



# Continuity of Support

Karakan's services are designed to ensure all our clients have access to timely and appropriate support without interruption. Whenever changes or interruptions are unavoidable, we will consult with you to make alternative arrangements which are appropriate to your support needs, preferences, and goals.

We acknowledge the impact that community wide emergencies and disasters e.g., flooding, bushfire, pandemic can have on many of our clients. We understand and appreciate these types of events can be extremely stressful.

We are committed to ensuring measures are in place to enable continuity of support/ service that is critical to your safety, health, and wellbeing before, during and after an emergency or disaster. These measures include:

- preparing for and responding to the emergency or disaster,
- making changes to your supports,
- adapting and rapidly responding to changes to your supports and to other interruptions, and
- communicating changes to your supports to you and your support network.

As part of your intake, we will develop an individualised Client Emergency/Disaster Management Plan in consultation with you. This is an important step in making sure our service provision is and will remain as responsive to your needs as possible. We will review this plan with you annually at minimum, or whenever your relevant circumstances change.

In the event of a disaster/emergency:

- We will gather relevant information about the event to ensure we understand the impacts of the event, and collate resources such as contact points and available evacuation centre locations
- We will contact you to discuss the potential impact of the event on your safety, health, wellbeing, and support arrangements
- We will review and plan adjustments to services based on the current information we have about your circumstances in relation to the event
- Throughout the event, we will consult with you about any adjustments that may be needed to deliver your supports. For example, adjustments to shift rostering, types of supports and alternative modes of service delivery.

We will also communicate with you about when, and how usual service will be restored after the event.

Also refer to the *Emergency Contacts and Information* resource on our website.