

# emergency REDiPlan

**Four steps to prepare  
your household**



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Four steps to prepare your household

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Disclaimer  
The Red Cross Emergency REDiPlan project provides  
people with general information to help them prepare  
for an emergency.

This information booklet is designed to assist people  
prepare for emergencies but necessarily contains  
only information of a general nature that may not  
be appropriate in all situations.

Before taking any action you should independently  
consider whether that action is appropriate in the  
light of your own circumstances.

Find out more about preparing your household by  
visiting your local Red Cross office, or [www.redcross.org.au](http://www.redcross.org.au)



**Emergencies may not be something we think about every day, but they can strike at any time, and disrupt lives in many different ways.**

**Emergencies can disrupt by damaging your home and your valuables, affecting your health, upsetting routines or causing unforeseen financial burden.**

**In most cases, the effects may be short term, but in some circumstances, if your losses are high, you can feel the effects of an emergency for a long time.**

**By taking some time to think about and plan for emergencies, you can help yourself and your household to be prepared, and cope better if an emergency occurs.**

**This booklet includes four easy steps to prepare your household for an emergency, as well as a workbook section to record a plan for your household.**





# step 1 be informed

## **Step 1: Be informed**

*A Household emergency plan lets everyone in your household know what to do in an emergency.*

### **Potential hazards**

Think about the hazards that could affect your area. Depending on where you live, there may be some obvious ones like bushfires or cyclones, or flooding if you live near a major watercourse. Remember, flash flooding and storm damage can occur almost anywhere, as can a house fire.

Try to think broadly – industrial, transport accidents or chemical spills may also affect you and your household. Other challenges such as drought or widespread epidemic illness, or electricity or gas outages may also disrupt your household.

To find out about potential hazards in your area, talk to your:

- State or Territory emergency services (e.g. 'the SES')
- local fire service, for bushfire related hazards
- local council
- library or historical society, for information on past hazards
- people who have lived in your area a long time.

For general information on hazards, you can also visit the Emergency Management Australia website, **[www.ema.gov.au](http://www.ema.gov.au)**

You can list these hazards on page 21.

### **Emergency management plans**

Australia has well-developed emergency management plans – talk to your State or Territory emergency services or local council to find out which ones cover your local area.

These plans will tell you:

- who will respond to a particular hazard
- how information will be passed on to you
- what services might be available after an emergency.

**Think about where you might go if you weren't able to go home, or had to leave home because of an emergency.**

### **Warnings**

The Bureau of Meteorology issues warnings for extreme weather conditions like floods, cyclones and tsunamis. Go to its website – **[www.bom.gov.au](http://www.bom.gov.au)**, and follow the prompts to 'weather and warnings' – to learn what these warnings mean, and the difference between a 'cyclone or flood watch' and a 'cyclone or flood warning'. You can also find out about the different levels of flooding; 'minor, moderate and major'.

The Bureau site also has State/Territory specific sections, and it is good to be familiar with these as this is where you will find information about warnings in your area.

Australia has new fire danger ratings. For more information on these new ratings contact your local fire services. Know what actions you will take on these days..

Find out what this means in your State or Territory and what you can and can't do on one of these days. Your local fire service will be able to tell you what these mean.

## Getting information about an emergency

Local radio is often the best source of information in an emergency, about what is happening, and what the authorities want you to do. In some regions ABC Local Radio will interrupt normal broadcasting to bring you information. Find your local ABC [www.abc.net.au](http://www.abc.net.au) and commercial radio frequencies, and write them down on your *Emergency contact cards* on pages 29 and 31.

Listen for the Standard Emergency Warning Signal (SEWS) – a distinctive sound used by emergency services to alert the community when an urgent safety message is about to be played on radio, television, public address system or mobile siren. The SEWS tone will only be used during major emergencies. To listen to the tone go to [www.bom.gov.au](http://www.bom.gov.au) and follow the links to 'disaster mitigation'.

## Getting help in an emergency

- Only call 000 for police, fire or ambulance in a life-threatening situation. (Do not use this number to get general information as it may clog the lines available for emergency calls)
- If you are hearing impaired and rely on TTY, use 106 to send a text message
- If you have urgent storm damage, or are threatened by floods contact the SES on 132 500 or in the Northern Territory call 131 444.
- Keep your electricity, gas, water, local doctor/hospital and telephone emergency numbers handy – fill them in on your *Emergency contact card*.

## Staying calm during and after the emergency

Emergencies can be stressful – you may have to face frightening situations, or not know what is happening. They can also cause stress and strain on household and family relationships, and you may see behaviour changes in adults and children. It is important to remain calm during and after an emergency. Red Cross has two publication's; *Coping with a major personal crisis* and *After the emergency* for children, which provide tips on dealing with stress during and after an emergency. Download one from [www.redcross.org.au](http://www.redcross.org.au) and print it out to keep with your Emergency kit.

