

emergency REDiPlan

**Household
preparedness
for people with
a disability,
their families
and carers**



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This booklet was prepared by Red Cross Training Services in Queensland (Disability Job Training) and was based on the following resources:

- National Red Cross Emergency REDiPlan – 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
Scope
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

First edition published 2009 by
Australian Red Cross
155 Pelham Street,
Carlton Victoria 3053

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National Library of Australia Cataloguing-in-publication data:

Australian Red Cross
Emergency REDiPlan for people with a disability,
their families and carers

1st ed
ISBN 978-0-9807401-0-3

Emergencies may not be something we think about every day, but they can strike at any time.

In most cases, the effects may be short term, but in some circumstances, the effects of an emergency can last for a long time.

Knowing what to do and being ready is your best protection. With a simple plan, you can help yourself and your household be prepared and cope better if an emergency occurs.

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

Four steps to prepare your household

For people with a disability, their families and carers

This booklet recommends four steps to prepare households for an emergency:

- 1. Be informed**
- 2. Make a plan**
- 3. Get a emergency kit**
- 4. Know your neighbours**

There is also a workbook section, ready to fill in with your household's emergency plan details.

Discuss the ideas in this booklet with your family, friends, carers, neighbours and others in your support network to help integrate emergency planning into your lives.

Create a support network

A personal support network is a group of people who help you, including family, friends and other people who know you. A support network can help you to identify and collect resources to assist during and after an emergency. This network is made up of individuals who will check in and assist when needed. They should know you well – they may be housemates, friends, family members, work colleagues, or people from your disability association or places you spend time.

Do not depend on only one person. Some people may also be affected by the event. It's best to include at least three people, and consider speaking with and training as many people as possible.

They should be:

- trustworthy
- able to determine when assistance is needed (understand your capabilities and needs)
- be able to provide help within minutes.

Give the network members copies of your emergency information list, medical information list, disability-related supplies and special equipment list, evacuation plan and emergency plan.

While everyone's needs are different, the importance of being prepared for an emergency remains the same – it can save lives when an emergency occurs. Family members and carers of a person with a disability are often vital in assisting during an emergency. Understanding the needs of a person with a disability can also be extremely valuable in helping to prepare.



step 1 be informed

Step 1: Be informed
A household emergency plan lets everyone in your household know what to do in an emergency.

Why you need to be informed

Emergencies can disrupt our lives by damaging our home and our belongings, affecting our health, altering our daily routines and causing financial burden. Think of what can happen during an emergency:

- Your home may be damaged, destroyed or isolated.
- Utilities like electricity, water, gas and phone service may be disrupted for a long time. You may not be able to cook, cool or heat your home, make or receive phone calls to or from your doctor, police, ambulance or fire services. You may not be able to light your home, withdraw cash through an ATM, fill cars with petrol, use the internet or receive emergency information from your television or radio.
- Roads may be damaged and public transport may not be available. Public and private wheelchair transport services may not be operating. The environment inside or outside your home may have changed, making orientation and access difficult.
- Noisy surroundings may interfere with how effective your hearing aid is.
- Your usual ways of getting groceries, medications and medical supplies may be disrupted. It may take several days before shops reopen, so you may not be able to readily replace items related to your disability.
- Council and other local services may be disrupted.
- You may not be able to carry out your daily activities as you did before the emergency.

Knowing what to do and being ready for an emergency is your best protection and your responsibility. It is also a way to maintain your independence.

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

What you need to be informed about

1. Know the potential hazards in your area and what to do

- For general information on hazards visit the Emergency Management Australia website at www.ema.gov.au.
- Depending on where you live, there may be some obvious hazards, like bushfires, cyclones or flooding. Flash flooding and windstorms can occur almost anywhere. Transport accidents can also cause disruption to daily lives.
- Australia has well-developed emergency management plans. Ask your local council or state or territory emergency service (the SES) about specific hazards and the emergency management plans that affect your local area. These plans will tell you who will respond to a particular hazard, how information will be passed on to you and what services might be available after an emergency.
- The SES will have information on how to prepare for a cyclone, severe storm, flood or earthquake.
- Your local fire service will have information on how to prepare for a bushfire or how to prevent house fires.
- Visit the local library or talk to people who have lived in your area for a long time to learn about past hazards.

