



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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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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