



Australian Red Cross  
THE POWER OF HUMANITY

# emergency REDiPlan

**4 steps to  
plan for  
an emergency  
Easy English**



Information  
Book



Easy  
English



CRISIS CARE COMMITMENT

## You can get this information in different ways



Ask the Australian Red Cross about a copy  
you can listen to.



## This is the Easy English book about 4 steps to plan for an emergency.

There are 2 books.

- Information Book
- Emergency Work Book

This is the Information Book.

### 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).

## How can you use the books?



### Idea 1

- Read Steps 1, 2, 3 and 4 in this Information Book.
- Write Steps 1, 2, 3 and 4 in the Emergency Work Book.

### Idea 2

- Read Step 1 in this Information Book.
- Write Step 1 in the Emergency Work Book.
- Read Step 2 in this Information Book.
- Write Step 2 in the Emergency Work Book.
- Read Step 3 in this Information Book.
- Write Step 3 in the Emergency Work Book.
- Read Step 4 in this Information Book.
- Write Step 4 in the Emergency Work Book.

<b>What is in this book?</b>		<b>Page number</b>
Words in this book		3
What is this Information Book about?		5
	<b>Step 1</b> Get important information	7
	<b>Step 2</b> Make a plan	15
	<b>Step 3</b> Get an emergency kit	24
	<b>Step 4</b> Know your neighbours	36

## Words in this book



### Damage

Damage can

- break an object. For example, a building, a road or a tree
- hurt a person. For example, a person trips over a broken path.



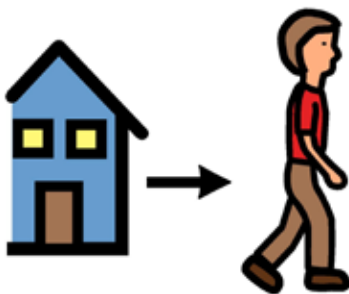
### Emergency

An emergency is something

- that happens very fast
- you might not expect.

For example,

- windstorm
- flood. This means water from a river or lake overflows over a big area of land
- bushfire
- transport accident.



### Evacuation

Get out of

- a building. For example, a house or a shop
- an area. For example, a town.

You might hear people say

- get out
- evacuate
- leave now.



## First aid

To give care quickly to a person who is injured or sick. For example, clean a cut, put on a bandage or put on a sling

To care for a person before the person can get medical help. For example, see a doctor or go to hospital.



## Urgent

Do it now.



## Valuables

- An item that costs a lot of money.  
For example, jewellery, watch, CD player.
- An item that is important to you.  
For example, a family photo album.

## What is this Information Book about?

This Information Book is about 4 steps to plan for an emergency.



### Step 1 Get important information



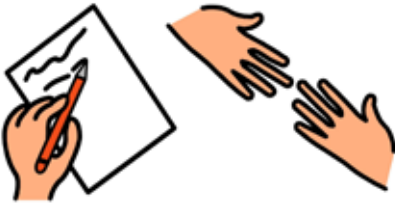
### Step 2 Make a plan



### Step 3 Get an emergency kit

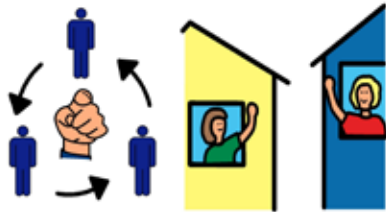


### Step 4 Know your neighbours



An emergency plan can help you

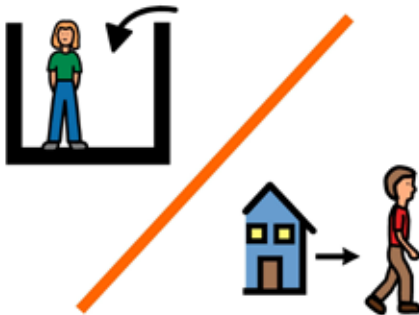
- **get ready** for an emergency
- **during** an emergency and
- **after** an emergency.



There are people who can help you before and during an emergency.

For example,

- a support team
- your neighbours.



During an emergency you need a plan for

- if you stay in your home and
- if you leave your home.



You need to write your emergency plan in the Emergency Work Book.

For example,

- write about the medicine you need
- write about the help you need.





## Step 1

### Get important information

#### What is an emergency?

- bushfire
- flood
- windstorm
- transport accident. For example, a car hits a power pole, a train goes off the track
- earthquake
- terrorist attack
- cyclone



## What can happen in an emergency?



An emergency can damage

- buildings. For example, a tree falls on, a shop and puts a hole in the roof
- roads, paths and public transport. For example, flood water breaks a road
- your important things. For example, photos, personal documents.