Some specific things for you to consider

- Debris from cyclones, storms or floods may make footpaths dangerous and impassable.
- If you are in a manual wheelchair when an earthquake begins, stabilise your wheels as much as possible.
- If you are deaf or have hearing loss, install a smoke alarm system that has flashing strobe lights to get your attention.

2. Know about warnings

The Bureau of Meteorology issues warnings for extreme weather conditions, like floods, cyclones and tsunamis.

Visit the website at www.bom.gov.au to learn about the difference between a watch and a warning, and to find information about warnings in your area.

Fire services will advise when a day is declared a 'total fire ban', which places restrictions on fires in open areas.

3. Know how to get information in an emergency

- Local radio (for instance, local ABC) is often the best source of information in an emergency about what is happening and what the authorities want you to do. Find your local radio ABC radio frequency at www.abc.net.au and include it in your household emergency plan.
- During major emergencies the Standard Emergency Warning Signal (SEWS) is used to alert the community when an urgent safety message is about to be played on radio, television, a public address system or a mobile siren. To listen to the tone, go to www.bom.gov.au and follow the links to disaster mitigation.

- If you are deaf or have hearing loss, be sure that your support network gives you any information on emergency signals and safety messages.
- If you are blind or have a vision impairment, ensure that your support network gives you the information in the format that you require.

4. Know your capabilities and limitations

- Establish what you will be able to do for yourself and what assistance you may require before, during and after an emergency.
- Make a list of your personal needs and the resources at your disposal for meeting these needs in an emergency situation. Get your support network members to help you so they are aware of the best ways to assist you. If necessary, give them written instructions on how best to assist you and any pets or service animals. Review this worksheet from time to time, since your needs may alter. Complete the personal assessment worksheet at the back of this booklet.
- You may already have some of this information as part of other plans, such as a lifestyle plan or service plan that tells people how you want and need to do things. You could add a copy of this plan to your emergency kit.

5. Know how to stay calm during and after an emergency

Emergencies can be stressful – you may have to face frightening situations. They can also cause stress and strain on 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 a publication, *Coping with a major personal crisis*, which includes tips on dealing with stress during and after an emergency. Download it from www.redcross.org.au, print a copy and keep it with your emergency kit.

6. Know how to help in an emergency

Many people with disabilities, their families and carers have skills, experience and other capacities that can assist others during an emergency. The resilience that comes from dealing with difficult situations and limitations may be helpful to others. People with disabilities and their organisations can be useful sources of information and advice on the location and needs of other people with disabilities.

- You could help by joining an emergency or community services organisation.
- Learning first aid can also be useful in both everyday and major emergencies. Red Cross provides first aid training. For more information on first aid and volunteering visit www.redcross.org.au.



Who to contact in an emergency:

- Call 000 for police, fire or ambulance only in a life-threatening situation. Do not use this number to get general information as it may clog the lines available for emergency calls.
- Use 106 if you are hearing impaired and rely on TTY.
- Contact your SES on 132 500 if you have urgent storm or flood damage.

For more information on TTY, visit www.nationalrelay.com.au.

Checklist

Do you know:

- ☐ who is in your personal support network?
- ☐ 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?
- ☐ some of the capabilities and limitations you may have in an emergency?
- ☐ basic first aid?

More information on first aid and volunteering is available at 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.

Why you need a plan

An emergency plan lets everyone in your household and support network know what to do in an emergency. Planning ahead is the best way to protect:

- yourself, your household members and your pets and service animals
- possessions 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 for a period while the emergency passed and services were restored
- suffer injury or ill health
- find somewhere else to live
- lose essential, sentimental and valuable possessions
- not be able to earn an income
- disrupt your daily routines, e.g. going to work, shopping, school or sporting activities.

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

Practising your plan will help you to be better prepared.

How you make a plan

Get together with everyone in your support network to ensure they understand the plan and know what to do if an emergency occurs.

1. An emergency information list will let others know who to call if they find you unconscious or unable to speak, or if they need to help you evacuate quickly.

