

In An Emergency BE PREPARED



Click on an icon to view information



Personal Emergency Plan

Developing a Personal Emergency Plan is one way you can be better prepared in extreme emergency such as a fire, flood or storm.

- **Identify the kinds of emergencies that could impact on you** – is your home at risk of natural disasters such as severe storms, flooding or bushfire?
- [Create a Home Evacuation Plan](#) – Draw a floor plan of your home, mark up a main escape route and backup escape routes. Include routes out of your area, location of equipment, medications, a meeting place outside of your home. Provide a copy to family and household members and place a copy on the fridge. [Example](#)
- [Create a Contact List](#) – Details of family members/carers, local emergency telephone numbers (SES, Local Council, Gas, Electricity, Water), place a copy near your phone, always dial Triple Zero (000) for Police, Fire and Ambulance.
- **Identify meeting places** – for everyone in your household – ONE close to your home, ONE further away from home incase you cannot return to your area.
- **Inform Schools and Child Care authorities** – of people who are **permitted** to pick up your children if you are unable to do so.
- **Find out about other Emergency Plans** – your children's schools, your workplace, your apartment building.
- **Develop a plan for family pets & livestock** – animals may not be allowed to evacuation shelters.
- **Insurance** – Ensure you have adequate household insurance and take a copy of your current policy with you.
- **Important Documents** – store important documents safely (eg., wills, passports, birth & marriage certificates, insurance policies), in a waterproof container or safe deposit box.
- **Locate where to turn off** - water, gas and electricity supplies in your home.
- **Learn some basic First Aid.**
- [Prepare a Home Emergency Kit](#) – Store in a waterproof box in an easy to reach place, ensure everyone knows where it is, check use-by dates regularly.

It is also a good idea to follow your local emergency agencies on **Facebook/Twitter**

- [Bushfire Survival Plan](#) (RFS)
- [Personal Extreme Weather Plan](#) (NSW Health)
- [Home Emergency Plan](#) (NSW SES)
- [Escape Plan](#) (NSW Fire & Rescue)





Bushfire



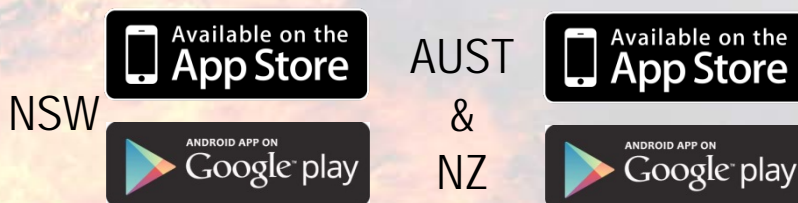
[NSW Rural Fire Service Website](#)

People who live in bushfire prone areas should be taking the time to prepare not only their homes, but also themselves, to give themselves the best chance of surviving a fire.

- To assist people in their preparations, the NSW Rural Fire Service encourages you to assess your home's bushfire risk using their online assessment tool and prepare a [Bushfire Survival Plan](#), or to complete online get the MyFirePlan Mobile App – Itunes  Android 
- The NSW Rural Fire Service provide a [Bushfire Household Assessment](#) Tool to help you assess your household's level of risk from a bushfire and make informed decisions about the safety of your household.
- The Fire Danger Rating is an early indicator of the potential danger, should a bushfire start. When a Fire Danger Rating is advised you need to take it seriously and be prepared to act.
- The [Fire Danger Rating](#) has been introduced with a new top level category – Catastrophic level which indicates that if there is a forecast of Catastrophic conditions, there is very real likelihood of major loss of life and property.
- New [Bush Fire Alert Messages](#) will be used to help people make safe and informed decisions in the event of a fire. The new Bushfire Alert Messages will be ranked on a sliding scale depending on the threat.
- In order to limit the number of fires that escape and threaten life, property and the environment, especially on days when it is very hot, dry and windy, the NSW Rural Fire Service can restrict the use of fire through [Fire Permits and Total Fire Bans](#).

Fires Near Me App

The Rural Fire Service has developed a useful App called 'Fires Near Me' available for mobile devices such as iPhone, iPad, Android, tablet or smart phone, which provides fire information:



While these applications and services can be useful sources of information on fire incidents and conditions, they are reliant on having access to data services. Therefore, we encourage you to not rely solely on these applications and services and use a range of sources for information.

