



Tip Sheet



Setting Up Emergency Contacts

Keeping up with technology can feel hard. But learning how to use technology is important. It can help give you the best support if an unexpected emergency happens.

One **key step** is setting up emergency contacts on your devices. Doing so helps you respond quickly when needed and can help keep you safe. The following resource will help you set up emergency contacts on your device for these moments.

Choosing who to contact...

Before putting together an emergency contacts list, it's important to think about and choose the best person to support you (or the person you care for) if an emergency happens.

Examples of these contacts may include:

- Primary caregivers (including family members).
- Healthcare professionals (such as your doctor).
- School contacts (e.g. teachers, teacher aides, school administrators) if the individual attends school.
- Trusted neighbours or nearby relatives.
- Emergency services (this resource will touch on this more further on).

Prioritise contacts who live nearby and are readily responsive, so they can offer support in an emergency. Also prioritise contacts who are familiar with your needs and/or your communication style, particularly those who can cater to your specific preferences and sensitivities.

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Gathering information

Collect the following information for emergency contacts:

- Name
- Relationship to you or the person your support
- Phone number/s (e.g. mobile, home, work)
- Email addresses
- And any other relevant details (e.g. availability, language etc.)

Ensure contact information is always kept up to date.

Setting up contacts with emergency services

It's especially important to set up contacts with emergency services to help keep you (or the person you support) safe if a critical situation happens (like being arrested, having an accident, or another emergency). Some of the most important emergency contacts include:

Triple Zero (000):

Emergency/urgent help from the police, ambulance, or fire department.



Road Incidents (13 19 40):

Report incidents or hazards, or for help if you are involved in a minor traffic incident.



Policelink (131 444):

Non-urgent reporting and enquiries, including:

- Confirming the identity of a police officer.
- Reporting suspicious activities.
- Reporting lost or stolen property.
- Reporting missing persons.
- Complaints about noise or other non-urgent events.



Lifeline (13 11 14):

Assistance when struggling with depression, trauma, or personal emergencies.



Scan the QR code for a complete list of Queensland emergency contacts.

Creating the list

The process of creating the emergency contact list may differ depending on the device. Below are two (2) sets of instructions, catered to Android phones and iPhones, respectively:



Android phones

1. Click on the "Contacts" application (the icon may differ per device model).
2. Select the contacts menu (the three vertical dots on the top right corner).
3. Select the "Groups" option.
4. Select "*ICE – emergency contacts*" (ICE means "in case of emergency").
5. Select the edit option in the top right corner.
6. Select "Add members".
7. Add the details of the contacts the person you support will rely on in an emergency.
8. Select "Done" and "Save".
9. The emergency contacts have now been set up.
10. To access, when on the lock screen, you can select "Emergency call" to access this information.



iPhones

1. Click on the "Settings" application (cog wheel icon).
2. Scroll down and select "Health".
3. Look for the "Medical details" section and select "**Medical ID**".
4. Select the edit option.
5. Scroll down and select "Emergency contacts".
6. Add the details of the contacts the person you support will rely on in an emergency.
7. Select "Done".
8. The emergency contacts have now been set up.
9. To access, at any time regardless of what screen you are on, if you hold the power and volume up buttons together, a window will appear and you will see the "Medical ID" option.
10. Swipe right on "Medical ID" to access this information.

Note: You may also want to add any medical/health conditions (e.g. asthma, epilepsy, or allergies etc.) so support people or emergency services have the information they need.

Updating the list

Any changes in contact details or support person arrangements should be promptly reflected in these emergency contact lists. This guarantees that emergency contacts are readily available and accessible in the event of unforeseen circumstances.

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Establishing emergency communication protocols

It's normal to feel overwhelmed during an emergency. It's important to set up clear communication plans ahead of time. The following tips can help you and the people you support get **R-E-A-D-Y** for emergency situations.

Record emergency contacts

R

Add important emergency contact numbers into your phone or, with consent, the phone of the person you support. This makes it quicker and easier to call for help if an emergency happens, and ensures the right people can be contacted right away.

Express how you communicate

E

Discuss the best way to communicate when you (or the person you support) are feeling stressed. Think about what works best and what makes you feel comfortable. If you have a support person, this can be a good topic to talk about together

Accessible supports

A

For minimally-speaking or non-speaking autistic people, **consider creating supports to use during emergency situations**. This may include created identification cards with important information and keeping this in an easily accessible location.

Do practice scenarios

D

It can help to **practice ahead of time so you are more prepared** if one happens. It can be helpful to talk with a safe person about the different types of emergencies you might face (e.g. storytelling can help imagine a scenario and how to respond, or practicing what to say on a phone call).

For support people, you may want to use visuals, a familiar movie, or similar to discuss a scenario of an emergency situation and talk about how you might respond if it happened.

You are prepared!

Y

R-E-A-D-Y



Scan QR code to access more resources from the My Rights, My Voice Toolkit, designed to help navigate QPS interactions.

**Autism Queensland is here to help—
get in touch to learn more:**



Email: css@autismqld.com.au



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