



Be Aware Be Prepared

About getting ready for an emergency





Accessibility

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Attachment

- Important information about you and your home

About this book



- This picture tells you that this book is written in an 'easy to read' way.
- Other pictures are used in this book to help you understand key points.

If you need more help to understand what the information in this book means for you, you can ask your **support person for help.**



support person for help.

Someone you choose to help you. This person may be a friend, family member, advocate or a person who works with you.

About information this book



This book is about what to do in an **emergency**.

The information in this book is just a guide. A guide means that this book tells you about just some of things you need to think about in an emergency.

This book does not tell you about all the things you need to do in an emergency.



Important information

The City of Melbourne, Emergency Management Australia and the Australian Government does not accept responsibility for any loss or damage that may happen because of the information in this book.



emergency

Bad things that happen with no warning. These bad things can make you feel not safe, may hurt you and your family or damage your things. Other people will need to help you like the police or fire brigade.

What is an emergency?

There are 2 types of emergencies that you need to know about.



1. Personal emergencies, for example losing your wallet or keys to your house.



2. Emergency events, for example bad things that happen like fires and floods. This is called an **emergency**.

This book is about **emergencies**.



Important information

An emergency plan has information about what you will do in an emergency.

Your emergency plan can help you and your family stay safe.



About emergencies

Emergencies are bad things like,



- Fires. This is a photo of the Coode Island chemical fire in Melbourne.



- Floods



- Severe Storms



- Earthquakes



- Explosions



Important information

Emergencies can happen anytime

More information about emergencies

Sometimes when an emergency happens some other bad things can happen like:



- your telephone may not work,



- you may have no lights in your house,



- no clean drinking water.



Important information

- To keep you and your family safe there are things you need to do to be ready for an emergency, like have an **emergency plan**.
- All the family should be asked about what to put in your emergency plan.



emergency plan

An emergency plan is information about the things you will do when there is an emergency. Your emergency plan can help to keep you and your family safe.

Step 1 Make an emergency plan

You will need to think about:



- emergencies that can happen to you,



- ways that you can get out of your home when an emergency happens. For example keeping hallways clear,

000



- having emergency telephone numbers next to your telephone. For example 000 is an emergency telephone number,



- turning off the water, gas and electricity supply to your home,



- a safe place that you can go to if an emergency happens,



- insurance cover for your house and the things in your house.



Important information

For more information about house insurance you can call (03) 9253 5100 or look on the website at www.ica.com.au

Step 1 Make an emergency plan

You will need to think about:



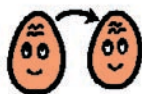
- the people that live next door to you. These people are called neighbours. It is good idea to know your neighbours.



- checking to see if your smoke detectors work,



- when you will practice using your emergency plan,



- changing your emergency plan if things change, for example if you move to a new house,



- people who can help you in an emergency, for example your friends and family.



Important information

- Writing down all the things you will do when an emergency happens is how you will get an **emergency plan**.
- It is very important to practice using your emergency plan.

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Step 2 Make photocopies of your important documents

Some examples of important documents are:



- birth certificate,



- marriage certificate,



- driver's licence,



- passport,



- social security /healthcare card,

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Step 2 Make photocopies of your important documents

Some examples of important documents are:



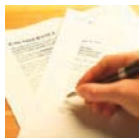
- medicare card,



- will,



- prescription for medication,



- insurance information,



- financial information like credit cards, bank accounts



Important information

- Think about putting these documents in a fire resistant tin or a safe.
- You may want to give them to someone you trust like your **contact person**.

Step 3 Think about a contact person



- name of your **contact person**. Your contact person may be a friend or family member.



- your contact person will call other people to tell them that you need help or that you are okay.



- it is important to tell other people who your contact person is.



Important information

Give the names and telephone numbers of the people you want your contact person to call if an emergency happens.

Your contact person should be someone who does not live with you.



contact person

A contact person is someone you will call when an emergency happens.

Step 4 Think about a contact person



- knowing the people that live next to your house. These people are called neighbours.



- the shops that are close to where you live.



- places in your **community** that you can go to when an emergency happens.



Important information

- It is important to be part of your community and help other people in your community.
- There are places to go to in your community if an emergency happens.



community

People or places close to where you live is called your local community.

Step 5 Make up a Go Bag

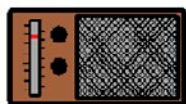
Examples of things that you can put in your **Go Bag**:



- bottle of water,



- torch,



- small radio and batteries,



- clothes like a jumper, and pants,



- toilet paper,



- tissues,



- plastic bag,



- pen and paper,

Step 5 Make up a Go Bag

Examples of things that you can put in your **Go Bag**:



- phone card,



- medications,



- house and car keys,



- mobile phone and charger,



- money.



