Community Care Tailored Support

Empowering Potential, Inspiring Success

Staying Safe at Home

A practical, easy-to-use Community Care Tailored Support guide for the public.

Your life. Your goals. Your choices.

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Contents

1. Emergency essentials

2. Falls and getting help

3. Fire and safe evacuation

4. Medication and chemicals

5. Scams and personal safety

6. Printable worksheets

Sources and important information

1. Emergency essentials

• Call 000 for immediate danger, serious injury, fire or medical emergencies. Give your address and follow the operator.

• For suspected poisoning, call Poisons Information Centre on 13 11 26; call 000 for severe symptoms.

2. Falls and getting help

• Keep floors dry, walking paths clear and lighting adequate. Use prescribed mobility aids as directed.

• If someone falls, check for danger and injuries. Do not rush them to stand. Call 000 if they are unconscious, seriously injured, have head/neck/back pain, or cannot get up safely.

• Even without obvious injury, seek medical advice after a fall, especially after a head strike or when taking blood-thinning medicine.

3. Fire and safe evacuation

• Test and maintain smoke alarms according to local requirements. Plan two safe ways out if possible.

• Plan accessible evacuation: mobility aids, assistance, hearing/vision needs, phone and an outdoor meeting point. Practise the plan.

• If there is a fire, get out, stay out and call 000. Do not re-enter.

4. Medication and chemicals

• Follow prescribed medication directions; ask a pharmacist about missed doses or interactions.

• Keep chemicals in labelled original containers, away from food. Never mix bleach with other cleaners.

5. Scams and personal safety

• Never share passwords or one-time codes with unexpected callers. Contact organisations using verified numbers.

• If you feel threatened, go somewhere safe and seek help; call 000 in immediate danger.

Printable worksheets

Emergency contacts

_____ My home address

_____ Emergency contact and phone

_____ GP or health service

_____ Important allergies or health alerts (optional)

_____ Where I keep my emergency information

Accessible escape plan

_____ My safest exit

_____ Backup exit

_____ Who can assist me if needed

_____ Outdoor meeting place

_____ Emergency equipment / phone location

Sources and important information

Australian emergency services: triplezero.gov.au

Poisons Information Centre: poisonsinfo.nsw.gov.au | 13 11 26

Healthdirect Australia: healthdirect.gov.au

Australian Red Cross: redcross.org.au

This guide provides general education only. It does not replace individual care plans, professional advice, current NDIS rules or emergency instructions. Always check official sources for changes.

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