Being safe in an emergency

How PPS gets ready for emergencies and keeps you safe

Easy Read

This document belongs to: _____

If someone is in danger, call 000

About this document

This document is from **Positive Pathways Services**.

We call ourselves **PPS**.

It tells you what PPS does to keep you **safe** in an **emergency**.

You can ask someone to help you read it.

What is an emergency?

An **emergency** is when something **dangerous** happens.

It can happen **quickly**.

A **fire** in your home.

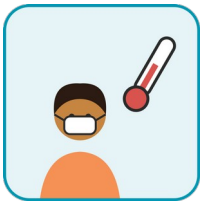
A **flood**.

A big **storm** or **cyclone**.

A **heatwave**. This is when it is **very hot** for many days.

The **power** going out for a long time.

A **bushfire**, or a lot of **smoke** in the air.



Lots of people getting **sick** at the same time.

Someone getting **very sick** or **badly hurt**.

If someone is in danger

Call **000** straight away.

Ask for **police**, **fire** or **ambulance**.

If your mobile phone has **no signal**, try calling **112**.

If you are **deaf**, or find it hard to **hear** or **speak**, you can call **106**.

You can also use the **National Relay Service**.

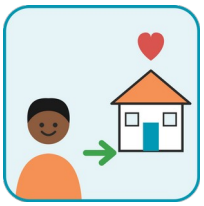
Your emergency plan

If PPS gives you supports **at home** or in the **community**, we make an **emergency plan** with you.

We do this **before** or at your **first shift**.

You help make your plan.

Your **family** or **carers** can help too, if you say **yes**.



Your plan says **where you will go** if you need to leave home.

For example, a family member's home, a friend's home or an evacuation centre.

Your plan has your **medicines**, **equipment**, how you **communicate**, and **who to call**.

We **check** your plan when we check your support plan.

We also check it if your **needs change**, and after an emergency.

You can have your plan in **Easy Read**, **large print**, read **out loud**, or with an **interpreter**.

If PPS is **only** your **support coordinator**, we help you **get ready**.

We help you **connect** with your other supports.

Support coordinators do **not** come to help you in an emergency.

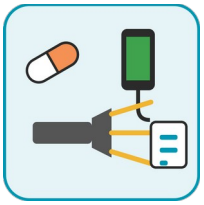
If your support coordinator is **away**, our **admin coordinator** takes your **message**.

If it is **urgent**, they help you get help **straight away**.

If your support coordinator will be away for a **long time**, we help you **choose** a new one.

Getting ready

Keep a **grab bag** ready, in case you need to leave quickly.



Put in your **medicines**, phone **charger**, a **torch**, copies of important **papers**, your **aids** and things that **comfort** you.

Try to keep at least **7 days** of your **medicines** at home.

Also keep 7 days of **formula** and **continence** supplies, if you use them.

Do you use **medical equipment** that needs **power**?

Tell your **electricity company**. Ask them to put you on their **life support** list.

On the **first shift** in your home, your worker checks **2 ways** to get out.

Your worker also checks your **smoke alarms**.

If one is **missing** or **broken**, we tell you and your **landlord**.

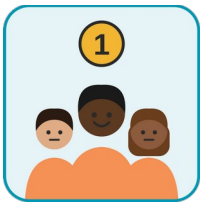
When there is a warning

PPS watches **official warnings** about the weather and fires.

We may **move your shift** earlier or later.

This helps you get **ready** before the storm comes.

We will **call you** to check you are **OK**.



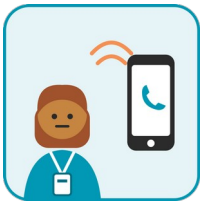
We call people who **need us most** first.

For example, people who **live alone** or use **medical equipment**.

What your worker will do

Your worker will help keep you **safe**.

They will **call 000** if someone is in danger.



PPS always has someone **in charge** in an emergency.

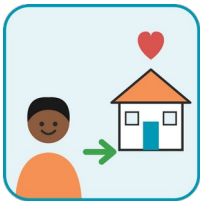
If our **director** cannot be reached, another **PPS leader** makes the decisions.

Your worker will follow **your emergency plan**.

Your worker will **tell PPS** what is happening.

Sometimes it is **safer to stay inside**.

We go to the **safest room**, and close the **doors** and **windows**.



Sometimes you need to **move** to your **safe place**.

Take your medicines, equipment, phone, charger and papers.

Sometimes you need to **leave quickly**.

We leave by the **safest way out** and go where **emergency services** tell us.

If it is **safe**, the PPS van may help you **move**.

People who use a **wheelchair** go in the van **first**.

