

RISK ALERT #5

Outbreak Management A CEO's Real-time Experience



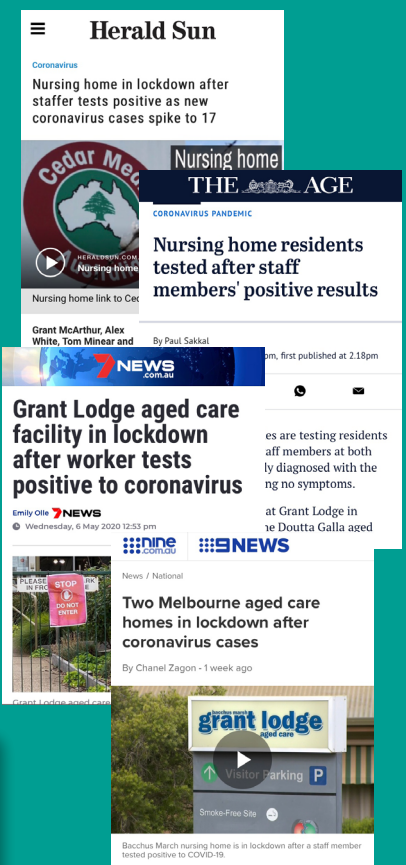
*"All our plans had been based on 40% staff loss...
and we lost 75%!"*

Business as usual in the most unusual and uncertain of circumstances requires responsive, steady and visionary leadership. Collectively, care organisations in Australia have led a remarkable response to the pandemic; strongly safeguarding and protecting lives of vulnerable people in a way incomparable with other advanced economies around the world. However sustaining this effort will be challenging and in fact other unintended risks may rise.

The value of effective risk management frameworks (and clinical governance frameworks) have been well demonstrated throughout this pandemic:

- Organisations that have invested in continuously improving and embedding their risk capabilities will govern with more confidence through the crisis and be more likely to recover well after it.
- The very nature of the virus has shown that despite efforts to manage risk as low as reasonably possible, transmission can silently commence with little warning and spread rapidly. The risk of a Covid-19 outbreak remains real for residential and community care providers and the consequences of such an event can be devastating.
- For many CEOs and their teams, that fearful moment of receiving THAT phone call advising of a positive Covid-19 result, forms part of these very uncertain and complex times care organisations now operate in.

This Risk Alert shares the experience of Belinda Scott CEO of Grant Lodge Aged Care. Belinda received THAT call and shares her organisation's response, providing key messages of advice and support to other CEOs and senior managers on risk-based planning, prevention and recovery.



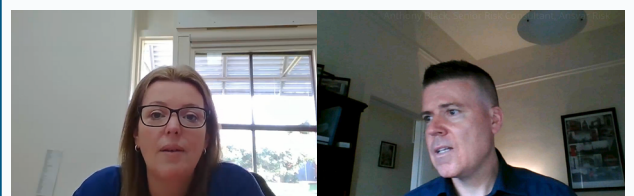
"I think the thing that went really well was the communication with families and the openness"

"To the CEOs who have spent the time watching this, if you need assistance or support I'm happy to share our tools and resources and take your call"

"We've taken a risk based approach to everything that's arisen"

INTERVIEW

To view the full interview with Grant Lodge Aged Care's CEO, Belinda Scott on their experience with Covid-19 click [here](#).



CEO, Belinda Scott (left) and Senior Risk Consultant - National Care Practice Leader, Anthony Black (right).

PREVIOUS RISK ALERTS

Risk Alert #1

RISK ALERT #1
Considerations & Information
Pandemic Risk

Good Governance & Risk Management

Background

How does Insurance respond to a Pandemic?

Risk Alert #2

RISK ALERT #2
Pandemic Management
3 Actions to Support Clients

Brokers Play a Vital Role

1. Ensure a Pandemic Management Plan is in place

Risk Alert #3

RISK ALERT #3
Important Aged Care
Guidance for Brokers

Important Aged Care Facility Pandemic Management Plans

Important Inclusions for Aged Care Pandemic Management Plans

Risk Alert #4

RISK ALERT #4
Unoccupied Properties

Risk managing vacant properties throughout the pandemic

THIS DOCUMENT PROVIDES GENERAL RISK MITIGATION RECOMMENDATIONS

To download the Risk Alerts, please click [here](#).

Contact

Please contact Ansvr Insurance on 1300 650 540 or insure@ansvar.com.au regarding insurance coverage, claims support and advice. If you have any specific Risk Management queries please contact Ansvr Risk, see below for details.



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As our National Care Sector Leader, Anthony works with organisations throughout Australia to support governance and risk management capability; supporting boards, senior managers and staff to implement effective approaches to support decision making, improve performance, optimise objectives and prevent harm.

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