

Updated 4th October 2022

# Tools for Emergency Preparedness and Response

Please note the following information and resources have been compiled from content provided at BCA Connect on Saturday 17th September 2022, additional research, and stakeholder engagement. None of the resources or links have been screenreader tested.

## Person-Centred Emergency Preparedness (P-CEP) Toolkit

* The [Person-Centred Emergency Preparedness (P-CEP) Toolkit](https://collaborating4inclusion.org/home/pcep/) including a screenreader enabled resource, and a form fillable version.
* Co-designed and tested with people with disability, Person-Centred Emergency Preparedness (P-CEP) enables people to self-assess their preparedness, capabilities and support needs and develop a personal emergency plan for how they will: (a) manage their support needs in emergencies; and (b) act together with their support network before, during, and after a disaster.
* This Person-Centred Emergency Preparedness (P-CEP) Workbook was co-designed with people with disability. It outlines four steps to increase emergency preparedness. It is helpful to think of these steps as a series of planning conversations. Each step provides information, resources, and guidance to get the emergency preparedness conversation started. Each planning conversation results in self-assessment and actions to increase personal emergency preparedness. People with disability can use this P-CEP Workbook to tailor emergency preparedness planning to their support needs – so they know how they will act together with their support network in an emergency.
* There are four major steps covered in the workbook:

1) Identify your strengths and support needs in everyday life

2) Know your level of preparedness and learn about your disaster risk

3) Make a plan for how you will manage your support needs in an emergency

4) Communicate the plan with the people in your support network and address gaps through collaboration.

* Additional information can be found at this ABC page, [Dealing with disaster when you have a disability](https://www.abc.net.au/emergency/disability-and-disaster-preparedness-in-australia/12933932).

## COVID-19 Planning Resource for People with Disability

* A resource based on the P-CEP. This resource is for Person-Centred Emergency Preparedness Planning for COVID-19 - for people with disability. It can be found [here](https://collaborating4inclusion.org/covid-19-person-centred-emergency-preparedness/).

## Red Cross Get Prepared App (National)

* The [Get Prepared app](https://www.redcross.org.au/emergencies/prepare/get-prepared-app/) is an app that helps you connect with your key support people, accomplish simple tasks to make you and your loved ones safer, and protect the things that matter most to you.

## Emergency+ App (National)

* The [Emergency+ app](https://www.emergencyplus.com.au/) is a free app developed by Australia’s emergency services and their Government and industry partners.
* This app allows users to call Triple Zero (000) from their smart phone and enables the operator to pinpoint their location.
* For more information about calling Triple Zero (000), there is more detail under the heading, National Emergency Information below.

## EMBER (Emergency Management Backpack Evacuation Resource) and EmberApp (NSW)

* In response to support people with a disability to plan, act early and be prepared for an emergency, The Flagstaff Group has launched [EMBER (Emergency Management Backpack Evacuation Resource)](https://emberapp.com.au/) – a project comprising of resources and helpful accessible content including emergency backpacks, an emergency planning app, communication board app and checklists specifically designed to support individuals living with disability.
* Funded by Resilience NSW, the EMBER project will also offer tools for emergency personnel to help communicate with non-verbal individuals during an emergency including communication boards and a non-verbal communication app.
* Easy English and Braille checklists and information is also available.

# State and territory services for fire safety

## Queensland

### Safehome

* Safehome is an initiative of Queensland Fire and Emergency Services designed to assist all householders in recognising fire and safety hazards in and around the home. Once the hazards are identified you can take steps to eliminate them. Firefighters will visit you upon request at a time convenient to you.
* [Make an online booking](Make%20an%20online%20booking) or to find our more information visit [here](https://www.fire.nsw.gov.au/page.php?id=9316).

## NSW

### Safety Visit

* During your Safety Visit, we will attend your home and check that you have working  smoke alarms, that they are in good working condition, and are installed in suitable areas. If you do not have one, firefighters will install a long-life battery-powered smoke alarm as well as replace existing smoke alarm batteries all at no cost. With your permission, firefighters will also ask you to show us around your home and property. This will allow us to give you personalised fire safety information including, but not limited to:

- winter fire safety

- cooking fire safety

- heaters and open fires

- common electrical safety

- barbecues and LPG cylinders

- bedroom heating and wheat bags

Firefighters will also provide advice on a fire escape plan in the event of a fire occurring in your home and how to call Triple Zero (000) to report emergencies.

* [Make an online booking](https://www.fire.nsw.gov.au/page.php?id=9316).