When there is a major emergency, it is worth checking the Australian Government Disaster Assist website for information about Australian Government recovery assistance and links to other relevant websites and information at [www.disasterassist.gov.au](http://www.disasterassist.gov.au)







## Helping out in an emergency

There are some simple things that you can do to help out in an emergency. Learning first aid can be useful in both everyday and major emergencies. Red Cross provides first aid training in each State and Territory.

You can help out by joining an emergency or community service organisation. Red Cross has emergency services teams across the country. These teams help people with a range of services during and after an emergency. You can join one of these teams now to ensure you are trained if an emergency occurs.

More information on first aid and volunteering is available at [www.redcross.org.au](http://www.redcross.org.au)

## Checklist

Do you know:

- ☐ hazards that might affect your local area?
- ☐ when hazard seasons start and finish in your area (e.g. bushfire season)?
- ☐ the difference between a 'watch' and a 'warning' issued by the weather bureau?
- ☐ where to get information about warnings?
- ☐ who to call for life-threatening situations?
- ☐ who to call for urgent flood or storm damage?
- ☐ your local ABC and commercial radio frequencies?
- ☐ what the Standard Emergency Warning Signal (SEWS) sounds like?
- ☐ basic first aid?

**More information  
on first aid and  
volunteering is  
available at  
[www.redcross.org.au](http://www.redcross.org.au)**



# step 2 make a plan



## **Step 2: Make a plan**

**Being prepared in advance can make emergencies less stressful and save precious time. Should you or your household be affected by an emergency, a Household emergency plan helps you to be more resilient and can reduce disruption.**

### **How to make a plan**

You can record your plan on page 21 of this booklet. When it is completed, keep it in a safe place, and make a copy to keep at work or with a friend. Sit down with everyone in your household including children; this helps everyone understand what needs to be done. The Red Cross *Get Ready* kids activity book is available to assist children aged 6–10 years old (otherwise see the *Talking to Children* fact sheet at [www.redcross.org.au](http://www.redcross.org.au)).

You should plan to protect:

- yourself, your household members and your pets and animals
- things that are important to you
- your financial situation.

Think about what you would do if an emergency caused you to:

- evacuate your home quickly
- stay in your home while an emergency passed and services were restored
- suffer short- or long-term injury or ill health
- find somewhere else to live if your home was rendered uninhabitable
- lose essential, sentimental and valuable possessions
- not be able to work and earn an income
- disrupt your daily routines (e.g. going to work, shopping, school, sports).

And while no-one likes to talk about it, emergencies can cause loss of life. What would you do if a close family member lost their life as the result of an emergency?

For further information on preparing for an emergency, visit the Emergency Management Australia website ([www.ema.gov.au](http://www.ema.gov.au)) and download the booklet, *Preparing for the unexpected*.

**Establish an out-of-town contact for members of your household to phone if you are separated and record their number in your plan.**

### **Planning to leave your house**

#### **Home evacuation**

If you have to leave your house quickly, for example if there is a house fire or a flash flood, you should plan and practise two evacuation routes. Go to page 21 to draw a plan of your house and mark at least two escape routes, in case one is blocked. Mark where your Emergency kit, your fire extinguisher and fire blankets are located and where you will meet outside the house. During a housefire it is important to leave the house immediately in this case you will not have time to collect any items.

Tip: Remember to leave keys in deadlocks and window locks for easy evacuation, and never deadlock yourself inside the house.

House fires are emergencies that many people will face. As there are many causes of house fire, it is important to talk to your local fire service for further advice on planning evacuation routes and reducing your risk of house fire. To find out which fire service covers your area, check your White Pages.

Other threats – e.g. flood or bushfire – might also cause you to leave your home. Seek advice from your local fire service on making a bushfire safety plan, and advice from your SES on how to stay flood-safe.

#### **Emergency shelters**

Think about where you might go if you weren't able to go home, or had to leave home because of an emergency. Emergency authorities may set up a centre for people to shelter while the worst of the emergency passes.

They are known by different names in each of the States and Territories (e.g. evacuation centre, emergency relief centre, welfare centre). When an emergency occurs, the authorities may set up the shelter, and advise of its location.

It's important to plan to find somewhere to stay if an emergency occurs; these shelters only offer very basic support – in some cases just a roof over your head – and tend to be crowded and noisy.

## Pets

Don't forget your pets and animals when making your emergency plan. Make sure your cat or dog is registered and microchipped. Consider what you would do before, and what you would do during an emergency. Pets may not be allowed into emergency shelters – consider how you would find alternative accommodation for them. Some veterinary surgeries may be able to provide accommodation for your pets, as may commercial boarding kennels and catteries.

