

emergency REDiPlan

**Household
preparedness
for Seniors**



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.

Contents

| | |
|--|-----------|
| Step 1: Be informed | 04 |
| Step 2: Make a plan | 08 |
| Step 3: Get an <i>Emergency kit</i> | 12 |
| Step 4: Know your neighbours | 16 |
| Workbook: <i>Household emergency plan</i> | 20 |
| Tear out: <i>Wallet Emergency contact card</i> | 33 |
| Tear out: <i>Household Emergency contact card</i> | 35 |

Thank you to the Red Cross Springwood branch and Kirstie Meheux for their assistance in developing the content

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 for seniors

3rd ed
ISBN 978-0-909896-94-2

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



Family members, friends and neighbours are often vital in assisting during an emergency. It is important to work out your needs before an emergency occurs – and help family and friends to understand them – to make sure you can get the best help possible.

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

- 1. Be informed**
- 2. Make a plan**
- 3. Get an *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, neighbours and anyone else in your support network to help integrate emergency planning into your lives.



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

Preparing in advance with your family and support network can help you cope with an emergency. Knowing what to do and being ready for an emergency is your best protection and your responsibility. It is also part of maintaining your independence.

Emergencies can disrupt our lives by damaging the place we live, our valuables, impacting our health, upsetting our daily routines and causing financial burden. Think of what can happen during a disaster:

- your home may be 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, access cash through an ATM, fill cars with petrol or receive emergency information from your television or radio
- roads may be damaged and public transport may not be available
- you might not be able to get groceries, medications, and medical supplies. It may take several days before shops reopen
- council and local services may be disrupted.

What you need to be informed about

1. Know the potential hazards in your area

Depending on where you live, there may be some obvious hazards like bushfires or cyclones, or flooding if you live near a major watercourse. Flash flooding and storm damage

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

can occur almost anywhere, as can a house fire.

Try to think broadly – industrial, transport accidents or chemical spills may also cause disruption to our daily lives. Extreme weather, such as heatwave, might mean you are not able to leave your home for days.

Australia has well-developed emergency management plans. Ask your local council or State/Territory Emergency Service (the SES) about the 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 housefires.

Red Cross and your state health department have information on how to prepare for and cope with heatwave and other extreme weather situations.

Visit the local library or talk to people who have lived in your area for a long time to learn about past hazards.

For general information on hazards visit the Emergency Management Australia website:
www.ema.gov.au

2. Know the emergency warnings

The Bureau of Meteorology issues warnings for extreme weather conditions like floods, cyclones and tsunamis. The Bureau of Meteorology uses different types of warning to indicate the severity of an impending threat. These include:

Cyclone watch – coastal gale forced winds expected within 24 to 48 hours

Cyclone warning – coastal gale forced winds expected within 24 hours

Flood warning – classified as minor, moderate and major flooding in a specific 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.

3. Know how to create a personal support network

A personal support network can help you to identify and get the resources you need to help you during and after an emergency. This network is made up of individuals who will check with you and assist when needed.

Organise a network that includes family, friends, neighbours and members of a community association or any other place where you spend a lot of time.

Do not depend on only one person. Some people in your network may also be affected by the event. Include at least three people and consider speaking with as many people as possible.

They should be:

- people you trust
- able to determine when you need assistance and understand your capabilities and needs
- able to provide help within minutes.

Give your network members copies of your household emergency plan when you have completed it.

4. Know how to get information in 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. Find your local ABC radio frequency and write 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, public address system or mobile siren.

To listen to the tone go to **www.bom.gov.au** and follow the links to 'disaster mitigation'.

5. Know your capabilities and limitations

You are in the best position to plan for your own safety as you have the best understanding of your own abilities and possible needs during an emergency.

Decide what you will be able to do for yourself and what assistance you may need before, during and after an emergency. Get your support network to help you so they are aware of the best ways to assist you.

Complete the Personal Assessment Record at the back of this booklet.

6. Know how to stay 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 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 gives some tips on dealing with stress during and after an emergency. You can get this booklet from your local Red Cross office (see the back cover of this booklet).

