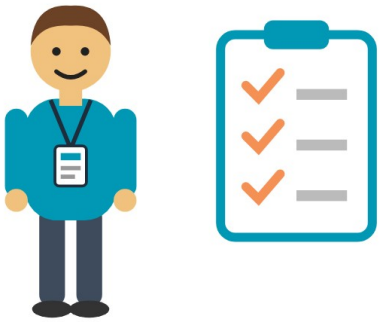
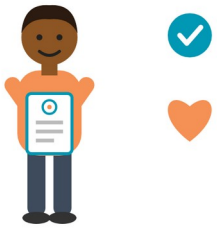
# Being Ready for an Emergency

## Easy Read: for people who get Support Coordination from PPS



This is an **Easy Read** document.
A support person can read it with you.
Words in **blue** are explained on the **Hard words** page.

# About this document



This document is from **Positive Pathways Services**. We call ourselves **PPS**.

PPS is your **support coordinator**.

This document helps you **get ready** for an emergency.

# What is an emergency?

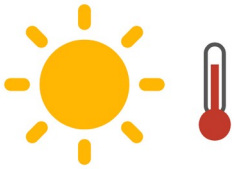
An **emergency** is when something dangerous happens. It can happen quickly.

A **fire** in your home.

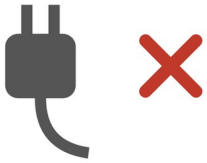
A **flood**.

A big **storm** or cyclone.

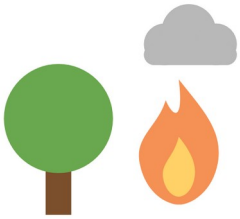
A **heatwave**. This is when it is very hot for many days.



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

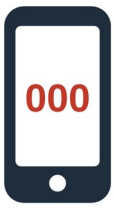


A **bushfire**, or a lot of smoke in the air.



Someone getting very sick or badly hurt.

# If someone is in danger




Call **000** straight away.

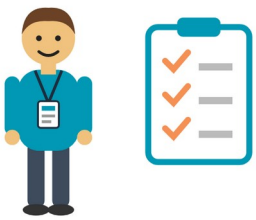
Ask for police, fire or ambulance.

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

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

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

# What your support coordinator does



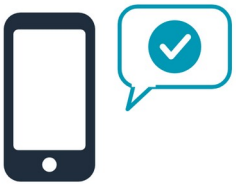
We help you **get ready** for an emergency.

We go through an emergency **checklist** with you.

We can help you make your own **emergency plan**.

We use a workbook called **P-CEP**.

We check your other supports know what you need in an emergency.



If there is a **warning** for your area, we may call you to check you are OK.

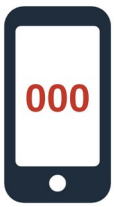
If your supports stop because of an emergency, we help you get them started again, or find new supports.

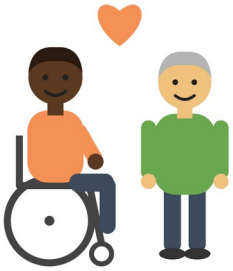
## What your support coordinator does not do

Your support coordinator does **not** come to your home in an emergency.

We do **not** give hands-on support.

If you are in danger, call **000**.



If other providers support you at home, they should make an emergency plan with you.

Ask them about it. We can help you ask.

## If your support coordinator is away

Call PPS on **0452 518 900**. Our admin coordinator takes your message.

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

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

# Getting ready

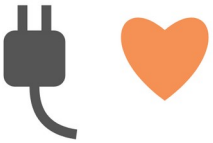
Make an **emergency plan**. It says where you will go and who to call.

Give a copy to the people who support you.

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

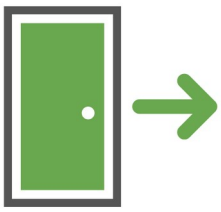
Put in your medicines, phone charger, a torch, copies of important papers, your aids and things that comfort you.

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



Do you use medical equipment that needs power?