Different emergencies

Fire: get out, close the doors behind you, then call **000**.

Never go back inside.

Flood: never walk, drive or wheel through **floodwater**.

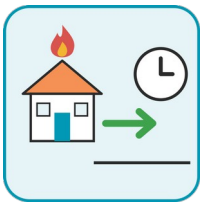
For help in a flood or storm, call the **SES** on **132 500**.

Heatwave: drink lots of **water** and stay **cool**.

We do outings in the **cooler** part of the day.

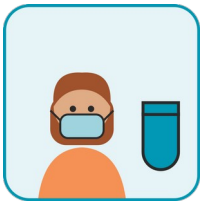
Power out: we follow the **backup plan** for your medical equipment.

If someone's life is in danger, call **000**.



Bushfire: on very dangerous fire days, outings in bushfire areas **stop**.

If you live near **bushland**, we help you **leave early**.



Lots of people sick: workers who are sick **stay home**.

Workers may wear **masks** and **gloves**.

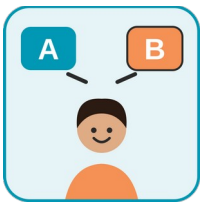
Some supports may happen by **phone** or **video** for a while.

Very sick or hurt: we call **000** and give **first aid**.

We give the ambulance your **medicines list**.

We tell your **family** or **contact person**.

Your rights in an emergency

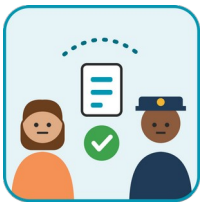


We **support** you. We do **not force** you.

If you do **not** want to leave, your worker will **explain** the danger.

They will call **000** for help.

Workers must **not** hold you, lock you in or give you medicine to calm you, unless your **behaviour support plan** says they can.

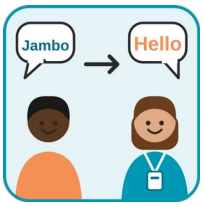


We only share the information **emergency services** need to keep you **safe**.

We **write down** what we shared.

We **talk with you** before we change your supports.

If we must decide **quickly** to keep you safe, we **explain** it to you after.



We can get you an **interpreter**.

Call **131 450**.

If your supports change

In an emergency, your supports may **move** to a different time, or **stop** for a while.

We will tell you as **early** as we can.

A worker from **another agency** may come to support you.

We will tell you **who is coming**.

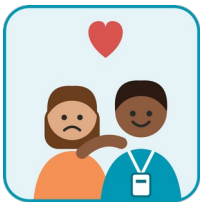
If PPS cannot support you **safely**, we help you get support from **another provider**.

After the emergency

We **check** that you are **OK**.

Your supports start **again** as soon as it is **safe**.

We **rebook** supports you missed.



An emergency can be **scary** or **upsetting**.

We can help you get **support**.

You can call **Lifeline** on **13 11 14**.

We look at what **worked** and what did **not**.

We make our plans **better**.

We **update** your emergency plan.

If you are not happy with how we helped you, you can **complain**.

Phone PPS: **0452 518 900**

NDIS Commission: **1800 035 544**

Important phone numbers

Who	Queensland	New South Wales
Police, fire, ambulance	000	000
Mobile with no signal	112	112
Deaf, hard of hearing or speech impaired	106	106
SES (storm and flood help)	132 500	132 500
Police (not urgent)	131 444	131 444
Power out	Energex 13 62 62	Ausgrid 13 13 88 Endeavour Energy 131 003
Fallen power lines	Energex 13 19 62	Ausgrid 13 13 88 Endeavour Energy 131 003
Bushfire information	qld.gov.au/alerts	NSW RFS 1800 679 737
Health advice	13 HEALTH (13 43 25 84)	Healthdirect 1800 022 222
Poisons Information	13 11 26	13 11 26
Positive Pathways Services	0452 518 900	0452 518 900
Interpreter (TIS National)	131 450	131 450
Lifeline (crisis support)	13 11 14	13 11 14
NDIS Commission	1800 035 544	1800 035 544

PPS phone line: 0452 518 900. Email: admin@positivepathwaysservices.com

My emergency page

Fill in this page **with** your worker or someone you trust.

Keep it with your **grab bag**.

About me	Write here
My safe place if I need to leave home	
Person to call 1 (name and phone)	
Person to call 2 (name and phone)	
My grab bag is kept	
How I tell people I need help	
Medical equipment I need	

Checking you understand

We went through this document **together**.

You can ask us to go through it **again** at any time.

Record	Details
Participant name	
Participant signature	
Date	
Support person present	
Explained by (PPS staff)	
How it was explained	
How understanding was checked	