7. Know how to help out in an emergency

Learning first aid can be useful in both everyday and major emergencies. Red Cross provides first aid training.

You can help out by joining an emergency or community service organisation. Red Cross has emergency services teams across the country. Contact your local Red Cross office for more information.



Who to contact 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 telephone text (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.

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



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

Being prepared in advance can make emergencies less stressful and save precious time. An emergency plan lets everyone in your 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 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 at 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
- disrupt your daily routine.

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 a result of the emergency?

Practising the plan will help you to be better prepared.

How to make a plan

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

1. Emergency information list

List all important contacts in the back of this booklet, including:

- household members
- names and numbers of everyone in your support network
- electricity, gas, water, local doctor/hospital and telephone emergency numbers.

If telecommunications are affected, you may not be able to contact people in your network. Establish a contact person (preferably an out-of town contact person) to be the reference for family to phone if you are separated.

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 in the case of your death or serious illness.

2. Evacuation plan

Draw a plan of your house in the back of this booklet, including two escape routes.

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. Draw a plan of your house and mark at least two escape routes, in case one is

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

blocked. In a fire, it is important to evacuate your house as quickly as possible.

Indicate the location of any prescription medications or special equipment you will require after an evacuation.

Organise a primary meeting place outside the house and indicate it on your evacuation map.

3. Evacuating your home

In an emergency, you may need to leave home, sometimes without warning. Talk to your support network about where you could stay if this occurred.

Keep your motor vehicle's fuel tank more than half full 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 an 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 medication and facilities for service dogs. Confirm upon arrival that a shelter can meet your needs.

Pets may not be allowed into emergency shelters – consider how you would find alternative accommodation for them. Make sure your cat or dog is registered and microchipped. Some veterinary surgeries may be able to provide accommodation for your pets, as may commercial boarding kennels and catteries.

4. Sheltering at home during the emergency

In some emergencies you might be advised to stay at home.

This might include long duration emergencies, such as heatwave or an influenza outbreak. 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 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.

You might like to choose a 'help' signal such as shouting or knocking on a wall, or using a whistle, bell or high-pitched noisemaker. Alternatively, you could hang a sheet outside your window or attract attention by flashing a torch.

Medical information list

Record information about any medical conditions that you have, as well as emergency contact details for your medical providers.

In the medical information list, record the names of medications and their dosages, the condition for which you take the medication, the name of the doctor who prescribed it and the doctor's phone number. If possible, attach copies of prescriptions.

Record your allergies and sensitivities.

Attach copies of health insurance cards.

Consider getting a medical alert system that can easily call for help if you are immobilised in an

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

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 require support items like walkers, keep them in a designated place so you can find them quickly.

If you rely on medical aids such as hearing aids or spectacles, consider storing them in a container, attached to your nightstand using velcro, by your bedside. Some emergencies may shift items that are not secured, making them difficult to find quickly.

6. Financial plan

Emergencies can cause obvious financial burden if you have to replace lost property. There might be financial assistance available from governments and other agencies after an emergency; however, this assistance is usually minor and targeted at immediate needs. It won't be enough to rebuild your home 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. Centrelink also provides a Financial Information Service, and can be contacted on 13 2300 for further information.

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.

Seek the advice of a financial planner on how to best protect yourself. Think about life insurance to protect your family. If you receive benefits from Centrelink, talk to them about how they can assist if an emergency occurs. Record all insurance details in your financial plan.

A Will 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 to you or a family member. You can make a Will by contacting your solicitor, a public trustee or getting a Will pack from your post office or newsagency.

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.

7. 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.

Practice with your support network twice a year to ensure everyone knows what to do during an emergency.

Replace your smoke alarm batteries annually (it is a good idea to do this when you change your clocks) and test your alarm weekly.

Have heating appliances serviced by qualified technicians.

Clean gutters and drains, and cut back tree branches hanging over roofs (you may be able to ask family or friends to assist).

Where to keep your plan

When it is completed, make a copy of your plan and other important documents (e.g. Wills, passports, photos, birth certificates) and keep it in a fire/waterproof container in your *Emergency kit*. Also keep a copy anywhere else that you spend a lot of time. Give a copy to everyone in your support network.