During an emergency there might be

- no water. For example, no water for a shower
- no electricity. For example, no lights
- no gas. For example, no stove to cook on
- no phone. For example, you **cannot** call an ambulance.



During an emergency there might be a lot of noise.  
It might be hard

- to hear
- to use a hearing aid if you have one.



During or after an emergency you might

- find it hard to do what you want. For example, go to school or play sport
- find it hard to earn money. For example, you **cannot** go to work
- be sick and need to see a doctor.



### **How can you get more information about emergencies in your area?**

You can

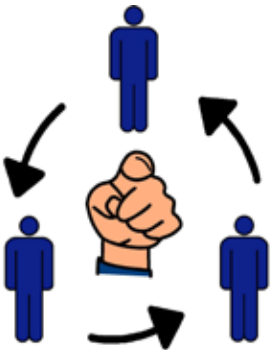
- talk to your local council
- visit your local library
- talk to people who have lived in your area for a long time
- talk to your local fire service.

## Who can help you during an emergency?



### Your neighbours

Look at page 36 in this Information Book for more information.



### Your support team

People in your support team can help you

- **plan** for an emergency
- **during** an emergency and
- **after** an emergency.

Each person in your support team can

- check on you or
- help you when you need help.



## How many people do you need in your support team?

You need 3 or more people in your support team.



## Who do you choose for your support team?

- You should trust the person.
- The person should understand when you need help.
- The person must be able to come to you quickly. Quickly means 10 to 15 minutes.



You might choose people from

- home. For example, your mum, dad, brother, sister, housemate or support staff
- school
- work
- disability service
- other places you spend a lot of time. For example, people from your volunteer work or sports club.



You might choose people you spend a lot of time with. For example, friends.



**How can you get information in an emergency?**



Listen to your local ABC radio station.

ABC Radio Phone Number 139 994



**Warnings**



**Fire warnings**

- Fire services say when it is a Total Fire Ban day.
- Total Fire Ban means do **not** light a fire. For example, do **not** light a BBQ fire or camp fire.
- Ask your local fire services about the rules in your area.



## Bad or dangerous weather warnings

For example,

- flood
- cyclone. This means a wind that spins very fast
- tsunami. This means lots of ocean water goes onto the land very fast.

In a big emergency you will hear the State Emergency Warning Signal.

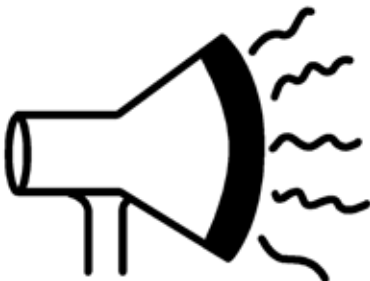
This signal tells you there is an urgent message on the



- radio



- TV



- public speakers.



**In an emergency, what phone numbers can you call?**

**Phone 000 for the**

- ambulance
- police
- fire service.



**Use 106 if you have a Teletypewriter (TTY).**

This is for people with hearing difficulties.



**State or Territory Emergency Services (SES)**

can help with storm, cyclone or flood damage.

**Phone 132 500 or in the Northern Territory call 131 444.**



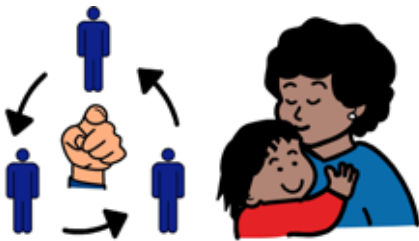
**Do not** use the emergency phone numbers to ask for general information.

This is the end of Step 1  in this Information Book.  
Step 1 is on page 4 in the Emergency Work Book.



## Step 2

### Make a plan



#### Who do you make your emergency plan with?

Make your emergency plan with

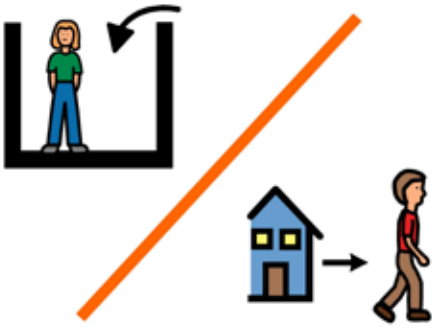
- your children
- your support team.



#### How can you get ready for an emergency?

**Put smoke detectors in your home.**

You can ask your local fire service for information about how to put in smoke detectors.