### AIDER

* The AIDER (Assist Infirm, Disabled and Elderly Residents) program is a free, one-off service which supports some of our most at-risk community members.
* The program helps people live more safely and confidently in their home in areas where bush fires may start.
* The AIDER program is designed for people who have limited domestic support available from family, relatives, friends or other services. This could include older people, people living with a disability, and people who are already receiving community assistance and services. Their property must also be on bush fire prone land (land that can support a bush fire or be subject to bush fire attack).
* AIDER services can include:

- clearing gutters

- thinning vegetation around the home

- removing leaf and tree debris

- trimming branches from close to the home

- mowing or slashing long grass.

* If you would like to know more about the free, one-off AIDER service, call 02 8741 4955 or email aider@rfs.nsw.gov.au or [fill out the form](https://www.rfs.nsw.gov.au/plan-and-prepare/aider).

## Victoria

### E-learning module

* No on-demand home visit, however Fire Rescue Victoria (FRV) and the Victorian Country Fire Authority (CFA) have co-developed an [e-learning module](https://www.frv.vic.gov.au/e-learning) for people who may be at higher risk of fire in their home, including people with disabilities. It covers the topics of home fire prevention, smoke alarms and developing a home escape plan.
* The module takes most people around 40 minutes to complete and can be undertaken by individuals, their carers and supporters. For most people this will be a great way to ensure that they are aware of fire risk and take simple actions to reduce their risk – the key one being ensuring they have working smoke alarms in their home. For people who may have more complex fire safety issues that require additional support, the module provides a pathway to access additional advice and support from Victoria’s fire services.

## Australian Capital Territory

### Video resources

* [Video resources](https://esa.act.gov.au/be-emergency-ready/home-fire-safety) are available to assist in home fire safety. These videos explore fire safety when cooking, using heaters or clothes dryers, electric blankets, burning candles, mishandling power cords or chargers, and using a fire pit.
* The ACT is undertaking an update on resources presently. More information will be coming.

### Other resources

* The Community Safety | Risk & Planning section of ACT Fire & Rescue provided word documents for the following, which are available on request to BCA or through the department:

- Home Fire Safety Checklist

- Home Fire Safety Equipment

- Fire Safety in High-Rise Buildings and Apartments

## South Australia

### Resources

* Resources from the South Australian Country Fire Service (CFS) provide advice to prepare your property and your family, help you plan for bushfire danger season and develop a Bushfire Survival Plan.
* There are [general resources](https://www.ahc.sa.gov.au/community/bushfires-and-other-emergencies/bushfires-and-fire-prevention#south-australian-country-fire-service-cfs-resources), or these resources can be accessed in [other formats including audio guides](https://www.ahc.sa.gov.au/community/bushfires-and-other-emergencies/bushfires-and-fire-prevention#cfs-resources-in-other-formats-and-languages).

## Western Australia

### At Risk Communities Program

* The [At Risk Communities Program](https://www.dfes.wa.gov.au/hazard-information/bushfire/at-risk-communities) is aimed at agencies delivering in-home care services to those aging in place or living independently with disability in high bushfire risk areas. It encourages agencies, their staff and clients to better prepare for and respond to bushfire emergencies. People who need assistance during an emergency should plan to leave as early as possible. Trying to leave or helping to evacuate someone at the last minute could be deadly.
* To book an information session or for more information about the At Risk Communities Program, contact the All Hazard Coordinator – At Risk Communities on 08 9395 9411 or email communitypreparedness@dfes.wa.gov.au

### Other resources

* [Bushfire Preparation Toolkit](https://publications.dfes.wa.gov.au/publications/bushfire-preparedness-toolkit)
* [Travelling during Bushfire Season](https://publications.dfes.wa.gov.au/publications/travelling-during-bushfire-season)
* [Fire Breaks](https://publications.dfes.wa.gov.au/publications/fire-breaks)
* [Australian Fire Danger Rating System](https://publications.dfes.wa.gov.au/publications/afdrs-flyer)

Below videos are available as well:

* [Stay informed](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DE-Vk5DvNrkI&data=05%7C01%7Csaloni.sharma%40dfes.wa.gov.au%7C0155e53f6a0c455d4d7f08da89900e77%7Cf2c53664ba4842ff8608e4019969d536%7C0%7C0%7C637973549078680582%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=XG43gZlcKdCd%2BqmDNOvPY947iOfO2Iz8Ne5ePLZlkdM%3D&reserved=0)
* [Understanding Bushfire Alerts and Warnings](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Dk7ku2HrzYBA%26t%3D9s&data=05%7C01%7Csaloni.sharma%40dfes.wa.gov.au%7C0155e53f6a0c455d4d7f08da89900e77%7Cf2c53664ba4842ff8608e4019969d536%7C0%7C0%7C637973549078680582%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=nsYL%2FjWMlgUgtb1loq%2B9pS1TTFkeLptW2pRscGHkhVk%3D&reserved=0)
* [Prepare your home](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3D5yWlOegzwjk&data=05%7C01%7Csaloni.sharma%40dfes.wa.gov.au%7C0155e53f6a0c455d4d7f08da89900e77%7Cf2c53664ba4842ff8608e4019969d536%7C0%7C0%7C637973549078680582%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Xhi5ThTBXyFVl2RIBZFHvTjnXBbmBKSA1gjP7BeF20U%3D&reserved=0)
* [Know your risk](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Dnux7gwxpxLU&data=05%7C01%7Csaloni.sharma%40dfes.wa.gov.au%7C0155e53f6a0c455d4d7f08da89900e77%7Cf2c53664ba4842ff8608e4019969d536%7C0%7C0%7C637973549078680582%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rjLyxbIObRNjiq54m7zftasbtg%2BSw0XkBEhuv6EboIg%3D&reserved=0)
* WA is undertaking an update on their Fire Safety Brochure present. More information will be coming.