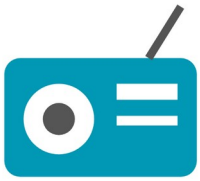
Ask your electricity company to put you on their **life support list**.



Know **2 ways** to get out of your home.

Check your **smoke alarms** work. If one is broken, tell your landlord.

## Watching for warnings



Listen for warnings on the radio, TV or a phone app.

In NSW you can use the **Hazards Near Me** app.

**Advice** means stay up to date.

**Watch and Act** means get ready to act now.

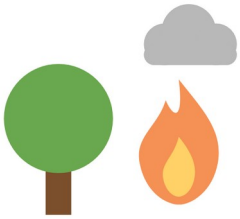
**Emergency Warning** means act straight away.

## What to do in an emergency

**Fire**: get out, close the doors behind you, then call **000**. Never go back inside.

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

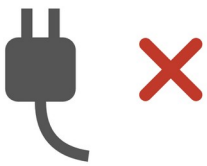
For flood or storm help, call the **SES** on **132 500**.



**Bushfire**: if you live near bushland, leave early. Do not wait to see smoke or flames.

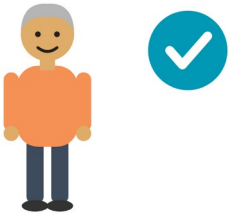
**Storm or smoke**: stay inside, away from windows. Close the doors and windows.

**Heatwave**: drink lots of water and stay cool. Stay inside in the hottest part of the day.



**Power out**: use the backup plan for your medical equipment. If someone is in danger, call **000**.

# Your rights



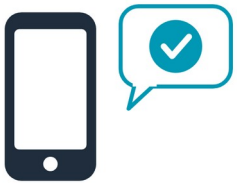
You choose how you get ready and what goes in your plan.

We only share your information if you say yes.

In an emergency, we may share what is needed to keep you safe.

We can get you an **interpreter**. Call **131 450**.

# After the emergency



We check how you are going.

We help you get your supports going again.

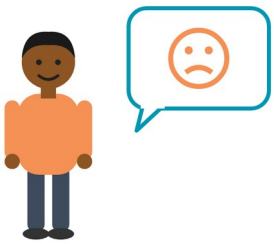
An emergency can be scary or upsetting. We can help you get support.

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

We update your emergency plan with you.

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

PPS: **0452 518 900** NDIS Commission: **1800 035 544**



# My emergency page

Fill in this page with your support coordinator or someone you trust.

My safe place if I need to leave home

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Person to call 1 (name and phone)

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Person to call 2 (name and phone)

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My support providers (name and phone)

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My grab bag is kept

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How I tell people I need help

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Medical equipment I need

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# Important phone numbers

Police, fire, ambulance: **000**
SES (flood and storm help): **132 500**
PPS: **0452 518 900**
Lifeline: **13 11 14**
Interpreter (TIS National): **131 450**
NDIS Commission: **1800 035 544**

# Hard words

| | |
|---|---|
| **Emergency** | When something dangerous happens, like a fire or flood. |
| **Support coordinator** | The person who helps you use your NDIS plan and find supports. |
| **Emergency plan** | A plan that says what you will do in an emergency. |
| **P-CEP** | A workbook that helps you make your own emergency plan. |
| **Grab bag** | A bag of things you need if you leave home quickly. |
| **Life support list** | A list your electricity company keeps of people who need power for medical equipment. |
| **SES** | The State Emergency Service. They help in floods and storms. |
| **Interpreter** | A person who helps you understand in your own language. |
| **National Relay Service** | A phone service for people who are deaf or find it hard to hear or speak. |

**Document control**

| Version | Date | Endorsed by | Next review |
|---|---|---|---|
| 1.1 | 21/10/2026 | Sheillah Kerich, Director | 10/2027 |

Goes with the SC Emergency Preparedness Checklist and Emergency and Disaster Management Plan PPS-EDM-01 Version 2.