## Important contacts

Often emergencies occur during the day when household members are at work or school. If access to home is cut off, or telecommunications affected, you may become separated from each other. This can be very stressful. Decide what to do if household members are separated by an emergency, and pick a place to meet outside your neighbourhood in case you cannot return home.

Establish an out-of-town contact for members of your household to phone if you are separated and record their number in your plan. Choose someone your children know well and whose number they can readily remember. Use the tear-out *Emergency contact cards* at the back of this booklet to record the numbers.

Identify who should be your next of kin. They will be informed in case something serious happens to you. Tell your next of kin that you expect them to communicate with other members of your family, and friends. If circumstances prevent this from happening, eg strained family relationships, you should also think about other people you wish to keep informed about your situation the case of your death or serious illness.

## Planning to stay at home

In some emergencies you might be advised to stay at home. An emergency may cause you to lose power, water, sewerage or gas. You will need to plan to provide food, water, warmth and light for a period of time. See page 13 for more advice on what you should have available.

## Power, gas and water

Find out where the meters and shut-off valves are for your electricity, water and gas. Mark them on your plan so you know how to turn these off in an emergency. Think about who in your household would be able to turn them off in an emergency and show them how to do it.

If you rely on community support services to live in your home, you should talk to your case manager about what would happen if an emergency occurred in your area.

## Protecting yourself financially

Emergencies can cause obvious financial burden if you have to replace lost property, or if your workplace is damaged. However, sometimes there are the not-so-obvious effects, such as the need to take time off work to clean up damaged property, or sick leave. There are a number of simple steps that you can take to reduce this burden.

Also, while there might be financial assistance available from governments and other agencies after an emergency, this assistance is usually small and targeted at immediate needs. It won't be enough to replace your home or valuables, so you will need to plan to cover financial losses caused by an emergency.

### A financial plan

On a day-to-day basis, it makes good sense to have a personal or household financial plan. This type of plan will help you understand where your money goes, and which items in your budget are essentials as opposed to luxuries should there be financial stress. The Australian Government has an excellent website [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au) to assist with information on a whole range of financial matters including preparing a household budget. For more information you can also talk to a Centrelink Financial Information Officer on 13 2300.

**Make sure your household insurance policy covers you for all the hazards you have identified.**

## Insurance

Insurance is an important step in protecting your property. Many people are not adequately insured as they are often covered only against theft, not damage. Make sure your household insurance policy covers you for all the hazards you have identified. In some cases insurance policies do not cover flooding or acts of terrorism. You should review your insurance on an annual basis to make sure that your cover keeps up with rising costs.

The Insurance Council of Australia has a guide to help choose household insurance – see [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au)

Consider how an emergency could affect your ability to earn an income. It may affect your workplace, or you may need to take time off work (particularly if you are a casual employee).

Seek the advice of a financial planner on how best to protect yourself. Think about life insurance or income protection insurance to protect your family if the main income earner in the household is affected by an emergency. Record all insurance details in your emergency plan.

## Wills

Again it is not something that people like to talk about, but having a will is a sensible action that lets your family know exactly what should take place should the unforeseen happen. You can make a will by contacting your solicitor, a public trustee or getting a will pack from the post office.

## Power of Attorney

Consider who you might want to have enduring power of attorney, should you find yourself in circumstances that will need someone to make decisions for you. The Public Advocate's office in your state or territory can provide more information on this topic.

## Preparing your house – annual check-up

Each of these tasks should be done once a year to ensure your house is always prepared. You can stagger them, or do them all at once.

- Check your *Household emergency plan* is up-to-date and the phone numbers are still valid
- Practise your evacuation – you can even do this twice a year
- Check your insurance policy and make sure your cover is adequate
- Replace your smoke alarm batteries on an annual basis and test your alarm weekly
- Check your fire extinguisher
- Have heating appliances serviced by qualified technicians
- Clean gutters and drains, and cut back tree branches hanging over roofs
- Check that your house numbers are clearly visible from the street
- Check the contents of your *Emergency kit* and replace perishable items and batteries as needed
- If you live in a bushfire or cyclone-prone area, talk to your local fire or emergency services about how to prepare your home before the season starts.

## Checklist

- ☐ Has everyone in the household developed the plan together?
- ☐ Have you developed evacuation routes?
- ☐ Do members of your family know where you will meet outside the house?
- ☐ Have you included your out-of-town contacts?
- ☐ Do you know who you will stay with if you can't return home?
- ☐ Have you included your important phone numbers?
- ☐ Do you know where your gas, power and water meters and shut-off valves are?
- ☐ Have you checked your insurance cover?
- ☐ Have you developed a household financial plan?
- ☐ Have you checked and updated your emergency kit?