WEB [Fires Near Me](#)



Floods

[SES Flood Safe Website](#)

The nature of flooding can vary dramatically in terms of cause, timing and depth between different locations.

The NSW State Emergency Service (SES) is responsible for dealing with floods in NSW. This includes, planning for floods and educating people about how to protect themselves and their property. During a flood, SES volunteers are responsible for flood safety advice, evacuation, rescue and the provision of essentials to people cut off by flood waters.

- In a life-threatening emergency call triple zero (000) immediately.
- For general Help in a flood or storm, call the SES on 132 500
- When there is a flood warning – Listen to your local radio station for updates. Check that your neighbours have heard the warnings. Prepare yourself and your property.
- You May need to do the following – Move garbage containers, chemicals and poisons beyond the reach of the water. Secure objects that might float away and cause damage. Move stock and equipment to high ground. Stack your furniture and other possessions beyond the reach of the water. Place electrical goods on top. Check your car and keep it full of fuel.
- Evacuation – If you have time before you are evacuated you should turn off power, gas, water, lock doors and windows. Remember to take your home emergency kit with you. Listen for emergency warnings and safety advice on radio or television. Pay special attention if you hear the [Standard Emergency Warning Signal \(SEWS\)](#).

The SES have a number of resources available on [community safety](#) and [businesses information](#) to assist in preparing for flood events, including a [Community Flood Safe Guide](#), a [Rural Properties Flood Safe Guide](#) and information on preparing a [Home Emergency Kit for floods](#).



Storm

The SES is the lead agency for flood and storm emergencies. Over 10,000 SES volunteers respond throughout the state to flood and storm emergencies and assist other emergency agencies when needed. Contact SES for assistance involving private property, such as trees that may have come down on your roof or if you require assistance during floods. For more information visit the [SES website](#).

What to do when a storm hits

In the event of a storm the State Emergency Service (SES) recommends that residents take the following steps:

- Switch off appliances and electricity supply at the mains (meter box) even when it has been reported that power has been cut off in your area.
- Treat all power lines as live, stay at least 8 metres clear. Look out for wires low hanging or on the ground, dangling in water or tangled in trees.
- Do not drive across fallen power lines.
- If power lines have fallen across or become entangled in your vehicle, unless in immediate danger remain inside your vehicle and call/wait for help.
- If in immediate danger (the wires are 'crackling or moving'), open your door and jump well clear. Keep your hands off the vehicle and your feet together, then continue jumping with your feet together until at least 10 metres clear.
- When travelling by boat through water, keep a good distance from power lines and poles.
- If your boat is wooden or fibreglass do not touch the water or metallic parts of the motor when near power lines or poles.

During Heavy Rainfall

- Listen to your local radio station for warnings and advice.
- Make sure your neighbours are also aware and keep in touch in case they need your help.
- Move garbage containers, chemicals and poisons beyond the reach of water.
- Secure objects that might float away and cause damage.
- Move livestock and equipment to high ground.
- Stack your furniture and other possessions beyond the reach of water – place electrical goods on top of any piles.
- Check our motor vehicle and keep it full of fuel.



Heat Wave



Heat waves are estimated to cause more deaths in Australia than any other natural hazard except disease.

Heat waves or long periods of extreme heat can have serious impacts on people's health. Planning ahead and being prepared for extreme heat is important.

While the entire community is at some risk of heat-related illness, certain groups are especially vulnerable.

These include:

- The elderly.
- Infants and young children.
- People with chronic medical problems or taking certain medications.
- People who are socially isolated.
- People who work outdoors.

Four steps you should take

- Drink plenty of water.
- Keep cool.
- Take care of others.
- Have a plan – Know who to contact.

Keep up to date

Regularly check your local forecast from the [Bureau of Meteorology](#). Listen to weather reports on your radio, TV or look on the internet. Get advice from your doctor about whether your medication and/or your medical conditions may affect what you should do if it gets extremely hot.

Make sure you know who you are going to call (who may need help and who could provide help to you if needed) – make a list of telephone numbers.

[NSW Health – Beat The Heat](#) has information on how to prepare for and stay healthy in the heat, how to recognise and treat heat related illness, and how to care for people who are at risk of heat-related illness.

Consider the risk of bushfires as they often occur on days of high temperatures. Information on bushfire preparedness is available from the [NSW Rural Fire Service](#).



