ensure you are regularly undertaking a headcount of the people we are supporting and encouraging your co-workers to do the same
- Make sure devices to help individuals with sensory and/or communication needs are available during an evacuation
- Ensure wheelchairs are accessible, and know where a backup wheelchair is, if one is available
- If there is an emergent situation which requires you to assist a client with their mobility and appropriate equipment is not available, consider alternate aids such as commode chairs
- Implement emergency restrictive practices when necessary for client safety (documentation required afterward)
- Prioritize client safety over standard restrictive practice protocols during emergency conditions and evacuations
- Remain in contact your local manager and/or the on-call manager to keep them up to date regarding any emergencies and/or unplanned evacuations

Staff efforts during this challenging period are recognised and deeply appreciated.

Further assistance

Please contact the Complex Support Team at ComplexSupport@endeavour.com.au for any advice or further information regarding the content of this Practice Bulletin.

<i>Prepared by: Carlie Lidstone</i>	<i>Contact: Teams</i>
<i>Approved by: Kate Martin</i>	<i>Contact: Teams</i>