# step 3

## get an emergency kit

## Step 3: Get an emergency kit

Put together an *Emergency kit* with items you may need if you have to evacuate your home, or if you have to stay in your home when essential services have been cut off. You can also make up a smaller bag to keep in your car or office.

### Getting started

Get together with everyone in your household to make a list of what you will need (this can be great fun for kids).

You will already have many items in the house. If you need to purchase anything, remember you don't have to do it all at once. You can stagger it over weeks or months – aim to add a few items each time you shop.

Consider splitting your *Emergency kit* in two – one part with the things to take if you need to leave, and the other with the things that you need to stay in your home.

You will need a sturdy container for your *Emergency kit*, preferably waterproof. Think about a box with wheels or handles and a watertight seal. Alternatively you can use a large sports bag or a suitcase with wheels. If you need to purchase these, do it last. That way you will know how many items it needs to hold.

Most of the things you need you will be able to find at a supermarket, hardware store or even the \$2 shop – it may pay to shop around.

### Essentials

#### Light

In case the power goes off, have at least one torch with spare batteries and globe. It's a good idea to have a second torch, in case someone needs to go outside or into another room. Don't leave the batteries in the torch, and check them every six months. You can also buy wind-up torches that don't need batteries.

Candles are a good source of light, but they can be a fire hazard. Have a fire-proof container to sit them in (e.g. a tea cup or saucer) and keep them away from clothes, curtains, bedclothes and other flammable sources such as gas. Make sure you include matches or a lighter. You can also get glow sticks from camping stores.

#### Food and water

Remember you should not drink tap water after an emergency until the water or health authorities have advised that it is safe to do so. Keep a store of water in airtight containers. You should keep

**Consider splitting your *Emergency kit* in two – one part with the things to take if you need to leave, and the other with the things that you need to stay in your home.**

at least 14 days' supply if you can, allowing three litres of water per day for each person. At a minimum you should have three days' supply. This water can be stored for up to 12 months. It's a good idea to put a sticker on the containers and mark when the water was last changed, and when it should next be.

The food industry now recommends that households should plan to be self-sufficient for up to 14 days if you're planning to stay at home. This includes having enough food and water stored to survive on your own (and having the means, such as a camping stove or gas BBQ, to prepare meals). Make sure you have at least three days' supply ready to go if you should need to leave your home. Also include a cutlery set and a combination pocketknife.

Include food items in your pantry that are high in energy, have a long shelf life, and are easy to prepare. For advice on the sorts of things you should keep in the pantry, visit the website [www.pantrylist.com.au](http://www.pantrylist.com.au)

Recommended items include:

- drinks
- dried and long-life food
- ready-to-eat canned or bottled food
- snack food
- baby supplies
- health supplies
- pet food.

#### Medications and special needs

If you require medications include at least 14 days' supply. Keep a copy of your glasses prescription with your *Emergency kit*.



## Hygiene

Water may be cut off, so it's important to keep good personal hygiene. The most important times for washing and drying your hands are before preparing and eating food, and after coughing, sneezing, blowing noses, wiping children's noses, visiting the toilet or looking after sick people.

Include soap, deodorant, sanitary items, shaver, handy alcohol wipes, waterless hand wash gels, toilet paper, tissues, hairbrush and comb, and toothbrush and toothpaste for each person in your household.

## Information

Include a battery-operated radio – it is often the best source of information in an emergency. Mark on the dial the frequencies of your ABC Local Radio and any other local radio services. Don't forget to include spare batteries or get a wind-up radio.

Include a spare mobile phone battery and charger. Also consider keeping an older landline phone that is not reliant on power – your telephone exchange may still operate even if the power is out.

## Protective clothing and blankets

Keep a change of old clothes in the *Emergency kit*, bearing different seasons in mind. Have sturdy shoes or boots handy in case you need to leave the house.

Include sunscreen, insect repellent, and wide-brimmed hats. It's also useful to have heavy-duty gardening gloves in case you need to clear away debris. Include a small backpack as you may need to carry items.

Have blankets and sleeping bags handy in case you need to leave your home for an extended time.

## First aid kit

Buy a Red Cross household or car first aid kit. It is also a good idea to do first aid training so you know how to respond to a first aid emergency. At the back of this book you will find a CPR chart.

**Talk to your children about what is important to them. This is likely to be different to what you think is important to them.**

## Valuables

### Important documents

Make copies of your important documents to include in your *Emergency kit* – passports, wills, marriage and birth certificates, land titles, mortgage papers, insurance papers, prescriptions, medical histories and child immunisation books. You can also scan them onto your computer and store them on a CD or memory stick (make sure you check regularly that these still function). Keep these documents together and in a place where you can easily grab them if you need to leave quickly. Make sure they are stored in a waterproof container.

