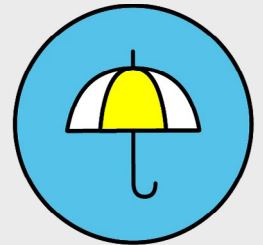
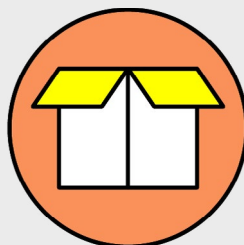
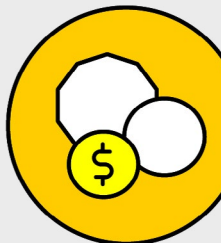
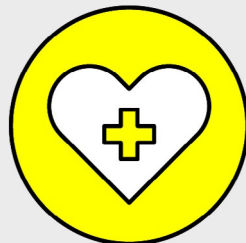
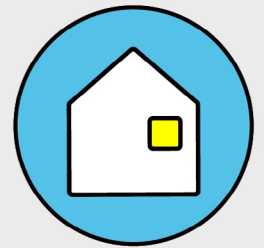
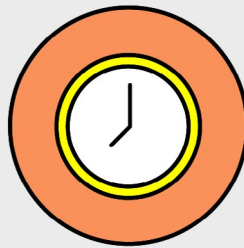




Commonwealth
Bank

Readiness Wheel guide

Easy Read version



What is in this guide

About this guide 3

Important information 5

Readiness Wheel activity 6

Contact information 34

About this guide



**Commonwealth
Bank**

This guide is from Commonwealth Bank.

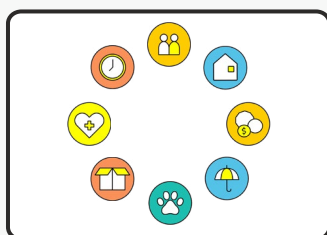


We wrote this guide to tell you about
our Readiness Wheel activity.



Good Shepherd
Australia New Zealand

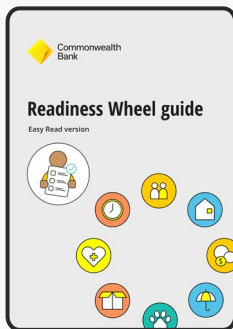
We made our Readiness Wheel activity
together with Good Shepherd.



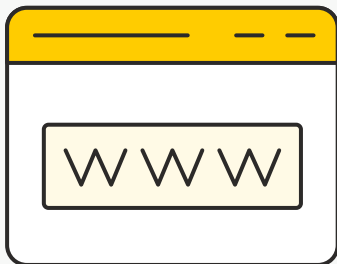
Our Readiness Wheel activity
helps you prepare for emergency
events or very bad weather.



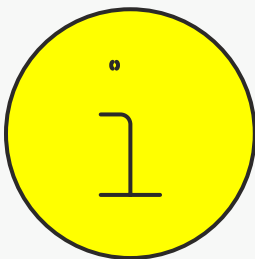
This guide is an Easy Read summary.
Summary means we only include
our most important ideas.



You can use this guide to help you do
our Readiness Wheel activity sheet.



You can find our Readiness Wheel
activity sheet [on our website](#).

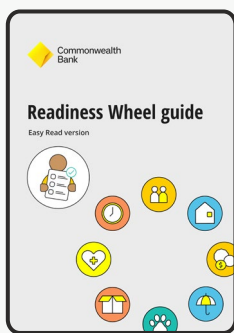


You can find our contact information
on page 34 at the end of this guide.

Important information



All emergency events or natural disasters are different.



This guide does not talk about every type of emergency event or natural disaster.

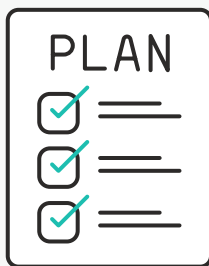


You should understand your personal needs, so you know what other actions you might need to take.

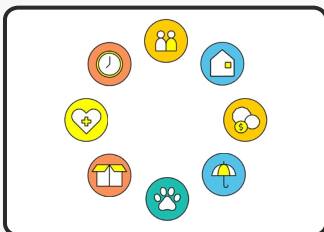
Readiness Wheel activity



Emergency events or natural disasters happen a lot in Australia.



