



Emergency Information

Complete this form and ATTACH IT TO YOUR FRIDGE. This information could help save your life in an emergency.



FAMILY NAME GIVEN NAMES

ADDRESS DATE OF BIRTH

PHONE NUMBERS SEX

RELIGION BIRTH PLACE

HAIR COLOUR EYE COLOUR

ANY DISTINGUISHING FEATURES

DOCTOR'S NAME PHONE NUMBER

SPECIAL MEDICAL CONDITIONS/ALLERGIES

IN CASE OF EMERGENCY PLEASE CONTACT:

NAME NAME

PHONE (BH) PHONE (BH)

PHONE (AM) PHONE (AM)

ADDRESS ADDRESS

ANY ADDITIONAL INFORMATION (INCLUDING PETS REQUIRING CARE)

PLEASE KEEP THIS INFORMATION UPDATED. Additional copies can be downloaded from the website (<http://www.homesafety.act.gov.au>) and printed.

H Disclaimer: This information sheet contains general guidelines for increasing your safety and security at home. The Home Safety Program is providing this information, names its representatives, but gives no warranty or guarantee concerning the safety of persons or property, nor does the Home Safety Program accept any responsibility for any damage or loss, however caused, suffered by any individual or organisation arising from the use or application of these guidelines. Users of these guidelines shall verify themselves to the accuracy of the guidelines for the purposes of their own safety and security.

www.homesafety.act.gov.au

Can we find you?



When an emergency service vehicle responds to an emergency it can be quite difficult to find your exact location if your house number is not clearly marked.

This is especially difficult at night. The following basic steps can make it easier for us to find your home quickly.

- Have large numbers on your letterbox (minimum height of 75 mm).
- These numbers should be white or yellow reflective numbers on a dark nonreflective background—a light coloured or reflective background washes out the numbers and makes them much harder to read.
- Make sure the numbers are on the side of the letterbox facing the street.
- If your letterbox has extra space, place additional numbers on each side of your letterbox so they can be easily seen by vehicles approaching from either side. Encourage your neighbours to display their numbers—we will find your house much faster if your neighbours letterboxes are numbered too.
- Ensure bushes and shrubs around your letterbox are kept trimmed.
- If possible have the number of your house painted on the gutter near your driveway.
- In townhouse and cluster developments, where the numbered letterboxes are located far away from the actual houses or units, place your unit number in clear view on the front door (or nearby wall if the door does not face the street). Convince your body corporate to erect a large numbered and labeled site map at each driveway entrance to the complex.
- If you ring 000 for an emergency, please state your address clearly when asked by the operator and be sure to include your number, street name, suburb and town.
- Please ensure that you can spell your address to the operator correctly.
- Make sure that everybody in the home knows the correct address, especially children.
- If you do not have a standard street address use the nearest road or landmark as a cross-reference.
- If possible, have somebody out the front of your home to alert and direct the emergency service vehicle when they arrive.

Also use the complex name, street address and unit number if you live in group or cluster accommodation such as townhouses.

Emergency access to your home
Ambulance crews, Police and Fire Brigade often have to force entry into locked homes. A patient who is gravely ill inside a house may be unable to unlock the doors.

Installing a **key-safe**, a small secure metal box with a combination lock, can provide fast emergency access to your home. They are available at many hardware stores.

Key safes should be fitted in homes where the occupant:

- lives alone
- may collapse suddenly from a known medical condition
- has restricted mobility
- receives home visits from community services
- is prone to locking themselves out of the house.

When you call 000, advise the call-taker of the safe location and opening code.

Ambulance access to your home

When ambulance crews arrive to help, they usually enter the house through the front door. However, if it is not possible to bring the stretcher through the front, the Paramedics will need to bring it through the back.

- Pathways should be at least 1000mm wide
- Concrete, gravel or firm grass pathways are OK
- Try to eliminate any steps wherever possible
- Trim trees, overhanging branches and shrubs to allow a minimum clear height and width of at least two metres
- Ensure locked doors and gates can be opened
- If possible, install lights at intervals along the path
- Clean up all rubbish, branches, leaf litter and remove any obstacles from your pathways.

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ACT POLICING 131 444 EMERGENCY 000

Identify your property
Think about what you might do to make it harder for thieves to sell property that has your personal identification, and if police recover marked property, it's easier to claim your items.

Mark your goods with an engraver. Your local neighbourhood watch group may help you with this. The street or in your neighbourhood, call the police. If you're suspicious about something next door, down these useful details, such as description of a suspicious vehicle or person(s). Don't take unnecessary risks. If you see someone acting suspiciously, don't approach or challenge. Give all the information you have to the police.

Photograph small valuable items (eg antiques, watches or jewellery) for easy identification. Use a matchbox or ruler in the photograph to give an idea of size. Always keep photographs, negatives and credit card dockets or receipts with your property. List all your valuable items - remembering that anything small, valuable and easily moved is fair game for burglars. If you are unfortunate enough to be burgled, having a list will enable you to identify what is missing and will assist police by giving them a full description of the missing property.

Store valuation certificates in a safe place.

Keep accurate records of what you own. It will give police a better chance of locating your property. Write down the make, model, year, colour, serial number and original cost of each item.

Put up Neighbourhood Watch stickers or stickers provided by security firms to let thieves know your property is marked.

Remember to keep a list of all your valuable items, just in case! It's important for identifying missing pieces should you be robbed.

ACT POLICING 131 444 EMERGENCY 000

Protect your money
That surprise lottery win in the mail, the email from your bank, the "free" holiday, the "guaranteed income" the amazing share offer over the phone - all these can be traps for scammers.

Some are very easy to spot, while others are so tricky you may not even know they are scams.

You can protect yourself
Most scams need you to do something before they can work, like:

- sending money based on promises that turn out to be false
- giving out your personal details to people who turn out to be scammers
- agreeing to deals without getting advice or buying a product without checking it out properly

You can protect yourself by following the steps below.

Protect your phone
Be suspicious of unexpected calls and text messages.
Hang up, or text "STOP" to unwanted messages.
Don't give out your number unless you trust the identity of the receiver.

Protect your computer
Keep your protection software up to date.
Don't respond in any way to unsolicited emails.
If in doubt, delete.

Protect your identity
Never give out your personal information to someone you don't know or trust.
Don't just bin it - destroy it (old bills, records or expired cards).
Check your credit statement.

Remember the golden rule: If it sounds too good to be true, it probably is!
To find out more about scams and to report scams visit the SCAMwatch website (www.scamwatch.gov.au) or call 1300 295 995. For TTY service call 1300 303 609.

AFP **Protecting your property**

Remember to keep a list of all your valuable items, just in case! It's important for identifying missing pieces should you be robbed.

AFP **SCAMwatch**

Scams cost everyone, and anyone can be a target. You may already have been scammed without realising it.