

Bush fire event

STEP 1



- Observe smoke/fire or receive an SMS from Emergency Services
- Call the relevant Emergency Information Line for advice on where to go and what to prepare

WA 13 3337 | QLD 1800 020 440 | VIC 1800 226 226

- Discuss a safe location to evacuate with the client
- Call At Home Care to advise of the plan
- Pack the client's critical items (e.g. medication) and prepare to leave

STEP 2



- Shut windows, doors, turn off air conditioning and (if safe) turn off the power and gas
- Take the client's critical items and evacuate to the safe location
- Contact 000 if the client is unable to be transported

STEP 3



- Proceed to the safe location
- Call At Home Care to provide an update and for any support
- If you have not already, sign up to receive alerts from the Emergency Services

WA [ServicesWA](#) | QLD [QldFireDept](#) | VIC [VicEmergency](#)

- **Do not attempt to return to the home**

STEP 4



- As soon as practicable, complete an incident report form on the At Home Care app

Further information is available in the **Working Safely in the Home** and **Emergency and Disaster Response** guidelines available in the [At Home Care app](#).