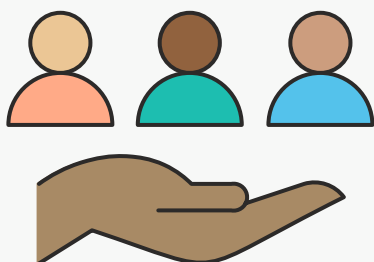
You can make an action plan to know what to do.



Our Readiness Wheel activity is an action plan.



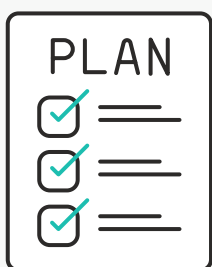
Preparing your action plan might feel overwhelming.



You can get help from friends, family members or people you work with.

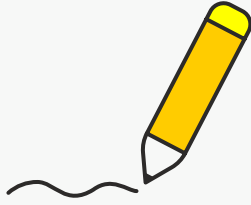


Talking with other people can help you feel more prepared.

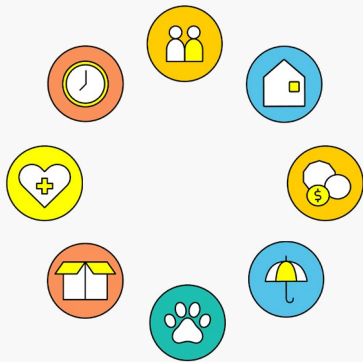


To make your action plan, you should:

- read about each topic in this guide
- write some actions on the Readiness Wheel activity sheet.



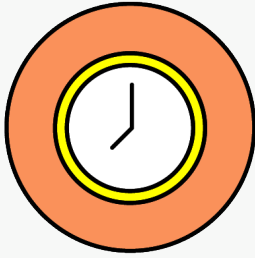
We have written some actions on the activity sheet to help you get started.



Our Readiness Wheel activity has 8 topics:

- history
- connections
- home
- money
- insurance
- animals and livestock
- possessions
- health and wellbeing.

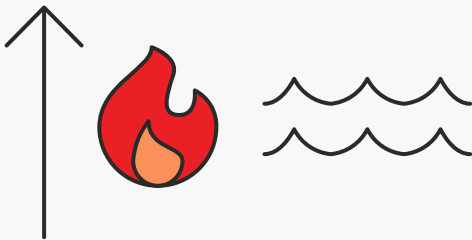
History



History means things that have happened before.



You can know some actions to take if you know the history of where you live.



You might live in an area where lots of emergencies have happened before, like:

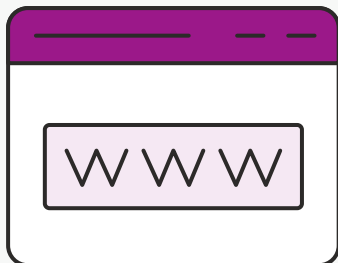
- bushfires
- big storms
- floods
- heatwaves.



If you are new to where you live,
you could ask people in your
community about the history.



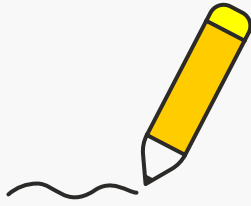
You can also use the [Australian Disaster Resilience Knowledge Hub](#) to see a map of emergencies that have happened before.



The Australian Disaster Resilience
Knowledge Hub website is:
knowledge.aidr.org.au



Australian Disaster Resilience Knowledge
Hub uses the word disaster to talk about
emergency events and very bad weather.



Now that you have read about the history topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

We have written 3 actions for history to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.



You can also cross out an action if it does not apply to you.

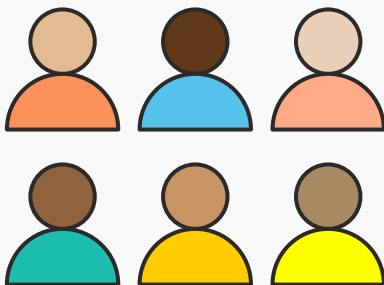
Connections



Being connected to your community is important in an emergency event or natural disaster.



Being connected means you help each other.