- List your important contacts in the back of this booklet, including household members and the names and numbers of everyone in your support network.
- If power, phone or mobile phone services are affected, you may not be able to contact each other. Establish a contact person (preferably someone living out of town) to be the reference for family and friends to phone if you are separated.
- Keep the emergency numbers of your doctor, hospital and electricity, gas, water and phone services handy.

2. An evacuation plan includes the different ways to get out of your home.

- Plan and practise two ways to get out of your house in case you have to leave quickly (for example, if there is a house fire or a flash flood). Draw a plan of your house and mark at least two ways to leave, in case one is blocked. During a fire it is important to leave your house as quickly as possible.
- On your plan mark where you would put things like medications and special equipment you will require after you leave.
- For wheelchair or walking frame users, make sure escape routes are accessible and items like wheelchairs and walking frames are in a designated place so they can be found quickly.

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

- Organise a meeting place outside the house and mark it on your evacuation plan.
- Prepare a care plan for your service animal.
- If you require assistance to evacuate, include written instructions in your plan about how people can help you. For example:
 - ‘Please take my wheelchair, my oxygen tank, insulin from the refrigerator and my communication device from under the bed.’
 - ‘Please do not straighten my knees. They are fused in a bent position.’
 - ‘I have had a brain injury. Please write down all important instructions and information.’
 - ‘I am blind/visually impaired. Please let me grasp your arm firmly.’
- Teach your support network how to operate necessary equipment; label and attach laminated instructions for equipment use.
- In an emergency, you may need to leave home. If possible, identify somewhere to stay in advance. Family members and friends may be able to accommodate you, your service animals or pets and provide comfort during a stressful situation.
- 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 or cooling, and light for a period of time. See Step 3 (Get an emergency kit) for more information. If your medical equipment is reliant on power, talk to your electricity company about priority services.

- If you rely on community support services to live in your home, you should talk to the coordinator or your case manager about what would happen if an emergency occurred in your area.
 - Keep your motor vehicle’s fuel tank more than half full at all times and, if possible, stock your vehicle with a car emergency supplies kit.
 - A shelter may be set up for people to stay in while the worst of the emergency passes. In each state and territory they have different names – emergency shelter, evacuation centre, emergency relief centre or welfare centre.
 - Some shelter staff are trained in first aid and some may be familiar with the needs of people with disabilities. Shelters may provide wheelchairs, ramps, medical supplies and equipment, cold storage for essential medications and facilities for service animals. Confirm upon arrival that it can meet your needs.
3. A medical information list contains information about any medical conditions that you might have, as well as emergency contact details for your medical providers.
- Record the names of medications and their dosages, the condition for taking each medication and the name and number of the doctor who prescribed it. If possible, attach copies of prescriptions.
 - Record any adaptive equipment you use.
 - Record your allergies and sensitivities.
 - If you have a communication disability, you can write down the best way to communicate with you.
 - Attach copies of health insurance cards.

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

- Consider getting a medical alert system that can easily alert someone if you are immobilised in an emergency. Most alert systems require a working phone line, so have a back-up plan, such as a mobile phone or pager, in case the regular landlines are disrupted.
 - If you rely on medical aids such as hearing aids or glasses, consider storing them in a container by your bedside attached to your bedside table using velcro. Some emergencies may shift items that are not secured, making them difficult to find quickly.
4. A financial plan protects against the financial losses caused by an emergency. Emergencies can cause obvious financial burden, such as needing to take time off work and losing property. There might be financial assistance available from governments and other agencies after an emergency – however this assistance is usually small and targeted at immediate needs. It won’t be enough to rebuild homes or replace valuables, so you will need to plan to cover financial losses caused by an emergency.
- On a day-to-day basis, it makes good sense to have a personal or household financial plan. The Australian Government has an excellent website (www.understandingmoney.gov.au), containing information on a range of financial matters including preparing a household budget.

