



Family &  
Community Service  
Aboriginal Housing Office

Important  
information  
for creating  
**Happy  
Homes**

**EMERGENCY**  
Dialing 000

Important  
Phone  
Numbers

Household  
Safety  
Information

Tips on Food  
preparation  
and Storage

# Introduction

## Why is this booklet important?

The Happy Homes Booklet has been created with your family's safety in mind. It has lots of great ideas to keep your home safe and keep your family happy.

This book is important because it will help you to create a safe environment for your family, look out for things that are unsafe and take care of your home.

## How/when to use this booklet

Homes are very special places. It is where your family comes together. Caring for your home can take a lot of time and energy. This book will show you how you can follow a few simple steps to create a safe living environment for your family. This book will show you what to do in case of an emergency such as a fire, how to keep pests out and how to keep your children safe.

In the Happy Homes Kit you will find a **Quick Contacts Chart** with important phone numbers. Stick the Chart on your fridge or wall so you can find it easily and where everyone in the house can see it clearly.

Also included in the kit are the following wall charts:

**Cardio Pulmonary Resuscitation (CPR) Chart**  
**Burns Fact Sheet**

Funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Cover painting by Lorraine Brown and Artists from the Coomaditchie Artists Cooperative.

## Where to keep this booklet

This book has a lot of important information. It should be kept in a place where you can see it easily and where you everyone in the family can reach it quickly.

### Here are some good places to keep this book;

- in the top drawer in your kitchen
- hanging in the kitchen
- on your coffee or dining table
- near your First Aid kit.



### Here are some example of places you should not keep this book;

- tucked away on a bookshelf with other books because you will not be able to see it very easily
- under the bed
- with the kids books or toys
- near lots of papers because you could throw it away accidentally
- in any of the bedrooms or bathroom.



# What to do in an EMERGENCY



**Only call 000  
in an emergency**

## How can you tell if there is an emergency

- ✓ Is someone seriously injured or in need of urgent medical help?
- ✓ Is your life or property being threatened?
- ✓ Have you just witnessed a serious accident or crime?

If you answered YES call **000** (Triple O)



## Police, Fire and Ambulance

Ring 000 if you need the police, fire brigade or ambulance and tell the operator what the problem is. The operator will tell you what to do.

## How to call 000

1. Stay calm and call **000** (Triple O) from a safe place.
2. Someone will ask if you need Police, Fire or Ambulance and where the emergency is happening.
3. Tell the person on the phone where the emergency is happening and where you are.
4. You will be put through to the service you asked for.  
(If you asked for the police, you will be put through to the police service.)
5. **Stay on the line and do not hang up.**
6. When this person comes to the phone they will ask you more questions so they can help you.
7. Stay calm, speak clearly and answer the questions.
8. **Do not hang up until the person on the phone tells you to do so.**

## Giving the right information

You will be asked where the emergency is happening and where you are if you had to leave to get help.

- Try to provide a street number, street name, nearest cross street and the area.
- In rural areas give the full address and distances from landmarks and roads as well as the property name.

*For example, you can tell the person on the phone that you live 20 metres from the post office and your house has a blue fence. This will help people get to you quickly.*



## Important phone numbers

Listed below are useful phone numbers that you should keep handy, such as the poison information hotline, kids helpline, and others.

Included in the Happy Homes Kit, you will find a **Quick Contacts Chart** with these phone numbers. Stick the Chart on your fridge so you can find it easily and where everyone in the house can see it clearly.

### Alcohol and Drug Information Service Sydney

02 9361 8000 or  
1800 422 599

### NSW Poisons Information Centre

131 126

### NSW Department of Community Services

132 111

### Domestic Violence and Sexual Assault Helpline

1800 200 526

### Kids Helpline

1800 55 1800

### NSW Rape Crisis Centre

02 9819 7357 or  
24/7 Counselling  
1800 424 017

### Youthline

02 9633 3666

### Domestic Violence Line

1800 656 463

### Lifeline

131 11

### Aboriginal Tenants Advice and Advocacy Services

#### Greater Sydney Aboriginal Tenants Service

Phone: 02 9569 0222

#### Northern NSW Aboriginal Tenants Service

Phone: 02 6643 4426  
free call: 1800 248 913

#### Southern NSW Aboriginal Tenants Service

Phone: 02 4472 9363  
free call: 1800 672 185

#### Western NSW Aboriginal Tenants Service

Phone: 02 6882 5435  
free call: 1800 810 233

#### NSW Aboriginal Housing Office (AHO)

02 8836 9444 or  
1800 727 555

# Important phone numbers for your family contacts and local services

List the the important phone numbers your family needs, like your doctor or somebody your children can call in an emergency. **Do not** write personal information like Bank Account Pin numbers here.

## SERVICE

## PHONE NUMBERS

Local Police Station: \_\_\_\_\_

Doctor: \_\_\_\_\_

Doctor After hours: \_\_\_\_\_

Local Hospital: \_\_\_\_\_

High School: \_\_\_\_\_

Primary School: \_\_\_\_\_

Day Care Centre: \_\_\_\_\_

## FAMILY CONTACTS NAME

## PHONE NUMBERS

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

Important  
Phone  
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Household  
Safety Information

Tips on Food  
preparation  
and Storage

# General safety around the house

There are lots of simple and easy things you can do to make your home **SAFER**.