Fire & Rescue NSW - Building Safety

The key to reducing the risk of fire occurring in your home and to surviving a house fire is being prepared. Everyone in your household should understand what risks there are in your home and what to do to minimise them. Fire & Rescue NSW provide informative information related to:

Home Fire Safety Audit

You can assess your home fire awareness and identify fire risks throughout your home by undertaking this online self-assessment tool. Visit www.homefiresafetyaudit.com.au.

Smoke Alarms

Householders are urged to change their smoke alarm batteries when they change their clocks at the end of Daylight Saving. [Smoke Alarms](#).

Kitchen Safety

Each year Fire & Rescue NSW attends approximately 2,500 kitchen fires – or approximately 56% of all residential fires. More than half of all home fires start in the kitchen. [Kitchen & Appliances](#).

Fire Safety Products

For information on smoke alarms, home sprinklers, safe operating of fire extinguishes and safe disposal of same visit Fire & Rescue NSW's [Fire Safety Products](#) page.

Recovery

Helpful information on what to do next can be found under [Recovery](#).

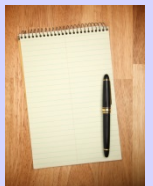
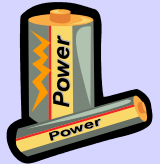
[Bushfires](#) [Electrical](#) [Escape Plans](#) [Calling 000](#)



Home Emergency Kit

A small emergency kit stored in an easy to reach place is invaluable in an emergency. Things the kit should contain:

- Portable battery operated radio and spare batteries
- Torch and spare batteries
- First aid kit and manual
- Mobile phone, spare battery and charger
- Medications including prescriptions and toiletries such as a roll of toilet paper
- Special needs for infants, the aged and people with disabilities
- Copies of important papers including emergency contact numbers and identification such as a passport, driver's licence and birth certificates
- Copies of home and medical insurance policies
- Contact details of your agreed out of town contact
- Spare clothes and sleeping equipment including strong shoes, broad brimmed hat, leather gloves and sunscreen for each household member, pillows, blankets, waterproof bags
- Spare car and house keys
- Credit cards, key card and cash money
- Playing cards or games
- Pen and notepaper
- Emergency food and water supplies for 24 hours.



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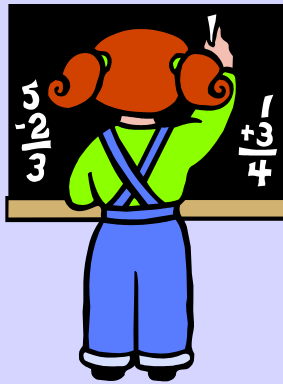
Children At School

Before picking your child up from school, tune into your local radio station for advice and details about any arrangements that may have been put in place before you go to pick them up.

If your children are at school when an emergency occurs, it is understandable that you will want to collect them as soon as possible. Unfortunately, it may not always be safe to do so.

Schools and education facilities are required by law to have any emergency plan for the safe evacuation of the school. Check with your child's school about their Emergency Plan. Find out if children will be kept at the school or sent home on their own and how you can arrange for them to be picked up.

Inform Schools and Child Care authorities of people who are **permitted** to pick up your children if you are **unable** to do so.



Pets & Livestock

Prepare for the safety and welfare of your pets and livestock in the case of an Emergency. The welfare of your pets and livestock is your responsibility. For detailed information visit [Department of Primary Industries](#) or the [RSPCA](#)

Pets

- Have a secure carry box/cage and leads on hand. Carry boxes and bird cases should be large enough to allow your pet to be comfortable for a couple of days. The box/case should have your name and contact details visible.
- Microchip your cats and dogs and ensure that your pet's collar also carried your contact details.
- Keep a couple of days supply of pet food and medications etc close by.
- If you are directed to evacuate take your pet with you. Do not leave animals unattended or in a motor vehicle during an emergency.
- Make a plan for where you will house your pets should you have to leave your home.
- If you are unable to evacuate your animals you should notify the Department of Primary Industries with details of the locations of your animals, type and number of animals, handling facilities on site (yards, loading ramps etc), availability of fodder, problem animals (unbroken horses, savage dogs), any veterinary medication or health problems, immediate or short-term contact persons details, after the immediate evacuation period whether you can organise alternative accommodation for your animals.