- Make sure your household insurance policy covers you for all hazards you have identified. In some cases, insurance policies do not cover flooding or acts of terrorism. The Insurance Council of Australia has guides to help you choose household insurance at www.insurancecouncil.com.au.
 - Consider how an emergency could affect your ability to earn an income. Seek the advice of a financial planner on how to best 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 financial plan.
 - If you receive benefits from Centrelink, talk to its staff about how they can assist should an emergency occur.
 - A will is not something that people like to talk about, but having a will 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 your post office or newsagency.
5. Check and practise your evacuation plan
- Check your household emergency plan is up-to-date and the phone numbers are still valid.
 - Check your insurance policy and make sure your cover is adequate.
 - Practise with your support network twice a year to ensure everyone knows what to do during an emergency.
 - Replace your smoke alarm batteries annually and test your alarm weekly.

Where to keep your plan

When it is completed, keep a copy of your plan and other important documents (e.g. wills, passports, photos, birth certificates) in a fireproof and waterproof container in your emergency kit, as well as a copy in your wheelchair pack and other copies at work and other places you spend a lot of time.

Give a copy to everyone involved in your plan, including your support network.

Checklist

Consider the following:

- ☐ **Has your household and support network developed the plan together?**
- ☐ **Have you developed evacuation routes?**
- ☐ **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 important phone numbers?**
- ☐ **Have you completed the medical information list?**
- ☐ **Have you checked the insurance cover?**
- ☐ **Have you developed a household financial plan?**
- ☐ **Have you completed an annual check-up?**





Step 3: Get an emergency kit

Put together an emergency kit with items you may need if you have to evacuate your home in an emergency, 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.

Why you need a kit

In an emergency it is important to have everything you need easily at hand. Your kits should include items to meet your short-term needs (like medications) and longer-term needs (like your important documents).

What your kit must contain

Make a list of what you will need. You will already have many items in your house. If you need to purchase anything, remember you don't have to do it all at once – you can buy items over weeks or months. You will need a sturdy container for your emergency kit, preferably waterproof. You can use a box with wheels, a large sports bag or a suitcase.

You can split your emergency kit into two parts – 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.

1. Light

- Include two torches with spare batteries and globes, in case the power goes off and someone needs to go outside. Don't leave the batteries in the torches, and check them every six months.
- Candles and matches are a good source of light, but can be a fire hazard. Have a fireproof container to sit them in and keep them away from clothes, curtains and other flammable sources, such as gas. You can also get glow sticks from camping stores.

2. Food and water

- You should keep at least 14 days' supply if you can. At a minimum, you should have three days supply. You need 42 litres of water (three litres of water per person per day). Keep a store of water in airtight containers. This water can be stored for up to 12 months. Put a sticker on the containers and mark when the water was last changed and when the next change is due. Remember you

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.

should not drink tap water after an emergency until the water or health authorities have advised you that it is safe to do so.

- If your meals are normally delivered, this service may not be able to run to schedule during an emergency. Having food stored will assist you during this time.
- To prepare meals, you will need a camping stove or gas BBQ. Include food in your pantry that is high in energy, has a long shelf life and is easy to prepare. If you are blind or have a vision impairment, consider accessible labels for your food to make it easier to identify items if faced with an emergency. For advice on the sorts of things you should keep in the pantry, visit www.pantrylist.com.au.

These items include:

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

3. Medications and disability-related supplies

If you require medications, plan for a minimum of 14 days' supply. Keep a copy of your glasses prescription with your emergency kit.

Some disability-related supplies and special equipment you may need:

- An extra pair of glasses or contact lenses.
- A hearing aid.
- A patch kit and canned air for wheelchair tyres.
- An extra battery or backup power for a battery-operated wheelchair, life-support system or other power dependent equipment – think of alternatives for your power-dependent equipment.
- If you are blind, have at least one extra white cane.
- Keep any important information, such as ‘My service animal may legally remain with me’; ‘I do know Auslan’.
- If you have a speech-related or communication disability, have a pencil and paper with you, or spare communication aids.
- Keep a card that indicates that you are deaf.
- If you have a cognitive disability, keep a copy of any instructions or information you think you will need. Write step-by-step information in a way that is easy for you to understand. This format will help you remember what to do during the confusion of an emergency. Have a pencil and paper to keep track of any instructions or information.
- Copies of specifications for adaptive equipment or medical devices should be stored in your emergency kit.
- Consider medical needs such as heart and high blood pressure medication, insulin, prescription drugs, denture suppliers and supplies. If you are blind or have a vision impairment, consider accessible labels for these items to ensure you can accurately identify these items.