### Essential and valuable items

Think about sentimental items and how you can protect them. Make copies of valuable videos or photos and store them in another location, such as your office or another person's home. Also consider taking photos of valuable household items, as this may assist with any insurance claim after the emergency.

Talk to your children about what is important to them. This is likely to be different to what you think is important to them. In a stressful and uncertain situation, they will need familiar things to help comfort them.

Make sure valuable items are stored well above ground level, or buy some waterproof containers. You can also consider purchasing a fire-proof safe for valuables. Keep some sturdy garbage bags for putting other items of sentimental value in, in case you have time to collect them in an emergency.

It's also a good idea to include money – notes and coins – and a phone card in your *Emergency kit*.





## Pets

Make sure your pets are microchipped and have collars and tags. Ensure there's pet food and extra water in your emergency kit and have a strong, secure pet carrier handy in case you need to leave your home.

## Entertainment

Include a pack of playing cards to occupy time if waiting to return home, or for essential services to be restored. If you have children, keep pens, pencils and colouring books in your *Emergency kit* and a familiar toy. Keep a supply of batteries for electronic games.

## Storage and check-ups

Keep your *Emergency kit* somewhere easily accessible – close to an escape route in your house, or in a shed. Mark your *Emergency kit* clearly, and put some reflective tape on it so it can be seen easily in darkness. Make sure its position is marked on your *Household emergency plan* on page 21, and that everyone knows where it is.

Check your *Emergency kit* (including the first aid kit) at least annually using the checklist on page 25. Make a note of any perishables and rotate them through your bathroom and pantry.

## Checklist

### Have you got:

- ☐ torch with spare batteries and globe?
- ☐ battery-operated radio with spare batteries?
- ☐ mobile phone charger and battery?
- ☐ food, snacks, water and cooking materials?
- ☐ first aid kit?
- ☐ valuables, including documents, mementoes and keepsakes?
- ☐ toiletries?
- ☐ clothing, sunscreen, hats and blankets?
- ☐ money and phone card?
- ☐ cards, colouring books, pens and pencils?

**Keep your *Emergency kit* somewhere easily accessible – close to an escape route in your house, or in a shed. Mark your *Emergency kit* clearly, and put some reflective tape on it so it can be seen easily in darkness.**



# **step 4** **know your** **neighbours**

## **Step 4: Know your neighbours**

**Getting to know your neighbours is an important part of preparing your household. People who know each other in their community are more likely to turn to each other for help, and in the long term cope better with crises and emergencies. The best part is that taking time to get to know your neighbours has a range of other benefits too.**

### **Strong communities**

Strong communities are those that people feel part of and feel valued and safe in. They are communities where people can seek help or contribute their time to make their neighbourhood a better place to live.

There is a lot of evidence suggesting that when people are better connected to their neighbourhood there are a range of benefits: they feel safer, there are lower levels of crime, generally people feel and are healthier and live a lot longer – all great reasons to get to know your neighbours.

### **Neighbourhoods in emergencies**

Household emergency preparedness works best when a person feels part of their community. Often in emergencies, the demand on emergency and community services is overwhelming, meaning that these resources are prioritised to those most in need. If you can rely on the people in your neighbourhood, then this takes some of the pressure off emergency and community services.

**Household emergency  
preparedness works  
best when a person  
feels part of  
their community.**

Neighbours can help each other out in many ways:

- providing information about what is happening
- helping secure a property prior to a cyclone or windstorm
- moving furniture and valuables out of the way of floods
- clearing a property prior to bushfire season
- providing a place to shelter while an emergency is happening
- helping to clean up after an emergency
- simply sitting down and having a cup of tea and having a chat about what has happened.

Remember, neighbours aren't just the people on either side of you; they could be elsewhere in your street.





## People who might need more help

Some people in the community may need more help than others in an emergency – help that can often be provided by neighbours. Think about people in your neighbourhood who might need your help:

- older adults living at home by themselves
- people with physical or intellectual disabilities
- people with mental illness
- single parents with young children
- large families
- people recently arrived to the area, or even the country, including people who might be refugees or newly arrived immigrants.

If you have people who might need more help in your area, talk to them about emergency planning. With their agreement, write their names, addresses and contact numbers in your *Household emergency plan* on page 26. If they are happy to talk to you – and remember that some people value their privacy – find out if they have family members or organisations who help them continue to live in their home. You might want to ask them if they would like assistance preparing their own *Household emergency plan*.

**Once you've met  
some of your  
neighbours there are  
many things you can  
do together to build  
your community.**

### **Building a stronger community**

Getting to know your neighbours is not as daunting as you might think. Start small – knock on the doors of your neighbours, introduce yourself and leave your contact details with them.