Livestock

- **Before Bushfires** – Prepare and maintain fuel reduced areas onto which stock can be moved and held.
- **Before Floods** – Ensure that there is high ground nearby and organise feed supplies for the duration of the flood.
- **Feed** – Have emergency supplies of fodder as part of risk management preparedness.

Difficult Animals

- **Cats** – A difficult cat can be handled by holding the scruff of its neck and placing in a carry box.
- **Dogs** – Use a muzzle as a restraint. If a muzzle is not available tear up a sheet and place around the muzzle of the dog, crossing under the neck and around the back of its ears and secure. Use only as a short term measure.
- **Horses** – [Preparing your Horse for bushfire.](#)



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Evacuation

In some emergencies the safest action is to stay inside, but in other circumstances it can be safer to leave a building or evacuate an entire area. The appropriate action depends on the particular hazard causing the emergency. Consult the relevant information and action guides and follow advice from [emergency authorities](#).

If you leave

If you have time before you leave, you should:

- Turn off power, gas, water; lock doors and windows.
- Take your [Home Emergency Kit](#) with you.
- Listen for emergency warnings and safety advice on radio or television, [stay informed](#).
- An Emergency Alert telephone warning system sends a voice message to your landline or a text message to your mobile. If you receive an Emergency Alert and want more information follow the instructions in the message.
- Pay special attention if you hear the Standard Emergency Warning Signal ([SEWS](#)).
- If you decide or area advised to evacuate the area, leave as early as possible – even hours before, in the case of bushfires.
- Allow for special needs of infants, the aged and people with disabilities.
- Don't forget your [pets'](#) needs.
- Have your car under cover, with a full tank and plan for alternative safe routes.



Home Evacuation Plan

Example of escape plan and tips. Printable blank version of this grid is available at [Fire NSW](http://FireNSW.com.au).

Grid & instructions

1



Help those in immediate danger

2



Close the door to stop the fire spreading

3



Get down under the smoke and go outside

4









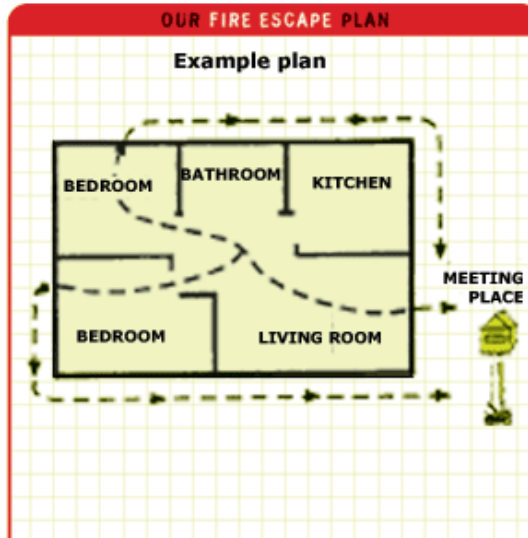
Go to your meeting place. Do NOT go back!

5



Call the NSWFB from a safe location

-  **Know two ways out of every room**
-  **Make sure your windows can open**
-  **Decide on an outside meeting place**
-  **Draw your escape plan in the grid available below to **download and print****
-  **Talk about it with everyone in your household**
-  **Practise your escape plan regularly**



NSW FIRE BRIGADES

FIRE SAFETY AND PREVENTION IN THE HOME

BE PREPARED: Have a Home Escape Plan

In the event of a fire a working **Smoke Alarm** used in conjunction with an **Escape Plan** will greatly increase your chances of getting out safely.

Draw your **Escape Plan** on the grid – then place it where your family will see it – for example, on your fridge.

- ✓ Include two means of escape from each room.
- ✓ Discuss it with other occupants.
- ✓ Make sure that windows and screens can be easily opened.
- ✓ Provide alternatives for anyone with a disability.
- ✓ The first priority is to get out of a burning house.
- ✓ If there is a fire close the door as you are leaving a room to prevent fire and smoke from spreading.
- ✓ When there is smoke, always crawl low to get under the smoke.
- ✓ Decide on a safe outside meeting place eg. near the letterbox and phone **Triple Zero (000)** from a safe phone.
- ✓ Once you get out, **STAY OUT**, never go back inside a burning building.
- ✓ Practise your plan at least twice a year, making sure that everyone is involved.

