# My Plan to help keep me safe

**and manage difficult situations if they arise**

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| --- |
| Name |
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## ****“****What could go wrong” – risks in your environment

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| **We recommend everyone has a plan in place to manage emergencies.** |

In your home or community, emergencies can arise from natural disasters, equipment failures, personal health issues, and personal safety issues. People living in different areas and in different circumstances have different risks.

The first step in deciding how you will manage risks is thinking through the types of things that could go wrong in your circumstances.

Record the kinds of risks that might apply to you in the following table. Think about what the consequences of something like this happening could be – that you’ll need a plan to manage.

We have added a few to get you started.

**Delete any risks or potential consequences that do not apply to you and add specific items that apply in your circumstances**

|  |  |
| --- | --- |
| Risk | Potential consequences of this event happening |
| Storm flooding (I live near a river/in a low-lying area prone to flood) | I could become trapped in my house  I might lose my landline telephone |
| Bush fire (I live near bushland/farmland prone to bush fires) |  |
| House fire |  |
| Power outage at home | unable to recharge equipment batteries  unable to find my way around the house  unable to recharge my mobile phone  unable to run my ventilator or my pressure mattress |
| Equipment failure at home  Specify: | I can’t move around  I can’t get out of bed  I can’t use my smartphone to contact people or check my schedule |
| Fall from equipment |  |
| My support worker doesn’t show up for their shift | I can’t get out of bed/get ready for the day/access food or water  I might miss my therapy appointment  my wife won’t be able to go to work |
| Something breaks down in my house – hot water system, washing machine, etc |  |
| My car breaks down/gets a flat tyre |  |
| I lose my phone |  |
| Someone I don’t know comes to my home and makes me feel unsafe |  |
| Some of my old friends come to my house and ask for money | I end up giving them money  I’m tempted to drink with them |
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## “Who to call” – options for seeking assistance in a crisis

In the table below, record all the services and supports available to you that can assist you to resolve a potential crisis.

We have added some services you might like to consider. **Delete any that don’t apply to you and add new ones.**

Once completed, consider printing, laminating, and displaying the table in an accessible place in your home (such as on your fridge door). Share it with family and other relevant support people.

| Service | What they can help with | Contact details  (include names, phone numbers and/or email addresses as appropriate) |
| --- | --- | --- |
| Police |  | Emergencies: 000  Local station: |
| Ambulance |  | Emergencies: 000 |
| NSW State Emergency Service  (SES often act as “first responders” in an emergency – particularly in regional areas) |  |  |
| Local Hospital Emergency Department |  |  |
| My GP  House-call service |  |  |
| Water Board |  |  |
| Gas company |  |  |
| Electricity company | prioritising restoring power to your home  contacting you before any planned outages |  |
| Mobile phone/internet service provider |  |  |
| NRMA Roadside assistance (become a member if needed) | Call-out assistance for a vehicle mechanical breakdown 24/7  For wheelchair users, can be contacted for assistance with flat batteries or tyre punctures when you are not at home |  |
| Family  1.  2.  3. |  |  |
| Neighbours and friends (aim for at least three people that can provide support in a range of places and circumstances)  1.  2.  3. |  |  |
| Case Manager | Available during the hours of: |  |
| icare contact | Available Mon-Fri, 8:30 – 5pm |  |
| Attendant Care Provider |  |  |
| Housing NSW |  |  |
| Landlord or Property Agent for my home |  |  |
| NSW Trustee and Guardian |  |  |
| Local Council – find out what supports/services they have for people with disabilities |  |  |
| NSW Ageing and Disability Commission (ADC) | For information, support, or to report abuse, neglect or exploitation in your family, home or community | 1800 628 221 (Monday - Friday, 9am -5pm)  <https://www.ageingdisabilitycommission.nsw.gov.au/contact-us/submit-an-online-report> |

## “Avoiding the problem” – reducing the risk of emergencies

There are many things you can do to minimise the chance of being impacted by an emergency. Talk to your family, case manager or both about how you can achieve the following safeguards. **Delete those not applicable or available to you**. Add others as relevant.