- Include items for service animals or pets, such as food, additional water, bowls, a leash or harness, identification tags, medications and medical records, kitty litter and a pan.

4. 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 your nose, visiting the toilet or looking after sick people.
- Include soap, deodorant, sanitary pads, a razor, handy alcohol wipes, waterless hand wash gels, toilet paper, tissues, a hairbrush, a comb, and a toothbrush and toothpaste for each person in your household.

5. Information and communication

- Include a battery-operated radio. Mark on the dial the frequencies of your ABC local radio, and any other local radio services. Include spare batteries.
- Include a spare mobile phone battery and charger. Also consider keeping an older landline phone that is not reliant on power.

6. Protective clothing and blankets

- Keep a change of clothes in your emergency kit. 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 if you need to carry items.
- Have blankets and sleeping bags handy in case you need to leave your home for an extended time.

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

7. 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.

8. Valuables

- Keep copies of important documents in your emergency kit – passports, wills, marriage and birth certificates, insurance papers, prescriptions, land titles and mortgage papers, child immunisation books and medical histories. You can also scan and save them onto a CD or memory stick. Make sure they are stored in a waterproof container.
- It’s also good to have money – notes and coins – and a phone card in your kit.
- Think about sentimental items such as photos and videos. You can make copies and store them in another location.
- Talk to children about what is important to them. They will need familiar things to help comfort them.

9. Entertainment

- Include a pack of playing cards or games, to occupy time when waiting to return home or for essential services to be restored.



Where to keep your kit and when to do a check-up

- Keep your 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 emergency plan, and that everyone knows where it is. Download a 'My emergency kit' sticker from www.redcross.org.au.
- Check your emergency kit – including the first aid kit – once every six months or whenever your situation changes. Make a note of 'use by' dates, replace perishable items and rotate them through your bathroom and pantry.

Checklist

Do you have:

- ☐ a torch with spare batteries and globe?
- ☐ a battery-operated radio with spare batteries?
- ☐ a mobile phone charger and battery?
- ☐ food, snacks, water and cooking materials?
- ☐ a first aid kit?
- ☐ valuables, including documents, mementoes and keepsakes?
- ☐ medications and toiletries?
- ☐ clothing, sunscreen, hats and blankets?
- ☐ money and a phone card?
- ☐ a plan for your pet or service animal?

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.

Why you should get to know your neighbours

Getting to know your neighbours is an important part of preparing your household. Neighbours can help each other in many ways:

- providing information about what is happening
- helping secure a property prior to a cyclone or windstorm and clearing a property prior to bushfire season
- helping to evaluate and prepare the home for an emergency
- assisting in identifying and obtaining the resources needed to cope effectively with an emergency
- moving furniture and valuables out of the way of floods
- providing a place to shelter while the emergency occurs
- helping to clean up after an emergency
- simply sitting down, having a cup of tea and chatting about what has happened.

They can check on you immediately if local officials give an evacuation order or if an emergency occurs. Your neighbours may be able to check to see if you need assistance, so it is important to talk to them before an emergency happens so that they are prepared to help you when you need them.

Neighbours can include people in your street or community. Try to include a minimum of three people. Complete the 'Neighbours contact details' information at the back of this booklet.

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.

Information you might like to share with your neighbours

- Your neighbours need to be aware of your capabilities and needs to be able to offer help at short notice. Talk to them about your abilities and limitations and show them how to assist you.
- Ask your neighbours to double check your awareness of an emergency. If you are deaf or have hearing loss, you might not hear a siren or loud speaker emergency warning.
- Label any equipment that you use for your disability and attach instruction cards on how to use and move each item.
- Show your neighbours how to operate and safely move your equipment and ask them to practise with it. This will help them to feel more comfortable if they have to use or move your equipment during an emergency.



How to build strong communities

Getting to know your neighbours is easy. 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 and improve your community. For more ideas or information about community groups, visit your local council.

