



# HEALTH RESILIENCE

BE READY FOR A DISASTER

*Being informed is being prepared*

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# MY INFORMATION

## MY INFORMATION

Name

Address

Emergency contact name

Emergency contact phone

## MEDICAL INFORMATION

Medicare number

Pension/concession card

Private health insurance name

Private health insurance phone number

Private health insurance member number

GP/Drs name

GP practice name and address

GP practice phone number

Pharmacy name and address

Pharmacy phone number

## MY MEDICATIONS

Medication name

Dosage

Frequency

Medication name

Dosage

Frequency

Medication name

Dosage

Frequency

Medication name

Dosage

Frequency

## OTHER IMPORTANT INFORMATION

NDIS number

Other

# EXPECT THE UNEXPECTED

Wollondilly residents have been impacted by several disasters over the years. Being prepared for severe weather is important for all residents.

Natural disasters can happen at any time, with or without warning, and can be followed by other risks such as:



No power



No gas



No water



Limited access to food



No internet or phone connection



Limited access to medical care



Limited access to pharmacies



Limited access to medication



Creating an emergency plan is essential. Consider different scenarios, such as being at home, your children being at school or you being at work, and plan for potential road closures and warnings.

# WHY IS IT IMPORTANT TO BE PREPARED?



In times of disaster, looking after your general health and wellbeing may be forgotten. Existing illnesses can become worse, and access to prescriptions and medical care may be limited. Being prepared can significantly reduce the personal impact of a natural disaster.

## WHO IS MOST AT RISK?



People living with a disability



Older people



Pregnant women & families



People living with health issues



People who live alone or live on rural properties



People living in bushfire prone areas



People living in flood prone areas



People who speak English as a second language

# HOW CAN I PREPARE FOR A NATURAL DISASTER?

## 1. PREPARE AN EMERGENCY KIT

It is important to prepare an emergency kit in the event that you need to leave your home in an emergency.

### THINGS TO PACK IN YOUR KIT

YOUR EMERGENCY PREPAREDNESS PLAN



COPIES OF IMPORTANT DOCUMENTS

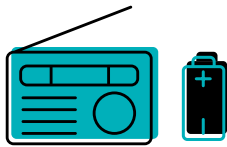
(Bank card, ID, passport and birth certificate, insurance documents, USB stick and photos)



TORCH & SPARE BATTERIES



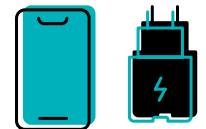
BATTERY OPERATED RADIO



MEDICATION



PHONE & CHARGER



SPEAK TO YOUR GP ABOUT E-SCRIPTS



CLOTHES



TOILETRIES



MEDICAL RECORDS



FIRST AID KIT



## 2. STOCK YOUR EMERGENCY KIT WITH ESSENTIAL FOODS

During an emergency, access to groceries may be limited or cut off and current supplies will be quickly used.

Planning for a two-week period of staying at home (potentially without utilities) involves stocking up on pantry essentials and regularly rotating them, to ensure they are in date.

### ESSENTIAL PANTRY ITEMS MAY INCLUDE

DRIED & LONG-LIFE FOOD



READY TO EAT CANNED FOODS



WATER



BABY FOOD



SNACK FOODS



PET FOOD

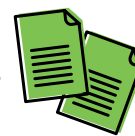


## 3. GO DIGITAL

Taking time to scan and save your documents in digital form will ensure your family and your possessions are protected and you will be in a better position to recover after a crisis.

### IMPORTANT THINGS TO SAVE DIGITALLY

DOCUMENTS



CONTACT LIST



INSURANCE POLICIES



PHOTOS OF ASSETS



PROPERTY DOCUMENTS



RECEIPTS & WARRANTIES



HOME INVENTORY



PHOTOS OF POSSESSIONS



If you are not familiar with using technology, please reach out to Wollondilly library for assistance on 02 4677 8300.



# EMERGENCY PLANNING TOOLS

## PREPARE YOURSELF BY MAKING A PLAN

Here are some helpful resources to guide you in creating a plan tailored to your families health needs.

### P-CEP

The Person Centred Emergency Preparedness (P-CEP) tool has been created to enable emergency preparedness. This tool has been co-designed and tested with and for people with disability.

[collaborating4inclusion.org/home/pcep/](https://collaborating4inclusion.org/home/pcep/)



### REDIPLAN

The Red Cross has a disaster planning app, emergency plan and survival kit checklist freely available to assist with disaster preparedness and planning.