Once you've met some of your neighbours there are many things you can do together to build your community:

- organise a street party
- hold a communal garage sale
- talk to your local council about community-building initiatives that they may support
- start up a virtual community through one of the social networking websites like My Connected Community ([www.mc2.vicnet.net.au](http://www.mc2.vicnet.net.au)), My Space ([www.myspace.com](http://www.myspace.com)) or Facebook ([www.facebook.com](http://www.facebook.com)) – these sites can be used to share information, promote events, or solve problems
- sort out a local issue – working together for a common goal can be a great way to build community.

Everyone always waits for someone else to do this, so it's up to you!

### **Further information**

For more information or ideas of how to build your community visit:

- the website of your local council
- [www.portphillip.vic.gov.au/street\\_parties.htm](http://www.portphillip.vic.gov.au/street_parties.htm)  
a great guide to organising a street party (while it is intended for Port Phillip residents, there is lots of useful information wherever you live)
- [www.neighbourday.org](http://www.neighbourday.org)  
held the last Sunday in March, Neighbour Day encourages people to reduce social isolation by looking out for each other
- [www.redcross.org.au](http://www.redcross.org.au)  
find out about what community groups are working in your area, and how you could join a team of volunteers.

### **Checklist**

- ☐ **Have you exchanged numbers with your neighbours and written them in your *Household emergency plan*?**
- ☐ **Have you found out who might need extra help in an emergency, and if they have someone to help them prepare for an emergency?**
- ☐ **Have you started some community building activities?**







# household emergency plan



**This *Household emergency plan* is to help you become better prepared for an emergency. Use it to record evacuation routes from your home and important numbers and contacts.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

1. Draw a plan of your house on the grid below. Map two escape routes in case you need to get out quickly.
2. Mark and record the location of:
  - Alarms
  - Fire extinguisher
  - Where your Emergency Kit is
  - Copies of this plan
  - Mains power switch
  - Water and gas meters
3. Mark the meeting place outside the house
4. Share the evacuation plan
5. Practice the evacuation plan (if possible, during the day and at night, both with the lights on and off).

A full-page view of a blank sheet of graph paper. The grid consists of thin, light gray horizontal and vertical lines forming small squares across the entire page. There are no margins, text, or other markings on the paper.

## 21

## Personal details

Name of household member	Medicare number	Passport number	Tax file number	Driver licence number	Car registration

## Important contacts

	Name	Telephone	Address
First out-of-town contact			
Second out-of-town contact			
Council			
Next of Kin			
Power of Attorney/Guardian			
Important contacts (other than next of kin)			
Important contacts (other than next of kin)			

## Medical Information List

	Name	Telephone	Address
Doctor			
Dentist			
Local hospital with 24-hour emergency			
Chemist			
Vet			

## Radios

Our ABC Local Radio frequency is:	
Other local frequencies in our area are:	

## Services

	Company	Telephone	Our account number
Electricity			
Gas			
Water			
Telephone			
Roadside assistance			



## Financial Information List

### Insurance

	Insurer	Telephone	Our policy number
Home and contents			
Health			
Car			
Income protection			
Life			

### Will

	Solicitor(s)	Address	Telephone
My will and power of attorney is located at			

### Banking details

Account name	Bank	BSB	Account number

### Step 3: Get an emergency kit

Use this checklist to prepare your kit. If you need to keep an item elsewhere in your house make sure it's somewhere handy and mark its location on your plan.

#### Stay Kit

- ☐ Sturdy container
- ☐ Reflective tape or stickers
- ☐ Globes
- ☐ Old landline phone
- ☐ Mobile phone battery
- ☐ Cutlery and pocket knife
- ☐ Candles and matches/glow sticks
- ☐ Sturdy boots
- ☐ Wide-brimmed hat
- ☐ Gardening gloves
- ☐ Three litres of water per person, per day
- ☐ 14 Days' food to stay in your home
- ☐ Camping stove or bbq
- ☐ Alcohol wipes
- ☐ Antibacterial gel
- ☐ Toilet paper

#### Go Kit

- ☐ Backpack
- ☐ Two torches
- ☐ Batteries
- ☐ First aid kit
- ☐ Medications
- ☐ Toiletries
- ☐ Sunscreen
- ☐ Battery operated radio
- ☐ Baby supplies
- ☐ Phone charger
- ☐ Money
- ☐ Pack of cards/games
- ☐ Change of clothes
- ☐ Three days' food and water ready-to-go
- ☐ Pet food, water, collars and carrier

- ☐ Blankets/sleeping bag
- ☐ Pencils and paper
- ☐ Important documents
- ☐ Items of value

Check and update your *Emergency kit* regularly, and record the dates you do it below.

