



What types of help are available in an emergency and when should I access them?

Identify the different types of help available.

Help can come in many forms.

Consider that medical help may include:

- Public emergency medical services, often consisting of an emergency phone number which can activate advanced first aiders, paramedics or medics who bring care to the emergency site and can transport the person to medical care.
- Alternative emergency medical services which, depending on the context could consist of a field hospital, a local health professional, an air-ambulance or Red Cross, Red Crescent service providers.
- Non-emergency medical services which may include things such as medical or health walk-in centres, a family doctor, a community nurse, community health and first aid volunteers, or phone or online medical support centres.
- Private medical services, for people with health plans or pre-existing medical conditions who contribute to a private fund.

Other types of help:

- Fire rescue or police and community safety professionals can help make the scene safer.
- There may be specialist search and rescue teams such as the coastguard, mining, or mountain rescue that may be relevant in certain contexts.
- Bystanders can help with making the scene safer, accessing other help, or with providing care. They can also help control the environment e.g. create shade or help with crowd control.

Facilitation tip

Use a range of relevant scenarios to establish which types of help they would access in any given situation.

Examples of case studies:

- A child has developed an earache and a slight fever at home.
- A man in his workplace is complaining of pain in his chest. He is sweating.
- A woman has fallen and hurt her wrist. You are not sure whether it is perhaps broken.
- There has been an explosion in a building across the road from you, where people live and work. There is smoke and part of the building has collapsed.
- A truck has crashed into a tree near your home. The driver has a cut on their head. The truck is carrying chemicals on the back of it.