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 people living at home by themselves
- other people with physical or sensory disabilities
- people with a mental illness
- single parents with young children
- large families
- people newly arrived to the area, the state or even the country, including refugees or newly arrived immigrants.

If there are 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. If they are happy to talk to you – and remember that many people value their privacy – you might want to ask them if they would like assistance preparing their own emergency plan.

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

Checklist

Have you:

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





Step 1. Be informed

Personal assessment worksheet

Know your needs and capabilities

		Yes	No
Daily living	Do you need assistance with personal care, such as bathing and grooming?		
	Do you use adaptive equipment to help you get dressed?		
	Do you use special utensils that help you prepare or eat food independently?		
	Do you need to use equipment that runs on electricity, such as dialysis, electrical lifts etc?		
Communications	Do you need assistance to communicate with others?		
	Does your ability to communicate with others diminish when you are under stress?		
	Will your ability to communicate be affected by loss of power or phone lines?		
	Do you speak another language, e.g. Auslan?		
Getting around	Do you need assistance or adaptive equipment (eg. cane or walking frame) to walk?		
	Do you use a specially equipped vehicle or accessible transportation?		
	Do you need assistance to get groceries, medications and medical supplies?		
Evacuating	Do you need help to leave your home or office?		
	Do you need assistance to speak or call for help? If yes, what is the best way to communicate with you? (writing notes, pointing to letters, words or pictures) _____		
	Do you need assistance in hearing?		
	Are you able to hear a siren?		
	Do you need assistance in seeing?		
	If yes, do you have a service animal?		
	Write here other information you think could be useful		

Step 2. Make a plan

Emergency information list

Personal contacts

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

Important contacts

	Name	Phone	Mobile	Address
First emergency contact				
Support network or carer				
Support network or carer				
First out-of-town contact				
Second out-of-town contact				
Council				

Radio

My local ABC Radio frequency	
Other local frequencies in my area	

Services

	Company	Phone	Account number
Electricity			
Gas			
Water			
Phone			
Roadside assistance			

Medical information list

	Name	Phone	Mobile	Address
Doctor				
Local hospital with 24-hour emergency				
Chemist				
Dentist				

Do you suffer from any of the following?

	Yes	No		Yes	No
Any heart disorders			Epilepsy		
Diabetes			High blood pressure		
Asthma			Thyroid problems		
Migraines			Dizziness		
Fainting spells					

Do you take any medication of any kind? Yes / No

Medication	Dosage	Times taken	Doctor who prescribed	Doctor's mobile

Details of disability type (intellectual, learning, speech-related, sensory, physical, neurological, psychiatric):

	Yes	No	Details
Do you use any adaptive equipment?			
Do you have any allergies or sensitivities (food, drugs etc)?			

If you have a communication disability, what is the best way to communicate with you?	
Blood type	



