

**ACT! A Collaborative Toolkit for Emergency Services and Home Support Providers**

Supporting high risk populations in emergency preparedness and helping build resilience through community actions

**Outline of project**

Our project involves the development of a toolkit to assist home support providers empower older people to make decisions about preparing for emergencies such as fires, storms, heatwaves and floods. It builds on older people’s knowledge of local risks, initiating and supporting individual discussions around what they can do to prepare, providing concise, practical information and linking in appropriate supports, when required.

It also builds the capacity of home support providers to train their staff and volunteers on how to discuss emergency preparedness with clients and make referrals to emergency services for assistance.

The toolkit and resources have been developed and piloted in six sites across NSW (covering coastal, inland, regional and city areas). The final resources have been updated and evaluated, based on feedback we received from pilot sites. The final toolkit is freely available to all home support providers and other interested organisations to assist them talk with older people about emergency preparedness.

**Our partners**

This project has been developed as a partnership between key emergency services, other experts in the field and Meals On Wheels (MOW) NSW. It was initiated in response to an over-representation of socially isolated people (aged 65 and over) dying in residential fires but was broadened to ensure an all hazards approach.

This partnership leverages on the strengths of member organisations. Existing MOW and other home support providers have strong existing relationships with older adults who may be at risk. Emergency services have existing resources and programs to assist older at-risk adults with emergency preparedness.



**Toolkit elements**

The ACT! Toolkit consists of the following elements:

- **Home Visiting Emergency Readiness Discussion Tool and APP** – these provide a step-by-step process for home support providers to use when discussing emergency preparedness with their clients, including providing information and referral pathways to emergency services.
- **Leave-behind client resources** – these resources are based on Resilience NSW’s *Get Ready* messaging - see below. They include fact sheets, checklists, a fridge magnet, flyers and a client resource folder.
- **Online training tool** – this easy-to-use resource provides online training to staff and volunteers on how to use the toolkit. See online tool [here](#). There is also a face-to-face session guide and list of trainers who can provide training in various regions across NSW.
- An Implementation Guide, a testhorn to test smoke alarms and more!



**Key Get Ready messages**

Individual client resources have been developed to help older people think about what they need to do to prepare for emergencies. The key messages on emergency preparedness include the following:

- Know your risk
- Plan now for what you will do
- Get your home ready
- Be aware
- Look out for each other

We are delighted to share this toolkit with communities across NSW!



**For more information, please email:**  
[Emergencyprep@nswmealsonwheels.org.au](mailto:Emergencyprep@nswmealsonwheels.org.au)  
**Website:** <https://nswmealsonwheels.org.au/ACT>