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 in your plan?**
- ☐ **Do you know who you will stay with if you can't return home?**
- ☐ **Have you included your important phone numbers in your plan?**
- ☐ **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 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

An *Emergency kit* will help you meet your needs during an evacuation and following an emergency.

What your kit should 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 stagger it over weeks or months. Most of the things you need you will be able to find at a supermarket, hardware store or even the \$2 shop. You will need a sturdy container for your *Emergency kit*, preferably waterproof. You can use a box with wheels, large sports bag or a suitcase.

1. Light

Two torches with spare batteries and globe – in case the power goes off and someone needs to go outside. Don't leave the batteries in the torch, and check them every six months.

Candles and matches are a good source of light, but can be a fire hazard. Have a fire-proof 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.

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.

2. Food and water

You should keep 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. Put a sticker on the containers and mark when the water was last changed and when it is due. Remember you 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 foods in your pantry items 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 at:

www.pantrylist.com.au

Recommended items include:

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

3. Medications and special needs

If you require medications, include at least 14 days' supply. Medical needs to consider are: heart or high blood pressure supplies, insulin, prescription drugs, denture supplies and other supplies.

Some extra items you may need include:

- an extra pair of glasses or contact lenses and copy of your prescription
- prescription medications (14 days' supply)
- list of the style and serial numbers of medical devices such as pacemakers
- a hearing aid
- items for your pet – food, additional water, bowls, leash, identification tags, medications, medical records, litter/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 noses, visiting the toilet or looking after sick people.

Include soap, deodorant, sanitary pads, shaver, handy alcohol wipes, waterless hand wash gels, toilet paper, tissues, hairbrush and comb, and 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.

7. First aid kit

Get 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. Important documents

Keep copies of important documents in your *Emergency kit* – passports, Wills, marriage and birth certificates, insurance papers, prescriptions, land titles and mortgage papers and medical histories. 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.

Consider sentimental items such as photos or videos. You can make copies and store them in another location.

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

If you look after children, talk to them about what they would like to take. In a stressful and uncertain situation, 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.

10. Pets

Don't forget your animals when making your *Household emergency plan*. Consider what you can do before, and what you would do during an emergency.

- make sure your pets are microchipped and have collars and tags
- include some pet food and extra water in your *Emergency kit*
- have a strong, secure pet carrier handy in case you need to leave your home.



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 plan, and that everyone knows where it is.

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

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?
- ☐ a plan for your pet?

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

Strong communities are those that people feel part of and feel valued and safe in. 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 healthier and live a lot longer – all great reasons to get to know your neighbours.

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

- providing information about what is happening during an emergency
- 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 an emergency is happening
- helping to clean up after an emergency
- simply sitting down, having a cup of tea and chatting about what has happened.

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

Your neighbours may be able to check if you need assistance. It is important to talk to them about that 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. Fill in your neighbours' contact details at the back of this booklet.

Information you need to give/share with your neighbours

Your neighbours need to be aware of what your capabilities and needs are to be able to offer help at short notice.

Ask your neighbours to check that you are aware if an emergency occurs. If you suffer from hearing loss, you might not hear a siren or loud speaker emergency warning.



How to build 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
- sort out a local issue – working together for a common goal can be a great way to build community
- participate in Neighbourhood Day on the last Sunday in March, which encourages people to reduce social isolation by looking out for each other.

Contact your local Red Cross to find out about what community groups are working in your area, and how you could join a team of volunteers.

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 newly arrived to the area, the state 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*. 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 plan.