[redcross.org.au/prepare](https://redcross.org.au/prepare)



### ACT!

Meals on Wheels and emergency services have partnered to create a toolkit to prepare older people for after a disaster. The toolkit can be accessed at

[nswmealsonwheels.org.au/act](https://nswmealsonwheels.org.au/act)



### PLANNING FOR YOUR PETS

You can make a plan for your animals at [ses.nsw.gov.au/get-ready-animals/get-ready-animals-splash-page/get-ready-animals/](https://ses.nsw.gov.au/get-ready-animals/get-ready-animals-splash-page/get-ready-animals/). This plan covers aspects such as what you would need to pack if you need to evacuate, how you would contain and transport your animal and where you would take your animal/s.



# HOW CAN I PREPARE MY HEALTH INFORMATION?

## MY HEALTH RECORD

View your health records online when you need them most. Doctors can also check your medical history, allergies, and medications quickly. In an emergency, health professionals can access your health records through My Health Record. My Health Record securely stores your medical history, allergies, and medications online. Install the My Health app on your mobile device and ask your doctor to store your medical information on My Health Record [digitalhealth.gov.au/myhealth](https://digitalhealth.gov.au/myhealth)

## PEOPLE WITH DIABETES

During an emergency the body uses sugar differently and you may need to adjust your medication. Make a My Diabetes Plan with your GP today to help manage your diabetes in an emergency.

[www.ndss.com.au/living-with-diabetes/health-management/emergencies-and-diabetes](https://www.ndss.com.au/living-with-diabetes/health-management/emergencies-and-diabetes)

## NSW POLICE NEXT OF KIN PROGRAM

If you live alone, you can sign-up to have a friend or family member's details listed with the police. You can also listed nominated doctors, dentists and any medical alerts that would be helpful in an emergency situation. See back of booklet for form to complete for form to complete and drop into your local police station.

# LOOKING AFTER MY HEALTH DURING A DISASTER

## WHAT ABOUT MY MEDICATIONS IN A TIME OF DISASTER?

- Did you know that during times of declared disaster, you may be able to still access your medicines without a script.
- Pharmacists can assist in obtaining medication during a disaster by providing emergency refills, coordinating with healthcare providers, and offering guidance on managing limited supplies.
- A pharmacist can store your scripts online with Active Script List if you have been sent an e-script. A doctor or pharmacist can access these scripts in an emergency.

## ACCESSING A DOCTOR

If you have a chronic illness, it's important to get health advice during a disaster to ensure you have your medications and can manage any unexpected symptoms, as your condition may worsen during times of high stress.

If your regular GP is not available there are other options:

- Visit the healthdirect website to find a doctor near you [healthdirect.gov.au](https://healthdirect.gov.au)
- You can also call healthdirect on **1800 022 222** to speak with a health professional for advice.
- Call Doctor Doctor **13 26 60\***
- Call National Home Doctor Service **13 SICK (13 74 25)\***
- Sydney Medical Service Co-op **1300HOME GP**  
[swsphn.com.au/after-hours](https://swsphn.com.au/after-hours)

*\*Areas covered vary and fees may apply.*



# HEALTH SERVICES DURING A NATURAL DISASTER

## HEALTH SERVICES

### Healthdirect

Healthdirect provides 24-hour advice over the phone and online. The website can provide information on local health services and provide online resources on common medical conditions.

#### Telephone

1800 022 222

#### Website

[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

#### Opening hours

24 hours

### National Diabetes Services Scheme

During an emergency, your body processes sugar differently. Stress, changes in physical activity and the food you eat, meaning you may need to adjust your medication during and after an emergency.

Visit the website for more information on how to prepare your diabetes plan for natural disasters and emergencies.

#### Telephone

1800 637 700

#### Website

[www.ndss.com.au/living-with-diabetes/health-management/emergencies-and-diabetes/](http://www.ndss.com.au/living-with-diabetes/health-management/emergencies-and-diabetes/)



# HEALTH SERVICES DURING A NATURAL DISASTER

## MENTAL HEALTH SERVICES

### Community Links Wellbeing

Community Links Wellbeing offers a range of mental health services for ages three years and older. Contact Community Links or further information on mental health services offered.