## Northern Territory

### Community Engagement

* The Northern Territory Fire and Rescue Service (NTFRS) Community Engagement unit primarily focus on educating the community about the dangers of fire and preparing people for when they may be faced with a fire situation. Information about the unit can be found [here](https://pfes.nt.gov.au/fire-and-rescue-service/community-engagement).

# National Emergency Information

## ABC Resources - Plan for an Emergency

* ABC resources - [Plan for an Emergency](https://www.abc.net.au/emergency/plan-for-an-emergency/). This page includes links for information about:

- [Plan for an emergency: Flood](https://www.abc.net.au/emergency/plan-for-emergency-flood/12412050)

- [Plan for an emergency: Storm](https://www.abc.net.au/emergency/plan-for-emergency-storm/12412056)

- [Plan for an emergency: Bushfire](https://www.abc.net.au/emergency/plan-for-emergency-bushfire/12412042)

- [Plan for an emergency: Earthquake](https://www.abc.net.au/emergency/plan-for-emergency-earthquake/12412046)

- [Plan for an emergency: Cyclone](https://www.abc.net.au/emergency/plan-for-emergency-cyclone/12412044)

- [Prepare for a heatwave](https://www.abc.net.au/emergency/plan-for-emergency-heatwave/12412052)

## Redcross - Preparing for emergencies

* Information about [getting in the know](https://www.redcross.org.au/emergencies/prepare/know/), [getting connected](https://www.redcross.org.au/emergencies/prepare/connected/), [getting organised](https://www.redcross.org.au/emergencies/prepare/organise/) and [getting packed](https://www.redcross.org.au/emergencies/prepare/packing/).

## Services Australia - Natural disaster

* Information about preparation, and financial help for natural disaster events.

## Triple Zero (000)

### Assess the situation

* Is someone seriously injured or in need of urgent medical help?
* Is your life or property being threatened?
* Have you just witnessed a serious accident or crime?
* If you answered YES call Triple Zero (000).

### Make your call

* Stay calm and call Triple Zero from a safe place.
* When your call is answered you will be asked if you need Police, Fire or Ambulance.
* If requested by the operator, state your town and location.
* Your call will be directed to the service you asked for.
* When connected to the emergency service, stay on the line, speak clearly and answer the questions.
* Don't hang up until the operator tells you to do so.

### Providing location information

* You will be asked where you are.
* Try to provide street number, street name, nearest cross street and the area.
* In rural areas give the full address and distances from landmarks and roads as well as the property name.
* If calling from a mobile or satellite phone, the operator may ask you for other location information.
* If you make a call while travelling, state the direction you are travelling and the last motorway exit or town you passed.

### For more information

* [More information about Triple Zero service.](https://www.triplezero.gov.au/triple-zero/How-to-Call-000)

# Where to get more information

## Fire, Rescue, and State Emergency Services

* Queensland: [Queensland Fire and Emergency Services (QFES)](https://www.qfes.qld.gov.au/), including State Emergency Service (SES)
* NSW: [Fire and Rescue NSW (FRNSW)](https://www.fire.nsw.gov.au/) & [NSW SES](https://www.ses.nsw.gov.au/)
* Victoria: [Fire Rescue Victoria (FRV)](https://www.frv.vic.gov.au/), [Victoria Country Fire Authority (CFA)](https://www.cfa.vic.gov.au/) & [Victoria SES](https://www.ses.vic.gov.au/)
* ACT: [Emergency Services Agency (ESA) - Fire and Rescue](https://esa.act.gov.au/fire-rescue) including SES
* SA: [Metropolitan Fire Service (MFS)](https://www.mfs.sa.gov.au/), [Country Fire Service (CFS)](https://www.cfs.sa.gov.au/home/) & [SA SES](https://www.ses.sa.gov.au/home/)
* WA: [Department of Fire and Emergency Services](https://www.dfes.wa.gov.au/) including SES
* NT: [Police, Fire and Emergency Service (PFES)](https://www.pfes.nt.gov.au/fire-and-rescue-service)