| Safeguard Action | My Action Plan |
| --- | --- |
| Regular maintenance of equipment  Timely repairs when needed |  |
| Setting up apps, reminders and other systems on my mobile phone/other communication devices |  |
| Having a back-up communication device at home e.g. – second mobile (it may be a family member’s mobile), landline, desk-top computer or laptop etc |  |
| Keeping my list of “Who to call” (above) in a readily accessible/visible place.  Share with all support people. |  |
| Use my emergency call button/system |  |
| Register with local emergency services that are in my area and relate to my disability needs – including fire brigade |  |
| Regular home maintenance to maintain safe access and keep my home free of fire risks (e.g. cleaning gutters) |  |
| Minimising risks – e.g. fire safety, identifying visitors before opening the door |  |
| Trusted family, friends, neighbours have a set of house keys |  |
| Informed choice/decision-making – understanding the potential outcomes of making certain choices and being responsible for managing these. |  |
| Training/written instructions made available to my informal emergency support network where appropriate. |  |
| Equipment:   * replacement parts available at home, * or back-up options are available for essential, life-sustaining items |  |
| Informing electricity retailers that I have life-support equipment to avoid being disconnected during emergencies.  Other back-up options for life support systems |  |
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## “What other information can help me?” – resources to assist with an action plan

There are kits and information resources that you can access to help you avoid emergencies and to manage emergencies if they arise.

Some useful links to have a look at are:

### I’m OK: Emergency Readiness for People with Disability

<http://imokay.org.au/>

Produced by Physical Disabilities Council of NSW

“The purpose of the ‘I’m Okay’ website is to enhance the knowledge and capacity of people with a physical disability to increase their ability to respond to an emergency situation or disaster. The website aims to provide information and tools that are useful and practical, to assist people with disability in being prepared in emergency situations including fires, bush fires, storms, and personal safety. Ultimately the aim is to empower individuals to develop their own emergency ready individual plans.”

### Person-Centred Emergency Preparedness

[Person-Centred Emergency Preparedness - Collaborating 4 Inclusion](https://collaborating4inclusion.org/pcep/)

An Australian web-based toolkit for use by people with disabilities and disability support providers to understand disability- inclusive dsaster risk identification, reduction and management. Includes videos, self assessments, user guides and links to other resources.

### RediPlan – Australian Red Cross

<http://www.redcross.org.au/prepare.aspx>

The website provides tips and advice on being prepared for any emergency. It provides links to a “get prepared” App and a personal RediPlan, which gives people the opportunity to assess risks in their own context/environment and make plans for the management of these risks.

### Risk Management Toolkit

<http://managingrisk.living-with-attendant-care.info/>

### NSW SES Home Emergency Plan

<http://www.seshomeemergencyplan.com.au/>

An on-line opportunity to assess and plan for an emergency (focus is on flood, storm & tsunami, with links to fire) at your home. At the end you can email your plan to yourself (or someone else) or download a Word or PDF version which you can further customise to suit your needs.

### NSW Ageing and Disability Abuse Helpline

<https://www.ageingdisabilitycommission.nsw.gov.au/contact-us/contact-information>

[nswadc@adc.nsw.gov.au](mailto:nswadc@adc.nsw.gov.au)

ph. 1800 628 221 (Monday – Friday, 9am – 5pm)

The Ageing and Disability Commission purpose is to:

* raise community awareness to reduce and prevent abuse, neglect and exploitation toward older people and adults with disability
* receive and respond to reports or allegations of abuse, neglect and exploitation of an older person or adult with disability
* provide support and information to those in need
* run an investigation (if required)
* report and advise the government on related systemic issues.

Please note that the Commission does not deal with issues regarding paid supports such as Attendant Care Providers or therapists. Issues with paid supports should be raised with your icare contact person.

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|  | Lifetime Care  GPO Box 4052, Sydney, NSW 2001  **General Phone Enquiries: 1300 738 586** Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au) www.icare.nsw.gov.au |  | Workers Care  GPO Box 4052, Sydney, NSW 2001  **General Phone Enquiries: 1300 738 586** Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au) www.icare.nsw.gov.au |