## You need a plan if you

- **stay home during an emergency**

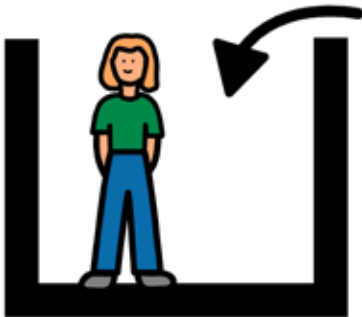
For example, you might need to stay in your home during a storm.

- **leave home during an emergency**

For example, you must leave your home during a house fire.

## You need to know

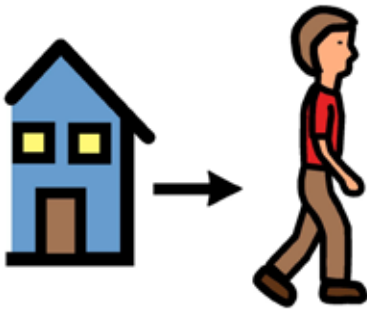
- 2 places where you can get out of your home in an emergency
- where you keep your equipment. For example, your walking frame
- your home's power switch.



## What is your plan if you stay home during an emergency?

**You might be told to turn off your water, power or gas during an emergency. If you turn the gas off, you should ask for help from your gas company to turn it back on.**

- Know how to turn off your water, power or gas.
- Practise how to turn off your water and power.
- Make sure your support team knows how to help you.



**What is your plan if you leave home during an emergency?**

**Practise how to leave your home quickly.**

You need to practise with

- your support team
- 2 times a year.



**You need a meeting place outside your home.**

For example, your letter box.



**You need a meeting place outside your area.**

For example, sports ground in a different area or town.



**You need a place you can stay** if you have to leave your home in an emergency.

During an emergency you could get separated from your family or the people you live with. This can be very stressful. When you plan for an emergency you must write the following information.



### **People you live with**

For example,

- name
- Medicare number.



### **What do you need help with?**

For example,

- personal care
- to cook
- moving around
- special vehicles or transport
- equipment.



### **What companies do you use?**

For example,

- electricity
- gas
- water.



### **What medical services do you use?**

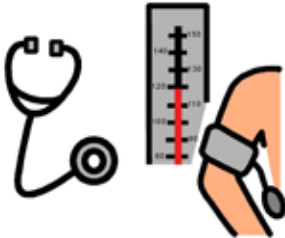
For example,

- doctor
- hospital.



### **What is your blood type?**

For example, O+, B-.



### **What are your health problems?**

For example,

- heart disorder
- diabetes
- asthma.



### **What medicine do you take?**

For example,

- name of the medicine
- time you take the medicine.



### **What is your disability?**

For example,

- intellectual disability
- communication disability.



### **What equipment do you use?**

For example,

- wheelchair
- hoist.



### **Do you have an animal or pet?**

For example,

- a service animal to help you
- a pet. For example, dog or cat.



# How do you make a financial plan?

A **financial plan** is a plan for your money.

**You need a financial plan because an emergency can**

- cost you a lot money
- damage your home
- damage your valuables
- stop you going to work to earn money.



**You need to write in your emergency plan**

- **Your bank information.** For example, bank name, account number.
- **Your insurance information.** For example, house insurance. If you have insurance, check it is up to date.





## How can you get information about financial planning?

You can go to

- your bank
- Centrelink

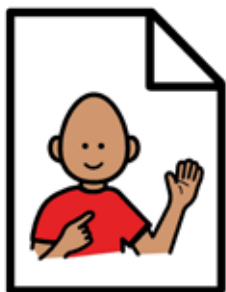


## What happens if you get money from Centrelink?

Talk to Centrelink about what will happen after an emergency.



Phone 13 2850



## Will

A Will tells your family what you want to happen if you die.

You can

- make a Will with a solicitor
- make a Will with a public or state trustee or
- make your own will with a Will pack.



You can buy a Will pack from the

- post office or
- newsagent.



**Check your emergency plan is up to date  
1 time every year.**



**Keep 1 copy of your emergency plan in  
your emergency kit.**

**This is the end of Step 2   in this Information Book.  
Step 2 is on page 8 in the Emergency Work Book.**



## Step 3

### Get an emergency kit



**Where can you get the items for your emergency kit?**

- You will have some items in your home.
- You will need to buy other items for your emergency kit.