v 1.0 March 2008

PREVENTPREPAREPROTECT.

www.fire.nsw.gov.au

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Emergency Authority Links

- [Ambulance Service of NSW](#)



- [Marine Rescue NSW](#)



- [NSW Fire and Rescue](#)



- [NSW State Emergency Service](#)



- [NSW Police](#)



- [NSW Rural Fire Service](#)



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Stay Informed

Pay Attention to the News

Local radio and television stations will provide you with official up-to-date information during an emergency. Make sure that you have a battery powered radio in case of a power outage. During a major emergency the media will also broadcast telephone numbers for people seeking information to call. Do not call 000 for general information or advice.


Monitor Emergency Services Websites

In the event of a fire, storm or flood, visit NSW emergency services websites – [RFS](#) – [SES](#) – [FRNSW](#) – for up to the minute information and advice on how you can minimise the impact that disasters could have on your home and your family.

Log on to www.emergency.nsw.gov.au

This website will be updated frequently during a major emergency to provide information on the incident, contact numbers, safety advice, road and transport information, school closures, financial assistance that may be made available and more. Add www.emergency.nsw.gov.au to your favourites list.

Standard Emergency Warning Signal

Pay special attention if you hear the Standard Emergency Warning Signal (SEWS) on your radio or television. SEWS is a distinctive sound broadcast over radio or television. The signal is played to alert you to an urgent safety message and will be broadcast immediately before an urgent safety message. The signal will also be occasionally broadcast as a test message. Any test of the signal will be announced prior to and after the signal. Following the signal there is will be a message, pay immediate attention, listen to the announcement, and follow any instructions given. As part of a co-ordinated national emergency plan, an audio signal has been adopted to alert the community to an urgent safety message relating to an identified emergency such as a flood, fire or earthquake aftershocks. Listen to the signal sound here. 

Follow the directions of Police and Emergency Workers

Police officers and emergency services personnel will provide advice and directions. Follow their instructions. Building Managers and Fire Wardens will also be able to provide you with advice in the case of emergency evacuations. You may be told to shelter-in-place if you are told to do this by an emergency service worker or fire warden, go into the nearest building, stay away from windows and wait for further instructions from the emergency services, police or via the radio.

Remember, no matter what the emergency, a calm response and a common sense approach could save your life, or the lives of others.

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After An Emergency - Recovery

After some disasters, the NSW Government will establish Recovery Centres to help affected communities rebuild. The Recovery Centres are staffed by Government and non-Government agencies and provide a range of services. For example someone affected by bushfire could visit a Recovery Centre and get information and advice on insurance, removal of debris and rebuilding their home. Services offered at Recovery Centres are designed to help people resume a normal life as quickly as possible.

Be prepared to look after yourself if help does not come.

Stay up to date – Keep watch and listening and look at what is going on around you. Share this information with those around you.

In a major emergency, www.emergency.nsw.gov.au will provide you with important information on what to do after an emergency. It may advise you when an evacuation order has been lifted and you are allowed to return home, what you should do when you do return home (such as health information), provide details on financial assistance that may be available to you, recovery centres that may be open in your area and more.

Check on your neighbours – and any vulnerable people in your community, including older people and those with disabilities or special needs.

Seek medical attention – if you have been hurt contact the emergency services and advise if they are able to get to your house.

Consider your animals – the welfare of your pets & livestock is your responsibility.

Assistance

Financial Assistance – In a major emergency, www.emergency.nsw.gov.au will provide you with information on what financial assistance may be available to you, and details on who you should contact.

Disaster Welfare Assistance Line – 1800 018 444 – The Disaster Welfare Assistance Line can also provide you with information about disaster relief grants for content and structural repairs, available to low income earners with no insurance. The provision of these grants is not dependent on a natural disaster being declared.

Natural Disaster Assistance Schemes – There are a number of schemes available to those in areas declared Natural Disasters, including Personal Hardship and Distress Assistance, Primary Producers, Small Businesses, Assistance for Council and more.



Emergency Contacts

EMERGENCY CONTACT LIST

Always dial Triple Zero (000) for Police, Fire and Ambulance	
Details	Contact Number
Family Members	
Carers	
School Numbers	
Work Numbers	
Local SES	
Local Council	
Gas	
Electricity	
Water	
Add all numbers you may need in an Emergency	