#### Address

6 Harper Close, Tahmoor

#### Telephone

0455 104 104

#### Website

[www.communitylinks.org.au/mental-health-services](http://www.communitylinks.org.au/mental-health-services)

#### Email Address

[mhintake@communitylinks.org.au](mailto:mhintake@communitylinks.org.au)

### NSW Mental Health Line

#### Telephone

1800 011 511

### Lifeline (24/7)

#### Telephone

13 11 14

### Gamble Aware

#### Telephone

1800 858 858

### Kids Helpline

#### Telephone

1800 551 800

### Head to Health

#### Telephone

1800 595 212

### Suicide Call Back Service

#### Telephone

1300 659 467

### Beyond Blue Support Service

#### Telephone

1300 224 636

### MensLine Australia

#### Telephone

1300 789 978

### Alcohol Drug Information Service (ADIS) NSW

#### Telephone

1800 250 015

### Family Drug Support

#### Telephone

1300 368 186



# PREPARE EMOTIONALLY FOR A NATURAL DISASTER

## HOW TO EMOTIONALLY PREPARE FOR A NATURAL DISASTER

Being emotionally prepared for natural disasters can boost your confidence and help you feel more in control. This can improve your emergency planning and reduce stress, which may also lower the risk of long-term mental health issues caused by the trauma of the disaster.

The Australian Psychological Society outlines 4 steps to being psychologically prepared, using the acronym 'AIME' (**Anticipate. Identify. Manage. Engage**).



Anticipate that you will feel worried or anxious and remember these are normal responses to a possible life-threatening situation.



Identify the exact physical feelings associated with anxiety and whether you are having any scary thoughts that are adding to the fear.



Manage your responses using controlled breathing and self-talk to stay as calm as possible so you can focus on the practical tasks that need your attention.



Engage with at least one person you trust to help you feel connected, more supported and less alone.

## HOW TO STAY INFORMED

### HELPFUL CONTACTS FOR RESIDENTS

#### Hazards Near Me App

**App Store** Search Hazards Near Me NSW in your app store

#### Bureau of Meteorology (BOM) weather app

**Website** [bom.gov.au/app](http://bom.gov.au/app)

#### Wollondilly Shire Council

**Website** [wollondilly.nsw.gov.au](http://wollondilly.nsw.gov.au)

**Telephone** 02 4677 1100

#### NSW Rural Fire Service (BUSHFIRE)

**Website** [rfs.nsw.gov.au](http://rfs.nsw.gov.au)

**Bushfire Information Line** 1800 679 737

#### NSW State Emergency Service (STORM/FLOOD)

**Website** [ses.nsw.gov.au](http://ses.nsw.gov.au)

**Emergency help in flood, storm and tsunami** 132 500

#### NSW Police

**Website** [police.nsw.gov.au](http://police.nsw.gov.au)

**Non-urgent police assistance/general enquiries** 131 444

#### Emergency Translation for non-English speakers

Translation services for emergency situations only

**Telephone** 131 450



# NEXT OF KIN PROGRAM

Developed by NSW Police Force

Next of Kin is the person you would like police to contact in case of an emergency.

## WHAT IS THE NEXT OF KIN PROGRAM?

The Next of Kin Program helps people living alone to have the contact details of their nominated person recorded at a local police station.

The contact details of the Next of Kin, as well as the nominated doctor, dentist and any medical alerts that would help in an emergency situation will be entered onto a register. Any information provided will be securely stored and only accessed by NSW Police.

This information may assist the police and emergency services to contact a relative or other nominated person if needed in an emergency situation.

## HOW DO I REGISTER?

Contact your local police station and ask to speak with the Crime Prevention Officer about the Next of Kin Program or complete the Next of Kin Program form and email to [crimeprev@police.nsw.gov.au](mailto:crimeprev@police.nsw.gov.au)

The Next of Kin Program is a **FREE** to join.

### Your local Crime Prevention Officer is:

Name

Police Station

Contact No.  NOK Registration No.

CUT HERE

## CONFIDENTIAL: Next of Kin Program

REGISTRATION NUMBER

**PERSON**

Surname

Given Names

Date of Birth

Address

Phone (H)  Phone (M)

Language Spoken

**OTHER CONTACT DETAILS**

Name of Doctor  Phone

Name of Dentist  Phone

Additional Information

**NEXT OF KIN #1** (This can be a family member, neighbour, friend, etc)

Name

Date of Birth  Relationship (to you)

Address

Phone (H)  Phone (M)

Language Spoken

**NEXT OF KIN #2**

Name

Date of Birth  Relationship (to you)

Address

Phone (H)  Phone (M)

Language Spoken

I give permission for the NSW Police Force to hold my details on the Next of Kin register and contact any persons listed on this form in the case of an emergency.

Signature  Date

NSWPF/2024/17353



This brochure was an initiative of the Wollondilly Health Alliance and made possible by Wollondilly Shire Council, South Western Sydney Primary Health Network and South Western Sydney Local Health District and in consultation with GPs, the Pharmaceutical Society of Australia, and disaster experts.



South Western Sydney  
Local Health District