**Do you have to buy all items for your emergency now?**

**No.**

- You can take your time.
- You can buy the items for your emergency kit over weeks or months.

## What can you keep your emergency kit in?



- box on wheels

or



- large sports bag

or



- suitcase on wheels

## What items do you get for your emergency kit?

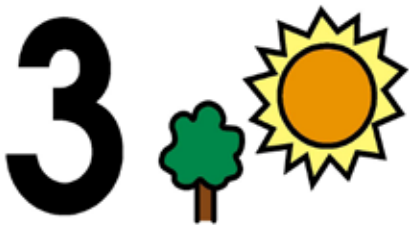
### Torch

You need

- 2 torches
- batteries for the 2 torches
  - do **not** keep the batteries in the torch.  
They will go flat
  - try the batteries in the torches every 6 months  
to make sure they work
- extra torch globes.



### Food, water and medicine



During an emergency you need enough food, water and medicine for 3 days or more.

In an emergency you might **not** be able to



- use tap water. It might not be safe to drink the tap water



- shop for food or medicine



- get your food delivery.



## Food

You need

- food in cans or bottles
- food that is easy to cook.

## Examples

- dried food. For example, dried fruit
- long-life. For example, UHT milk
- food in cans or bottles. For example, can of soup, can of tuna, can of baked beans
- snacks. For example, nuts, biscuits
- baby food in cans
- pet food in cans or bird food



You might need a camping stove or gas BBQ to cook your food.



## Water

You need enough water for **3 or more days**.

- Keep water in containers you can close properly.
- Put a sticker on each container.
- Write the date you put the water in the container.
- You can use this water for up to 12 months.

Do this for each person in your home.



## Medicine and prescriptions

Examples of medicine you might need are

- blood pressure medicine
- insulin
- epilepsy medicine.

Keep a copy of your prescriptions in your emergency kit.  
For example, glasses prescription.



## Aids and equipment

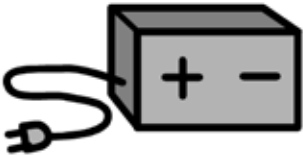
For example,



- extra pair of glasses



- extra hearing aid



- spare power box or battery. For example, for a life-support system or an electric wheelchair



- spare communication aid.

**Keep instructions about how to use your equipment.**



## Equipment for your pets or animals

For example,

- food
- water
- medicine.



## Hygiene

For example,

- soap
- tissues
- hairbrush
- toothbrush and toothpaste.



## Information and communication

For example,

- a radio
- spare radio batteries
- mobile phone
- spare mobile phone battery.



## **Clothes and safety equipment**

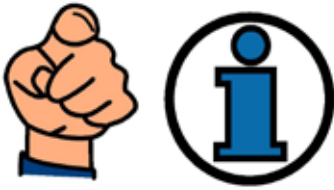
For example,

- 1 change of clothes
- strong shoes or boots
- hat with wide brim
- strong garden gloves.



## **First aid**

You need a home or car first aid kit. You can buy a first aid kit from Red Cross.



## Valuables

Put valuables in your emergency kit

For example,

- money. You need notes and coins
- phone card
- photos and videos
- copies of your personal documents

For example,

- passport
- Will
- marriage certificate
- birth certificate.

You could keep electronic copies of your personal documents.

- Use a computer scanner.
- Scan your documents.
- Save your documents on a CD or memory stick.



If you have children, talk to your children about their valuables. Children need the things they know and love with them.



### **Entertainment**

You might have to wait for a long time before you can go back home. You need games to play. For example, playing cards.



### **Where do you keep your emergency kit?**

- Keep your emergency kit in a place that is easy to get to. You can write the place you keep your emergency kit in the Emergency Work Book.
- You can put reflective tape on your emergency kit. This helps you see your emergency kit in the dark. You can buy reflective tape from a hardware or car shop.

# 6



## When do you check your emergency kit?

You should check your emergency kit

- 1 time every 6 months, or
- when you move house.



## Check 'use by' dates on items.

Throw out items that are past their 'use by' date.



Make **3 copies** of your **Emergency Work Book**.

Give 1 copy to each person in your support team.

This is the end of Step 3 in this Information Book.  
Step 3 is on page 35 in the Emergency Work Book.



## Step 4

### Know your neighbours

Neighbours can be people who live or work in

- your street or
- your area.



You can help your neighbours.

Your neighbours can help you.

Get to know **3 or more** neighbours.

### How can neighbours help you get ready for an emergency?

Neighbours can help

- get buildings ready. For example, clean leaves out of the gutters
- get an emergency kit ready.



