

Scenario Planning Tool – Health Event

A. Choose a disruptive disaster scenario

e.g. measles, flu, Novel coronavirus (COVID-19), other health events

B. Record what action you would take at the specified time period for each circle

e.g. risk assessment, working remotely, staff updates, media release, client communication

C. Record what organisational procedures need to be considered for each circle

e.g. notification of impact on service delivery, staff and volunteer roster

D. Identify the key decision-making points for each circle

e.g. delivering services, all staff working remotely, special working arrangements



Consider the needs of **people** including:

- Workers and volunteers
- Service users/clients and their support networks
- Local stakeholders
- Other community organisations
- Health system
- Community Fabric

I.e. Will they be able to access the workplace?

Will services be affected?

How to keep them well, what if they get sick?

What is the impact on individual, family and community?

How do we manage social isolation?

How do we communicate?

Consider the needs of **environments** including:

- Buildings
- Cars
- Service users'/clients' homes
- Working from home arrangements/risk assessments

I.e. How do we contain this outbreak, infection control measures/minimise transmission?

How do we respond to infections?

What hygiene standards/protocols need to be in place?

Consider the needs emerging; **how would your organisation deliver services** including:

- In office i.e. teleconferencing
- In public spaces
- One on one or group
- Therapeutic, support or practical living
- In partnership with others
- Homes
- Telechecks

I.e. Will you still deliver services?

Is there a modified service delivery model you can implement?

How can you empower service users/clients to manage their own risk of exposure?

What are the risks when imposing change?

What are the opportunities?