Checklist	Date checked	Date checked	Date checked	Date checked	Date checked
<i>Emergency kit</i> updated					
<i>Emergency contact cards</i> updated					
Smoke alarm batteries changed					
Torch and radio batteries checked					
Water supply replaced					
Food supply replaced					
Memory stick/CD checked					
Insurance policies updated					
Medications checked					

## Step 4: Know your neighbours

**Record details of people in your street or area who might need help in an emergency:**

[illegible]







### Other important things to remember

Include any other information you think might help in an emergency

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.



# Resuscitation Chart

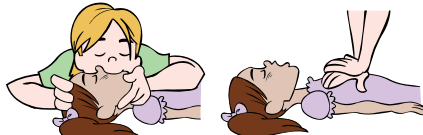
<b>D</b>	<p>Check for <b>DANGER</b> <b>Hazards</b> that could cause injury <b>Risks</b> to you, others and the victim <b>Safety</b> of the scene</p>	
<b>R</b>	<p>Check for <b>RESPONSE</b> If not conscious, call for help Call Ambulance 000 or 112 from mobile phones</p>	
<b>A</b>	<p>Clear (if required) and open <b>AIRWAY</b> look for <b>SIGNS OF LIFE</b> (unconscious, unresponsive, not breathing normally, not moving)</p>	 <p>If no external signs of blockage, grasp chin with index finger and thumb then open mouth to look inside.</p>
<b>B</b>	<p>Give <b>2</b> initial <b>RESCUE BREATHS</b> if not breathing normally. Recheck for signs of life</p>	 <p>Using the index and mid finger under the chin, lift extending the head backwards. Seal the nose and place your open mouth over victim's open mouth and blow until chest rises.</p>
<b>C</b>	<p>Give <b>30</b> chest <b>COMPRESSIONS</b> at a rate of 100 per minute followed by 2 breaths</p>	 <p>Locate the centre of the chest. Place the heel of one hand onto the centre of the chest, using the other hand on top for strength and push straight down compressing 1/3 of the chest space.</p>
<b>D</b>	<p>Attach <b>AED</b> (as soon as available and follow its prompts) <b>AED=</b> Automated External Defibrillator</p>	 <p>After two minutes of CPR attach the AED if available. Do not wait for an AED to start CPR.</p>

**Continue CPR until qualified personnel arrive or signs of life return**

This chart is not intended to replace practical instructions in cardiopulmonary resuscitation.  
For training, first aid kits and defibrillators contact Red Cross on **1300 367 428**.  
In an emergency any CPR is better than no CPR at all.

## CPR for Children

Use 1/2 breaths, 1 or 2 hands for compressions, depending on the size of the child. Compress 1/3 of the chest, 30 compressions to 2 breaths approx. 100 compressions per minute



## CPR for Infants

Mouth to mouth and nose. Use puffs (air contained in mouth). 2 fingers for compressions. Compress 1/3 of the chest space, 30 compressions to 2 breaths. Approx 100 compressions per minute



Family name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Prepared by: \_\_\_\_\_

Last revised: \_\_\_\_\_

**National Office**  
155 Pelham Street  
VIC 3053  
Tel +61 3 9345 1800  
Fax +61 3 9348 2513  
[www.redcross.org.au](http://www.redcross.org.au)

**ACT**  
Cnr Hindmarsh Drive  
and Palmer Street,  
Garran ACT 2605  
Tel 02 6234 7600  
Fax 02 6234 7650

**NSW**  
159 Clarence Street,  
Sydney NSW 2000  
Tel 02 9229 4111  
Fax 02 9229 4244

**NT**  
Cnr Lambell Terrace and  
Schultze Street,  
Larrakeyah NT 0820  
Tel 08 8924 3900  
Fax 08 8924 3909

**QLD**  
49 Park Road,  
Milton QLD 4064  
Tel 07 3367 7222  
Fax 07 3367 7444

**SA**  
207-217 Wakefield Street,  
Adelaide SA 5000  
Tel 08 8100 4500  
Fax 08 8100 4501

**TAS**  
40 Melville Street,  
Hobart TAS 7000  
Tel 03 6235 6077  
Fax 03 6231 1250

**VIC**  
23-47 Villiers Street,  
North Melbourne VIC 3051  
Tel 03 8327 7700  
Fax 03 8327 7711

**WA**  
110 Goderich Street,  
East Perth WA 6004  
Tel 08 9225 8888  
Fax 08 9325 5112

## Wallet contact cards

Fill in your important numbers and tear out to carry with you in case of an emergency. Additional contact cards and children's cards are available to download on the Red Cross website – [www.redcross.org.au](http://www.redcross.org.au)

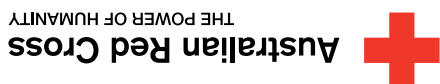
**Key numbers**

Police / Fire / Ambulance: 000  
SES: 132 500  
Northern Territory Emergency Services: 131 444  
Poisons Information Line: 13 11 26

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CRISIS CARE COMMITMENT



### Cardio Pulmonary Resuscitation

**Airway open and clear, but no signs of life – give 2 breaths.  
Still no signs of life, give 30 chest compressions,  
then further 2 breaths, continue with 30:2.**

- Hand position – centre of the chest
- Depth – one third the depth of the chest
- Attach defibrillator (AED) if available and follow prompts
- Continue until signs of life return, qualified personnel take over, or physically unable to continue.