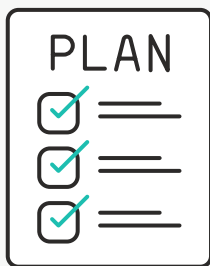


Your community might be:

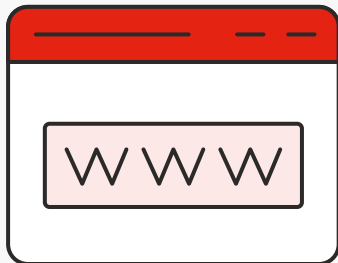
- your neighbours
- your family
- people you work with
- your friends
- your school
- your sports club
- your religion or faith group.



You should think about who your community connections are.



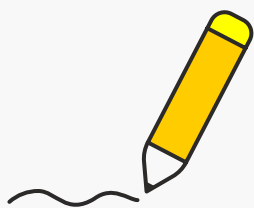
You can use the [Australian Red Cross RediPlan](#) to learn how to plan for an emergency. They have an [Easy Read version of their RediPlan](#) [PDF].



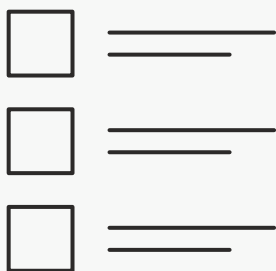
The Australian Red Cross RediPlan website is: redcross.org.au/emergencies/resources/



You and your neighbours might be able to help each other in an emergency event or natural disaster.



Now that you have read about the connections topic, you can write some actions on the activity sheet.



We have written 3 actions for connections to help you get started.



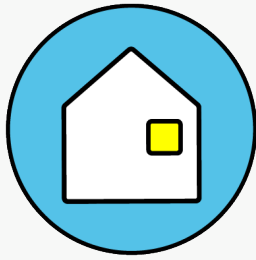
You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.



You can also cross out an action if it does not apply to you.



Home

You might need some things from your home in an emergency event or natural disaster.



You can know some actions to take if you think about an emergency kit.

You should have an emergency kit. It has things that help you stay safe, like:



- a portable radio with spare batteries
- a torch with spare batteries
- a first aid kit with prescription medication
- candles and waterproof matches
- important documents
- emergency contact numbers
- a copy of your Home Emergency Plans
- a waterproof bag for valuable items.

Your emergency kit should also have things you need if you have to leave your home. For example, things like:



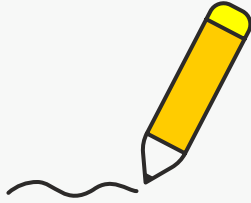
- medicines
- things a baby needs
- things people with disability, sick people, or older people need
- clothes and shoes
- food and drinking water
- money.



You might need other things from your home.



You should think about what else you might need.



Now that you have read about the home topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

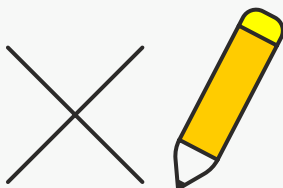
We have written 3 actions for home to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.

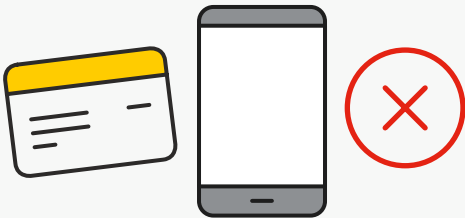


You can also cross out an action if it does not apply to you.

Money



It is important to have enough money with you to pay for the things you might need during an emergency event or natural disaster.



You might not be able to use cards or your phone.



It is helpful to have enough money with you to buy the things you need for 3 days.



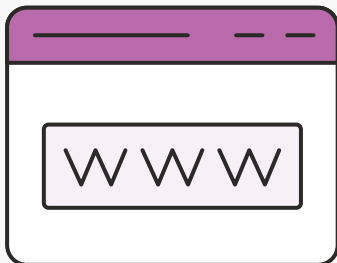
You can know some actions to take if you think about the things you might need to pay for.



You can also use the [Good Shepherd Money Ready Toolkit \[PDF\]](#) to learn about other actions for money you can take.



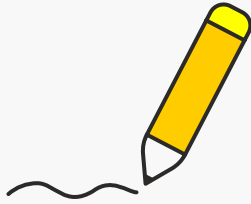
The Good Shepherd Money Ready Toolkit is written for people who live in Queensland. It might also be useful for everyone.



The Good Shepherd Money Ready Toolkit is a PDF. The website is: goodshep.org.au/wp-content/uploads/2022/04/Good-Shepherd-Money-Ready-Toolkit.pdf



The PDF is not accessible for people who use assistive technology, like a screen reader.



