



ecm

EDUCATIONAL CASE MANAGEMENT
CLINICAL ALLIED HEALTH SERVICES

How We Support You in an Emergency

Your safety and well-being are our top priorities. In an emergency, we will:

- **Contact your emergency contact** if needed.
- **Provide first aid** if required while waiting for help.
- **Call 000 (emergency services)** when necessary.
- **Offer alternative services** such as telehealth or home visits if attending in person is not possible.
- **Support you during evacuation or lockdown procedures** to keep you safe.
- **Take steps to reduce immediate risks** to you or your family.
- **Provide mental health first aid** when appropriate.
- **Offer psychological support services** to immediate family members if needed.
- **Help you connect with external supports** for additional assistance.
- **Reach out to gather feedback** after an emergency to improve our response and support.

If you have any concerns about emergency procedures, please let us know—we're here to help.

Kind regards,

ECM