



Disability SA

After Hours Emergency Support Guideline

1 Intent

This Guideline provides instruction to Disability Community Services staff and non government services/agencies on how to manage an emergency situation that has arisen out of office hours, in circumstances where services/agencies are already providing support to a Disability SA client and additional support, not part of the existing Client Service Orders, are required.

It also provides the opportunity to monitor and inform Disability SA of out of hours emergency responses being provided in an efficient manner which places the needs of the client first.

2 Definitions

An emergency is a situation that is unforeseen and requires an immediate response* to circumstances including:

- acute short-term illness of client/carer
- seizure/injury (e.g. falls)
- adverse reaction to extreme weather conditions
- continence

In most instances, an emergency response should not take more than two hours.

*In the event of fire, break-in or any incident requiring community emergency services, the first contact should be to the Police, Ambulance or Fire service by phoning 000.

3 Detail

3.1 In the event of an emergency relating to existing clients, the service provider should respond and provide the service/support required to keep the client safe in accordance with their organisational guidelines.

3.2 Request for Payment

- Service provider completes the *Agency Request for Approval of After Hours Emergency Support Form* and emails it to DHSDisabilitySAInfo@sa.gov.au within 1 business day of the incident.
- Disability SA will review the *Agency Request for Payment of After Hours Emergency Support Form* and seek further information from the service provider if required.
- DHS will endeavour to process the payment within normal processing timeframes.

4 Reference Documents and Links

Agency Request for Payment of After Hours Emergency Support Form