Evacuation plan

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

• disability-related supplies and special equipment

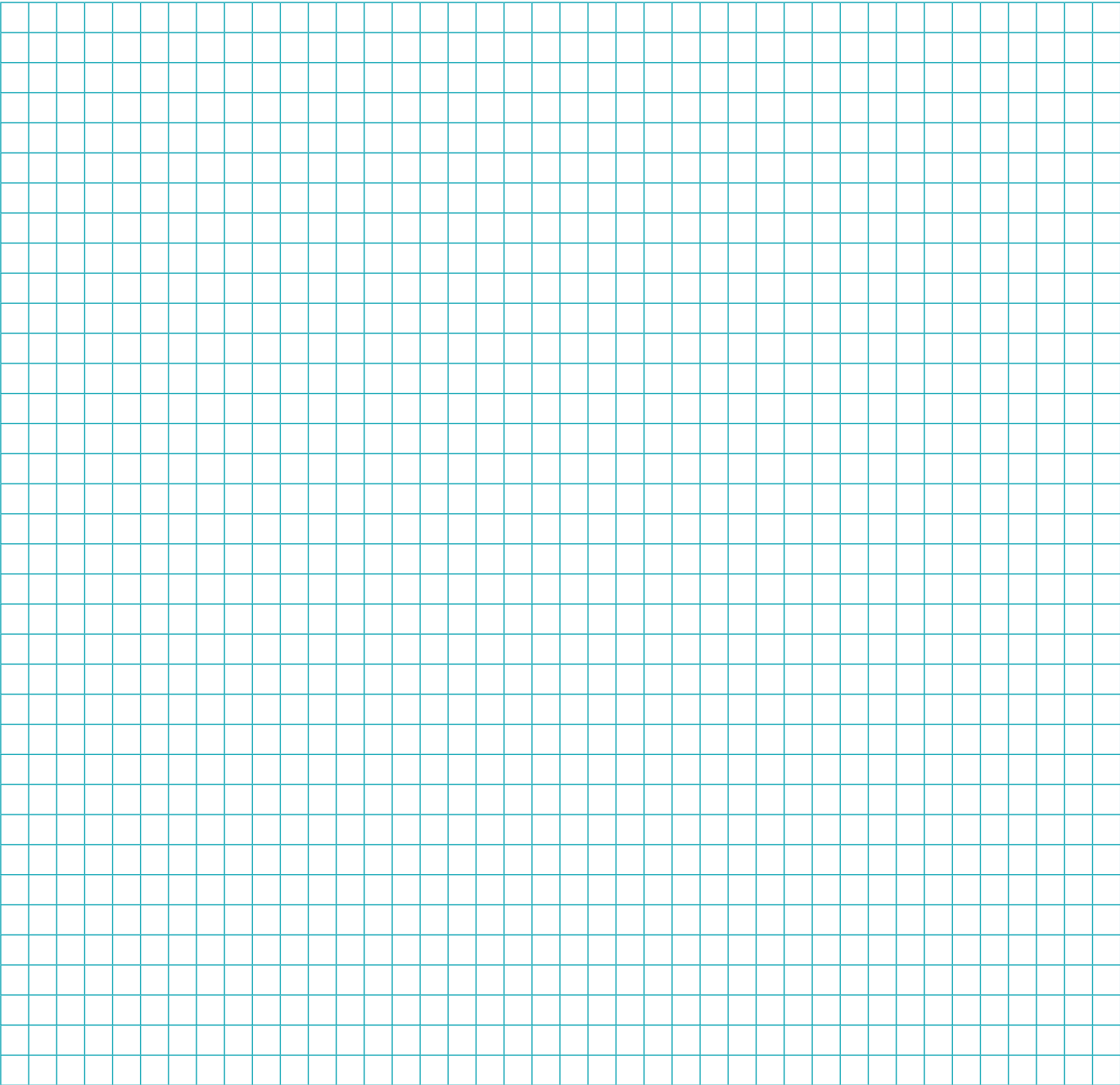
• mains power switch

• 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).



Meeting places

Outside the house	Outside the neighbourhood

Alternative place to stay in an emergency

Name	Phone	Mobile	Address

Service animal or pet: Animal's name: _____

	Name/Company	Address	Phone
Vet			
Motel			

Financial information list

Insurance

	Insurer	Phone	Policy number
Home and contents			
Health			
Car			
Income protection			
Life			

Will

	Solicitor(s)	Address	Phone
Location of my will			

Banking details

Account name	Bank	BSB	Account number

Step 3. Get an emergency kit

Basic 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

Go kit

Tick		Tick	
Sturdy container		Backpack	
Reflective tape or stickers		Two torches	
Globes		Batteries	
Old landline phone		First aid kit	
Mobile phone battery		Medication	
Cutlery and pocket knife		Toiletries	
Candles and matches/glow sticks		Battery-operated radio	
Sturdy boots		Phone charger or a phone card	
Wide-brimmed hat		Money	
Gardening gloves		Pack of cards/game	
Three litres of water per person, per day		Change of clothes	
14 days' food to stay in your home		Sunscreen	
Camping stove or BBQ		Pocket knife and cutlery	
Alcohol wipes		Three days' food ready-to-go	
Antibacterial gel		Pet food, water, collars and carrier	
Toilet paper		Blankets/sleeping bag	
		Pencils and paper	
		Important documents	
		Items of value	
		Household emergency plan (this booklet)	

Other medical needs	Heart and high blood pressure medication	
	Insulin, glucometer and lancet device	
	Denture supplies	
	Contact lenses and supplies	