Now that you have read about the money topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

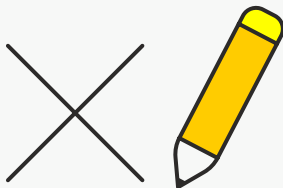
We have written 3 actions for money to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.

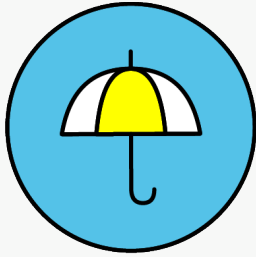


You can tick the box next to your action if you have completed it.

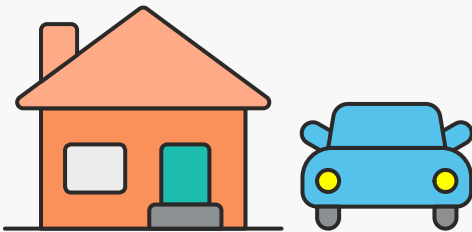


You can also cross out an action if it does not apply to you.

Insurance



Insurance is an agreement between you and a company to help you if your things are damaged.



You can get insurance for things like:

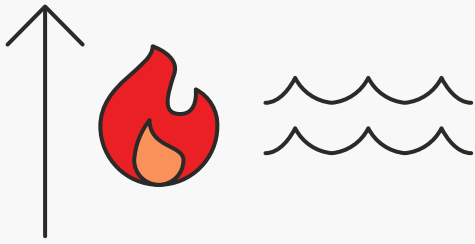
- your home and the things inside it
- your car.



You might not be able to get the insurance you need for an emergency event or natural disaster.



This might be because it costs a lot of money where you live.



Insurance costs more if you live in an area where lots of emergencies have happened before.

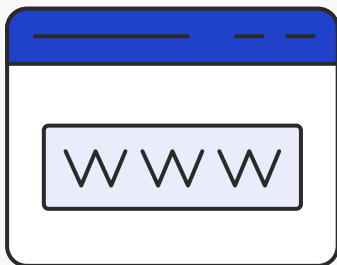


You can find out:

- what is included in your insurance
- what is not included in your insurance.

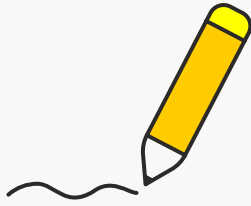


You can also use the [Moneysmart website](#) to learn about what emergency events or natural disasters are included in insurance.



The Moneysmart website is:

[moneysmart.gov.au/home-insurance/
storm-flood-and-fire-insurance](https://moneysmart.gov.au/home-insurance/storm-flood-and-fire-insurance)



Now that you have read about the insurance topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

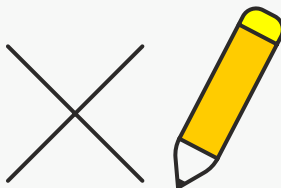
We have written 3 actions for insurance to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.

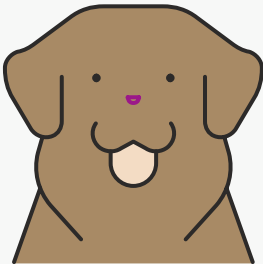


You can also cross out an action if it does not apply to you.

Animals and livestock



You will need to think about your animals if there is an emergency event or natural disaster.



Moving animals can be difficult.



You should think about what actions you need if you have pets or livestock.



Livestock means farm animals, like cows.



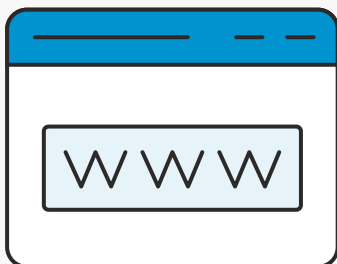
If you have livestock, each state has different rules or licences you need for when you move them.



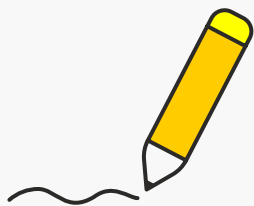
You should think about what actions to take if you need to move livestock.



On the [RSPCA website](#) you can learn about actions to take if you have livestock.