Important information

- You may want to have 2 Go Bags. 1 for the house and 1 for the car.
- If an emergency happens you will need to take your Go Bag with you.



Go Bag

You take this bag when there is an emergency. You should only have important things in your Go Bag.

What to do in an emergency

When an emergency happens you should:



- stay calm,



- listen to ABC 774 AM radio,

000



- call 000 and ask for Police, Fire, or Ambulance,



- take your Go bag if you leave your house



- go to an emergency relief centre,



- take your guide and assistance dogs.



Important information

- For people who use a TTY, dial 106 in an emergency.
- You must do what the police, fire or ambulance tells you to do.

What to do in an emergency

When an emergency happens you should:



- take your pets with you if you want,



- If you have a dog you should put a leash on your dog,



- If you have a cat, put your cat in a case or a pillow case,



- If you have a bird, put your bird in cage,



- If you have a fish, put your fish in a plastic bag.



Important information

You must learn how to take care of your pets in an emergency.

Calling an emergency service

When you call an emergency service the operator will ask you some questions, for example:



Where is the emergency?



What is the nearest street corner?



What happened?



Important information

- It is important to stay calm
- Answer the operator's questions as best you can
- Give the operator a telephone number so that the operator can call you back.

Which emergency service do you need to ask for?



Call the police when:

- your safety is in danger,
- there has been a car accident,
- a crime is happening.



Call the ambulance when:

- you have severe chest pain,
- you have difficulty breathing,
- a person is unconscious,
- someone has hurt themselves in a bad way.



Important information

- Remember to tell the operator that you have a disability
- Tell the operator if you have a guide dog

Which emergency service do you need to ask for?



Call the Fire Brigade when:

- you see or smell smoke,
- your smoke detector is ringing.



Call the State Emergency Services when:

- a tree has fallen down,
- there has been damage to the roof of your house,
- when there are rising flood waters.



Important information



- Dial **000** for Police, Fire or Ambulance
- Dial **132 500** for State Emergency Services

Things to do after an emergency

After an emergency you can feel very sad.

If you need more help you can call:



1300 650 172



www.dhs.vic.gov.au



For more information



(03) 9658 9658



TTY: (03) 9658 9461

For people who are deaf or have hearing, speech or communication difficulties.



www.melbourne.vic.gov.au



enquiries@melbourne.vic.gov.au



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Melbourne, Victoria 3001

What do these words and pictures mean



support person

Someone you choose to help you. This person may be a friend, family member, advocate or a person who works with you.



emergency

Bad things that happen with no warning. These bad things can make you feel not safe, may hurt you and your family or damage your things. Other people will need to help you like the police or fire brigade.



emergency plan

An emergency plan is information about the things you will do when there is an emergency. Your emergency plan **help to** can keep you and your family safe.

What do these words and pictures mean



contact person

A contact person is someone you will call when an emergency happens.



community

People or places close to where you live is called your local community.



Go Bag

You take this bag when there is an emergency. You should only have important things in your Go Bag.



Acknowledgements



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Emergency Management Australia

- Emergency Management Australia

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Be Aware Be Prepared

Important information about you and your home



Important information

- Keep this information in a safe place.
- Keep another copy of this information in your Go Bag.



2 Important information about you and your home

Home Address

Please write



Street Address



Suburb

Postcode



Please write



Telephone

3 Important information about you and your home

Household members



Name

Please Tick ✓

Adult

Child



Medications

Please write

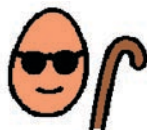




Allergies

Please write





Special needs

Please write



4 Important information about you and your home

Guide Dog, Assistance Dog, Pets



Name _____

ID number _____



Guide dog
or
assistance
Dog

Yes

No

Please Tick
✓



Pet

Yes

No

Please
Tick ✓



Breed

Please write



Where
does the
pet live

Please
Tick ✓



5 Important information about you and your home

Emergency Contacts



Name

Please write





Address

Please write





Contact Number

Please write





Relationship

Please Tick ✓

Friend



Family



Other

Please write



Sponsored by



Working Together to Manage Emergencies

This project funded through the

Local Grants Scheme

Do you have a question for the
City of Melbourne? Call and speak to us.

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(03) 9280 0717	廣東話
(03) 9280 0718	Ελληνικά
(03) 9280 0719	Bahasa Indonesian
(03) 9280 0720	Italiano
(03) 9280 0721	國語
(03) 9280 0722	Soomaali
(03) 9280 0723	Español
(03) 9280 0724	Türkçe
(03) 9280 0725	Việt Ngữ
(03) 9280 0726	All other languages
(03) 9280 0727	English

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