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

Checklist	Date checked	Date checked	Date checked	Date checked
Emergency kit updated				
Emergency contact cards updated				
Smoke alarm batteries changed				
Torch and radio batteries checked				
Water supply replaced				
Food supply replaced				
Insurance policies updated				
Medications checked				

Disability-related emergency kit

		Tick
If you use a wheelchair	Patch kit and can of seal-in-air product to repair flat tyres	
	Extra supply of inner tubes	
	Pair of heavy gloves to use while wheeling or making your way over glass and debris	
If you use a motorised wheelchair or scooter	Extra (charged) battery or a car battery	
	Lightweight manual wheelchair for backup	
For people who are blind or have a visual disability	Talking or Braille clock or large-print timepiece with extra batteries	
	At least one extra white cane	
	Fluorescent tape to mark your emergency kit	
	Medications clearly labelled	
	Extra magnifiers	
	An extra pair of glasses	
If you are deaf or have hearing loss	Spare batteries for your hearing aid (make sure you rotate them regularly)	
	An alternative hearing/listening device	
	Small portable battery-operated television set (emergency broadcasts may give information in Auslan or open captioning)	
	Pads and pencils for communication	
	Torch, whistle or other noisemaker, and pad and pencil by your bed	
	Card that indicates that you are deaf	
If you have a speech-related or communication disability	Power converter if you use a laptop computer to communicate. A power converter allows most laptops (12 volts or less) to be operated from the cigarette lighter on the dashboard of a vehicle.	
	Copies of a word or letter board and pre-printed key phrases you would use in case of an emergency	
If you have a cognitive disability	Laminated copy of any instructions or information you think you will need	
	Pencil and paper to keep track of any new instructions or information you may receive	

Step 4. Know your neighbours

Neighbours' contact details

Record details of people in your street or area who might be able to assist you or might need help in an emergency.

Name	Phone	Mobile	Address

Other important things to remember

Include any information you think might help in an emergency

CRISIS CARE COMMITMENT

CRISIS CARE COMMITMENT

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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Australian Red Cross
THE POWER OF HUMANITY



Australian Red Cross
THE POWER OF HUMANITY



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



Australian Red Cross
THE POWER OF HUMANITY

DANGER	Check for DANGER – Hazards / Risks / Safety?
RESPONSE	RESPONSE? Do they respond to you (or unconscious). If not, Call for help, Ring 000/112(mobile)
AIRWAY	Open AIRWAY look for signs of life
BREATHING	Give 2 Initial BREATHS if not breathing normally
COMPRESSIONS	Give 30 chest COMPRESSIONS (almost 2 compressions/second) followed by another 2 breaths
DEFIBRILLATE	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*

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Australian Red Cross
THE POWER OF HUMANITY

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Personal details

Name: _____

Address: _____

Phone: _____

Blood type: _____

Disability: _____

Allegies: _____

Emergency contact name: _____ Phone: _____

Meeting place outside my home: _____

Meeting place outside my araea: _____

Doctor: _____ Dentist: _____

ABC Local Radio: _____

Local council: _____

Bank: _____ Insurer: _____

Roadside Assistance: _____



Personal details

Name: _____

Address: _____

Phone: _____

Blood type: _____

Disability: _____

Allegies: _____

Emergency contact name: _____ Phone: _____

Meeting place outside my home: _____

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Doctor: _____ Dentist: _____

ABC Local Radio: _____

Local council: _____

Bank: _____ Insurer: _____

Roadside Assistance: _____





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

HOSPITAL:

DOCTOR: DENTIST:

GAS: ELECTRICITY:

WATER: TEL CO:

CRIMESTOPPERS:

LOCAL RADIO FREQUENCIES:

OUT-OF-TOWN CONTACT:

Household numbers

NAME	WORK/SCHOOL	MOBILE PHONE No.
------	-------------	------------------

Emergency contacts

NAME	WORK/SCHOOL	MOBILE PHONE No.
------	-------------	------------------

Other numbers

COUNCIL:

INSURER:

BANK:

ROADSIDE ASSISTANCE:

CRISIS CARE COMMITMENT

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 6206 6000
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

www.redcross.org.au