*NO SIGNS OF LIFE – No response, no breathing, no movement  
30:2 – 30 compressions: 2 breaths regardless of age or number of rescuers.*

**ANY ATTEMPT AT RESUSCITATION IS BETTER THAN NOTHING – DON'T JUST STAND THERE**

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### Basic Life Support Flow Chart



<b>DANGER</b>	Check for DANGER – Hazards / Risks / Safety?
<b>RESPONSE</b>	RESPONSE? Do they respond to you (or unconscious). If not, Call for help, Ring 000/112/mobile
<b>AIRWAY</b>	Open AIRWAY look for signs of life
<b>BREATHING</b>	Give 2 Initial BREATHS if not breathing normally
<b>COMPRESSIONS</b>	Give 30 chest COMPRESSIONS (almost 2 compressions/second) followed by another 2 breaths
<b>DEFIBRILLATE</b>	Attach AED as soon as available and follow its prompts
	Continue CPR until qualified personnel arrive or signs of life return

*30:2 – 30 compressions: 2 breaths regardless of age or number of rescuers. AED – Automatic External Defibrillator  
For First Aid information or training ring 1300 367 428 or visit [www.redcrossfirstaid.org.au](http://www.redcrossfirstaid.org.au)*

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For First Aid information or training ring 1300 367 428 or visit [www.redcrossfirstaid.org.au](http://www.redcrossfirstaid.org.au)*



## Personal details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Blood type: \_\_\_\_\_

Allergies: \_\_\_\_\_

Household contacts:      Work/School      Mobile

\_\_\_\_\_

\_\_\_\_\_

Neighbours      Home      Mobile

\_\_\_\_\_

Out-of-town contact: \_\_\_\_\_

In case of emergency and we can't contact each other, meet at:

\_\_\_\_\_

Doctor:      Dentist: \_\_\_\_\_

ABC Local Radio: \_\_\_\_\_

Local council: \_\_\_\_\_

Bank:      Insurer: \_\_\_\_\_

Roadside assistance: \_\_\_\_\_



**Australian Red Cross**  
THE POWER OF HUMANITY

## Personal details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

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**Australian Red Cross**  
THE POWER OF HUMANITY



## Emergency REDiPlan

My important numbers

### Emergency Numbers

POLICE FIRE AMBULANCE:	000
POISONS INFORMATION LINE:	13 11 26
SES:	132 500
NORTHERN TERRITORY EMERGENCY SERVICES:	131 444

DOCTOR:	DENTIST:
GAS:	ELECTRICITY:
WATER:	TEL CO:
CRIMESTOPPERS:	
LOCAL RADIO FREQUENCIES:	
OUT-OF-TOWN CONTACT:	

### Household Numbers

NAME	WORK/SCHOOL	MOBILE

### Neighbours' Numbers

NAME	WORK/SCHOOL	MOBILE

### Other Numbers

COUNCIL:
INSURER:
BANK:
ROADSIDE ASSISTANCE:

**National Office**  
155 Pelham Street  
VIC 3053  
Tel +61 3 9345 1800  
Fax +61 3 9348 2513  
[www.redcross.org.au](http://www.redcross.org.au)

**ACT**

Cnr Hindmarsh Drive  
and Palmer Street,  
Garran ACT 2605  
Tel 02 6234 7600  
Fax 02 6234 7650

**NSW**

159 Clarence Street,  
Sydney NSW 2000  
Tel 02 9229 4111  
Fax 02 9229 4244

**NT**

Cnr Lambell Terrace and  
Schultz Street,  
Larrakeyah NT 0820  
Tel 08 8924 3900  
Fax 08 8924 3909

**QLD**

49 Park Road,  
Milton QLD 4064  
Tel 07 3367 7222  
Fax 07 3367 7444

**SA**

207-217 Wakefield Street,  
Adelaide SA 5000  
Tel 08 8100 4500  
Fax 08 8100 4501

**TAS**

40 Melville Street,  
Hobart TAS 7000  
Tel 03 6235 6077  
Fax 03 6231 1250

**VIC**

23-47 Villiers Street,  
North Melbourne VIC 3051  
Tel 03 8327 7700  
Fax 03 8327 7711

**WA**

110 Goderich Street,  
East Perth WA 6004  
Tel 08 9225 8888  
Fax 08 9325 5112