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

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

Checklist

- ☐ Have you exchanged numbers with your neighbours and written them into 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

Workbook:
Household emergency plan

Personal Assessment Record

| Daily Living | Yes | No | Notes |
|---|-----|----|-------|
| Do you live alone? | | | |
| Do you have a good sense of smell? | | | |
| Are you reliant upon any medical equipment? | | | |
| Are you reliant upon a caregiver? | | | |

| Getting Around | Yes | No | Notes |
|--|-----|----|-------|
| Do you drive and own a car? | | | |
| Do you need assistance to walk? | | | |
| Do you need assistance to get groceries, medications and medical supplies? | | | |

| Evacuating | Yes | No | Notes |
|--|-----|----|-------|
| Do you need help to leave your home? | | | |
| Do you need assistance in hearing? | | | |
| Do you need assistance to get groceries, medications and medical supplies? | | | |
| Are you able to hear a siren? | | | |
| Do you need assistance in seeing? | | | |

| | |
|--|--|
| Write here other information you think could be useful | |
|--|--|

The hazards that could affect your local area are:

1. _____
2. _____
3. _____
4. _____

Personal details

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

Important contacts

| | Name | Telephone | Address |
|----------------------------|------|-----------|---------|
| First emergency contact | | | |
| Support network contact | | | |
| Support network contact | | | |
| First out-of-town contact | | | |
| Second out-of-town contact | | | |
| Council | | | |
| Next of Kin | | | |

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 | | | |

Medical information list

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

| Do you suffer from any of the following? | Yes | No | Cont' | Yes | No |
|--|-----|----|---------------------|-----|----|
| Heart disorders | | | Epilepsy | | |
| Diabetes | | | High blood pressure | | |
| Asthma | | | Thyroid problems | | |
| Migraines | | | Dizziness | | |
| Fainting spells | | | | | |

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

| Medications | Dosage | Times taken | Doctor who prescribed | Doctor's mobile |
|-------------|--------|-------------|-----------------------|-----------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | Yes | No | Details |
|--|-----|----|---------|
| Do you use any adaptive equipment? | | | |
| Allergies and sensitivities? (food, drugs etc) | | | |

| | |
|------------|--|
| 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
 - 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).

This image shows a full page of blank graph paper. The grid consists of thin, light gray horizontal and vertical lines that intersect to form small squares across the entire surface. There are no margins, text, or other markings on the paper.

Meeting places

Outside the house at:

Outside the neighbourhood at:

Alternative place to stay in an emergency

| Name | Telephone | Mobile | Address |
|------|-----------|--------|---------|
| | | | |
| | | | |
| | | | |

Vet

| | Name/Company | Address | Telephone |
|--------------------|--------------|---------|-----------|
| Vet | | | |
| Kennel/cattery etc | | | |



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 are located at | | | |

Banking details

| Account name | Bank | BSB | Account number |
|--------------|------|-----|----------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

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 | | | | | |

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

| Name | Telephone | Mobile | Address |
|------|-----------|--------|---------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |









Other important things to remember

Include any other information you think might help in an emergency.

[illegible]

Resuscitation Chart

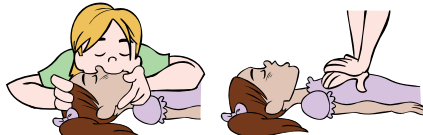
| | | |
|----------|---|--|
| D | <p>Check for DANGER Hazards that could cause injury Risks to you, others and the victim Safety of the scene</p> |  |
| R | <p>Check for RESPONSE If not conscious, call for help Call Ambulance 000</p> |  |
| A | <p>Clear (if required) and open AIRWAY look for SIGNS OF LIFE (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 | <p>Give 2 initial RESCUE BREATHS 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> |
| C | <p>Give 30 chest COMPRESSIONS 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> |
| D | <p>Attach AED (as soon as available and follow its prompts) AED= 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 03 9345 1800
Fax 03 9348 2513
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

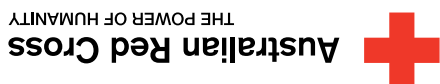
Fill in your important numbers and tear out to carry with you in case of an emergency. Additional contact cards and children's cards are available to download on the Red Cross website – www.redcross.org.au

Key numbers

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

Key numbers

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



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

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

Basic Life Support Flow Chart



| | |
|---------------------|---|
| 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*

Basic Life Support Flow Chart



| | |
|---------------------|---|
| 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*

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: _____

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



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: |

CRISIS CARE COMMITMENT

National Office
155 Pelham Street
VIC 3053
Tel 03 9345 1800
Fax 03 9348 2513
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