The RSPCA website is: kb.rspca.org.au/knowledge-base/emergency-preparedness-for-farm-animals/



Now that you have read about the animals and livestock topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

We have written 3 actions for animals and livestock to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.

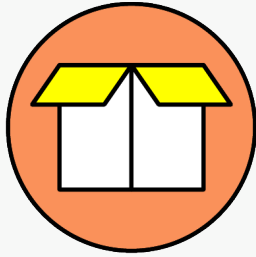


You can tick the box next to your action if you have completed it.



You can also cross out an action if it does not apply to you.

Possessions



You might have valuable possessions you want to keep safe if there is an emergency event or natural disaster.



Possessions means the things you own.

Valuable might mean the things you care about or are important, like:

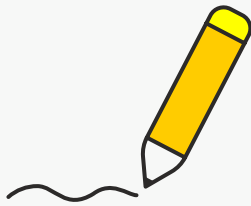
- your family photographs
- your passport
- your jewellery
- your clothing
- your appliances.



In an emergency, it might be overwhelming to know what valuable possessions you want or need.



An action you can take is to make a list.



Now that you have read about the possessions topic, you can write some actions on the activity sheet.

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

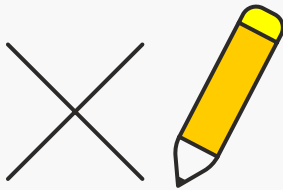
We have written 3 actions for possessions to help you get started.

<input type="checkbox"/>	_____

You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.



You can also cross out an action if it does not apply to you.



Health and wellbeing

Your health and wellbeing are important.



You can think about what actions you might need to take, like how to prepare for your medical needs.



Your health and wellbeing can be impacted if there is an emergency event or natural disaster.



You might feel lots of thoughts and emotions that are confusing and frightening after an emergency.



You can get support. We have many support options.

Counselling sessions



All Commonwealth Bank customers can get 3 counselling sessions that are:

- private
- on the phone
- free
- with a professional counsellor.

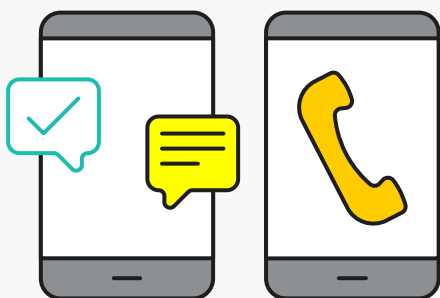


You can make an appointment by calling 1300 360 793.



Financial hardship help

If you are experiencing financial hardship, you can contact us to talk about support.

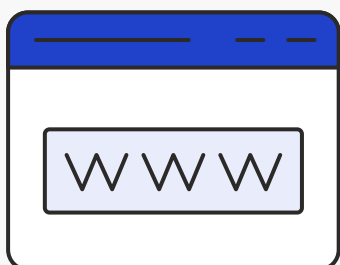


You can talk to us on the CommBank app.
You can also talk to use by calling 13 30 95.

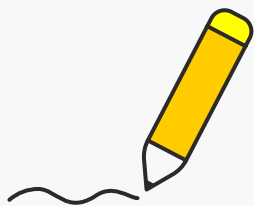


Beyond Blue

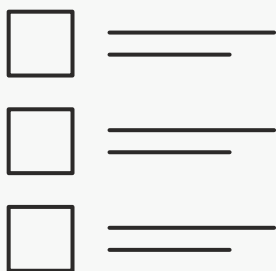
On the [Beyond Blue website](#) you can learn about how to take care of your health and wellbeing in an emergency.



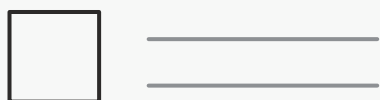
The Beyond Blue website is: beyondblue.org.au/mental-health/natural-disasters



Now that you have read about the health and wellbeing topic, you can write some actions on the activity sheet.



We have written 3 actions for health and wellbeing to help you get started.



You can add more actions on the blank lines.



You can tick the box next to your action if you have completed it.



You can also cross out an action if it does not apply to you.

Contact information



You can contact us for more information.
There are many ways to contact us.



Message

You can message us from the Help section in your CommBank app.



Call

132 221



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to
Commonwealth Bank on 132 221.



Use the National Relay Service (NRS)

Visit the [National Relay Service](https://www.nationalrelayservice.gov.au) website.

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