## Things to check before you go to bed

**S**

### Security



Lock intruders out, but don't lock yourself in. Make sure you can get out quickly in case of a fire. Leave the keys in the door so you don't have to find them in the dark.

**A**

### Alarms



Regularly check the Fire Alarms are working. These can save your life in a fire at night. If the alarm is beeping or ringing when there is no smoke, change the batteries or its a good idea when you turn your clock back from daylight savings.

**F**

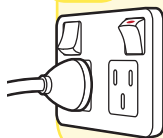
### Floors



Clear the floors of things you may trip over or slip on, in case somebody gets up in the night.

**E**

### Electrical appliances



Check heaters, stoves, ovens and washing machines are off. Turn all appliances, like the TV, off at the wall plug. Faulty appliances left on standby are a common cause of house fires.

**R**

### Responsibility



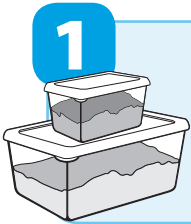
**NEVER SMOKE IN BED.**

Falling asleep with a burning cigarette puts your life at risk and that of your family.



## A safe and healthy kitchen

Here are **4 Tips** to keep your kitchen safe and healthy



**1**

### Store food safely

Cold food should be stored in a clean fridge that is set to a cold enough temperature, 5°C. Store dry food in sealed containers to protect it from pests like mice and ants.

**2**

### Keep a clean kitchen

Dirt and old food spills can breed germs that cause food poisoning and attract pests. Clean bench tops, floors and fridges regularly. Take rubbish to covered outside bins every day.

**3**

### Hand washing

Everyone should wash their hands with soap before and after touching food. This helps stop the spread of sicknesses like vomiting and colds.

**4**

### Supervise children

Small children reaching for things on the stove can get badly burned. Use the rear burners and turn pot handles inwards from the stove edges. Store knives and scissors in a safe place where children can't reach them. Try to keep children out of the cooking area.



## Store alcohol and cigarettes safely

Alcohol and cigarettes can be very dangerous to small children if they are stored carelessly. Store them out of reach of children. The high shelves in your kitchen cupboards can be used to store these items.



# Preparing and storing food

The way food is prepared and stored can make a big difference for the health of your family. There are some general rules to remember when preparing and storing food. The NSW Food Authority has some easy tips to keep food safe, fresh and healthy for your family.

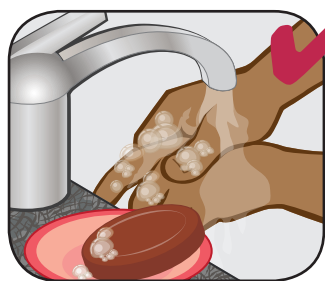
## Keep it cold

- Keep the fridge below 5°C
- put any food that needs to be kept cold in the fridge straight away
- do not eat food that is meant to be in the fridge if it's been left out for 2 hours or more
- defrost foods – especially meats – in the fridge



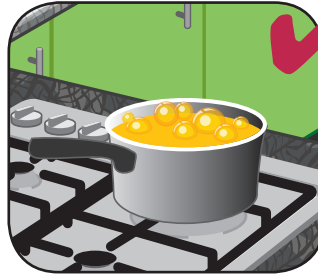
## Keep it clean

- wash and dry hands before starting to prepare or eat any food, even a snack
- keep benches, kitchen equipment and tableware clean and dry
- do not let raw meat juices drip onto other foods
- separate raw and cooked food and use different cutting boards and knives for both
- avoid making food for others if you are sick



## Keep it hot

- cook foods until they are steaming hot
- reheat foods until they are steaming hot
- make sure there's no pink left in cooked meats such as mince or sausages
- look for clear juices before serving chicken or pork



## Check the label

- do not eat food past a 'use-by' date
- always read the 'best before' date
- follow storage and cooking instructions
- be allergy aware
- ask for information about unpackaged foods



For more information call the NSW Food Authority helpline on 1300 552 406.

## How to safely store cleaning products and other dangerous household items

Cleaning products contain dangerous chemicals that can be harmful if not used correctly. Cleaning products should be stored in places that children cannot reach easily such as high shelves in cupboards in the kitchen or laundry. Do not store cleaning products in easy to reach places in the bathroom because children can mistake them for other items such as shampoo.





**Family &  
Community Service**  
Aboriginal Housing Office

### Head office

Level 6, 33 Argyle St  
PARRAMATTA NSW 2150

Tel: 02 8836 9444

Fax: 02 9635 3400

Email: [ahoenquiries@aho.nsw.gov.au](mailto:ahoenquiries@aho.nsw.gov.au)

Web: [www.aho.nsw.gov.au](http://www.aho.nsw.gov.au)

### Northern Region

Level 1, Suite C  
144-148 West High St  
COFFS HARBOUR NSW 2450

Tel: 02 6691 7000

Fax: 02 6691 7099

### Sydney/South Eastern Region

Level 8, 33 Argyle St  
PARRAMATTA NSW 2150

Tel: 02 8836 9458

Fax: 02 8836 9465

### Western Region

65-67 Church St  
DUBBO NSW 2830

Tel: 02 6841 9100

Fax: 02 6841 9199