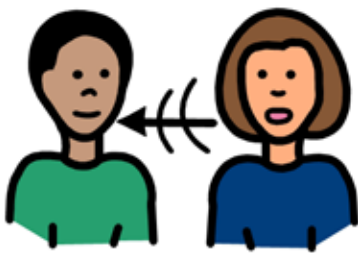
## **How can neighbours help you during an emergency?**

Neighbours can

- check you are OK
- give information
- check you can hear a siren or loud speaker
- move furniture or valuables
- help you get out of your home
- give you a place to stay.

## **How can neighbours help you after an emergency?**

You can talk to your neighbours about what happened during the emergency.



## **What do you tell your neighbours?**

- How to help you.
- How to use your equipment.
  - Make instruction cards about how to use your equipment.
  - Laminate the cards.
  - Stick or tie the cards on your equipment.



## **How can you build your community?**

You can visit your neighbours.

You can tell your neighbours your

- name
- phone number
- address.



You can do activities with your neighbours.

For example,

- have a street party
- have a garage sale.



### **Who might need more help before, during and after an emergency?**

- single parents with young children
- older people who live on their own
- people with a disability
- people with a mental illness
- large families
- people who are new to your area

**This is the end of Step 4    in this Information Book.  
Step 4 is on page 46 in the Emergency Work Book.**

This book is in Easy English.

Version 2, May 2011.

This book was developed by Australian Red Cross and the Communication Resource Centre – a service of Scope. Communication Resource Centre Scope.

Phone 03 9843 2000.

[www.scopevic.org.au](http://www.scopevic.org.au)

You can contact the Australian Red Cross to see the original book **Emergency REDiPlan, Four steps to prepare your household**.

This booklet was developed based on the following resources:

- National Red Cross Emergency REDiPlan – Household preparedness for people with a disability, their families and carers Four steps to prepare your household booklet
- Disaster Preparedness for People with Disabilities (American Red Cross, 1997)
- Preparing for disaster for people with disabilities and other special needs (American Red Cross, 2004)
- Preparing for disasters: Information for People with Special Needs (Queensland Government)

Thank you to the following agencies that provided feedback on this resource:

Emergency Management Queensland  
Terri Elliott

Metropolitan Fire and Emergency Services Board (Melbourne)

Country Fire Authority Victoria

Vision Australia

Disability Emergency Management Advocacy

City of Whitehouse council

Leadership Plus

Department of Families, Housing, Community Services and Indigenous Affairs

Carers Australia

Headway Tasmania

Dr Lynette Cusack RN

- The Picture Communication Symbols ©1981–2009 by Mayer-Johnson LLC. All Rights Reserved Worldwide. Used with permission.
- Compic. Used with permission. Scope © 2009. [www.scopevic.org.au](http://www.scopevic.org.au).
- Valuing People ClipArt © Inspired Services, UK. [www.inspiredservices.org.uk](http://www.inspiredservices.org.uk).

First edition published 2009 by  
Australian Red Cross

155 Pelham Street,  
Carlton Victoria 3053

© Australian Red Cross 2009

National Library of Australia Cataloguing-in-publication data:

Australian Red Cross

Emergency REDiPlan 4 steps to plan  
for an emergency – Easy English

1st ed

ISBN 978-0-9807401-1-0



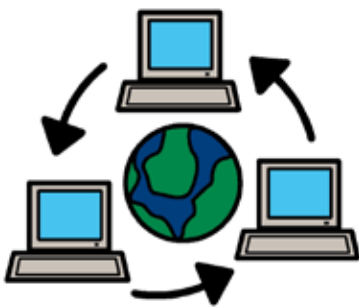
Australian  
Red Cross  
POWER OF HUMANITY

## More information



### Phone

ACT	02 6234 7600
NSW	02 9229 4111
TAS	03 6235 6077
VIC	03 8327 7700
WA	08 9225 8888
NT	08 8924 3900
QLD	1300 55 44 19
SA	08 8100 4500



### Website

[www.redcross.org.au](http://www.redcross.org.au)

### **National Office**

155 Pelham Street,  
Carlton VIC 3053  
Tel +61 3 9345 1800  
Fax +61 3 9348 2513

### **ACT**

Cnr Hindmarsh Drive  
and Palmer Street,  
Garran ACT 2605  
Tel 02 6234 7600  
Fax 02 6206 6050

### **NSW**

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

### **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

### **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 1300 55 44 19  
Fax 07 3367 7444

### **SA**

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