



Wollondilly

**EMERGENCY**

MANAGEMENT  
*guide*





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## Look after...

*yourself, your family, your  
neighbours and community. Look  
after your mate for the first 48(hrs).*

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# ARE YOU PREPARED FOR AN EMERGENCY?

**Disasters can happen at any time, with or without warning.**

**Talk to family and neighbours now about what you would do in an emergency. Following are some ideas:**

An emergency may be caused by natural events such as flooding, a bushfire or major storm. A disaster may be man-made such as a motor vehicle accident or the release of hazardous materials.

An emergency may cause power outages, loss of telephone services, and road closures which may last several days or even weeks.

Along with emergency services, the community shares responsibility for preventing and responding to a disaster. To do this we should be prepared for any type of emergency, anytime and anywhere. You could sometimes be asked to evacuate with no opportunity to take any personal items with you.

Actively planning and being prepared for an event before it happens helps to protect life and property. Having an emergency plan in place will reduce the physical and emotional stress that a disaster can cause. So does the surety of knowing what to do, where to go and who to contact when a warning sounds.

This brochure contains some helpful hints to plan and prepare. It contains a checklist of the items to have ready in an emergency kit and safety tips for your home or business.

Pages 17-19 provide contact numbers and websites for all emergency service agencies as well as the local council, hospital and our main energy provider. Local radio frequencies are also listed so you know who to listen to for warnings and updates during an event.

## Think about...

*Getting to know your local flood and bushfire disaster plans.*



# EMERGENCY WARNING SIGNAL

**The Standard Emergency Warning Signal (SEWS) is a wailing siren sound used throughout Australia for emergency events such as bushfire, flooding and major storms.**

This signal is broadcast by radio, telephone and television during an emergency.



If you hear the siren, pay careful attention to the message that follows and act immediately on the advice that is given.



Tune into your local radio station or television station or log on to an emergency services website (see page 17 and 19).



Emergency alerts may be sent by message to your landline or a text to your mobile.



Emergency services personnel may also door knock to alert you to the threat.

## Think about...

*Trimming branches that overhang your building and keep your yard free from clutter.*



# WHAT TO DO

**Prepare an emergency plan for when an emergency takes place and be prepared to evacuate early.**

**Know your neighbourhood and look out for your neighbours.**

## Think about...

*Cleaning your gutters, downpipes and drains regularly.  
Fix roof damage.*

Keep this brochure and a copy of the emergency plan on display in your home or business, make sure all family members or employees are familiar with the plan and practice once every year.

Your plan may include these steps:

- Pick two meeting places in safe locations and plan how you would get to each place.
- Choose a household or business member to take control during an emergency event and to act as the contact person.
- Prepare an emergency kit and store the kit in a waterproof container in a safe place - see checklist page 13.
- Listen for warnings - tune into a local radio station, television station or monitor the bureau of meteorology website.
- Dial **000** if you are in a life-threatening emergency, 112 if there is no mobile phone coverage, or 106 if you have a speech or hearing impairment ([www.Triplezero.Gov.Au](http://www.Triplezero.Gov.Au)).
- Secure your premises and turn off gas, electricity and water connections.
- Act on the advice of emergency personnel and evacuate immediately if instructed to do so.
- List the household or business members who have not been contacted.



# CONTACT DETAILS

## Contact Details of Household, Business, Friends and Neighbours

Name:

Phone:

Mobile:

Email:

Name:

Phone:

Mobile:

Email:

Name:

Phone:

Mobile:

Email:

## Your Agreed Meeting Point (A safe place you will head)

Location:

Address:

Number:

Email:

Location:

Address:

Number:

Email:

## Important Contacts

Doctor:	Phone:
Insurer:	Phone:
High School:	Phone:
Primary School:	Phone:
Child Care:	Phone:
Nursing Home:	Phone:
Workplace:	Phone:
Workplace:	Phone:
Gas Supplier:	Phone:
Other:	Phone:



# CHECK LISTS

## Emergency Kit

- ☐ Portable radio
- ☐ Torch
- ☐ Spare batteries
- ☐ First aid kit
- ☐ Candles
- ☐ Waterproof matches
- ☐ Spare house keys
- ☐ Insect repellent
- ☐ Suncream
- ☐ Utility knife
- ☐ Copy of emergency plan
- ☐ Local map

## Evacuation Kit

- ☐ Important documents, e.g. driver's license, passports and insurance papers
- ☐ Mobile phone and charger
- ☐ Reading glasses
- ☐ Valuable items, such as jewellery and watches
- ☐ Clothing and footwear
- ☐ Photos or disk with photos
- ☐ Computer data back-up disk or flash drive
- ☐ Food and water including special needs
- ☐ Regular medicines and prescriptions
- ☐ Pets and pet food
- ☐ Toiletries
- ☐ Box of Iodine Tablets

## Think about...

*Maintaining building, contents and car insurances.*



# PREPARE TO GO

**If your home or business is in immediate danger act on your emergency plan, grab your emergency and evacuation kit and go to one of your chosen meeting places.**

Let your neighbours know where you are going and take your pets with you.

If an official evacuation is necessary, an emergency services person may contact and advise you about:

- When you will need to evacuate.
- Where the evacuation centres are located and which one you are to go to (Register at the evacuation centre if advised to do so even if you do not intend to stay there). These evacuation centres will be determined based on the current emergency and it's location.
- How to get to the evacuation centre.
- Who is able to assist you.
- Where you can access more information about the event.
- For how long you are likely to be affected by the emergency.

## Think about...

*Listening to your local radio station and staying calm.*





# WHO TO CONTACT IN AN EMERGENCY

<b>Injury Or Health Crisis</b> Ambulance Service	000	<a href="http://ambulance.nsw.gov.au">ambulance.nsw.gov.au</a>
<b>Motor Vehicle Accident</b> NSW Police	000	<a href="http://police.nsw.gov.au">police.nsw.gov.au</a>
<b>Household Fire/Hazmat Incident</b> Fire and Rescue	000	<a href="http://fire.nsw.gov.au">fire.nsw.gov.au</a>
<b>Bushfire</b> Rural Fire Service	000	<a href="http://rfs.nsw.gov.au">rfs.nsw.gov.au</a>
<b>Storm/Flood</b> SES	123 500	<a href="http://ses.nsw.gov.au">ses.nsw.gov.au</a>
<b>Bushfire Management plan</b> Survival Plan	<a href="http://rfs.nsw.gov.au/plan-and-prepare/bush-fire-survival-plan">rfs.nsw.gov.au/plan-and-prepare/ bush-fire-survival-plan</a>	
<b>Local Government</b> Wollondilly Shire Council	4677 1100	<a href="http://wollondilly.nsw.gov.au">wollondilly.nsw.gov.au</a>

## Think about...

*Knowing how to  
disconnect water,  
power and gas.*



# WHERE TO GET INFORMATION

## Flood, Storm Warnings

Bureau of Meteorology

[bom.gov.au](http://bom.gov.au)

SES

132 500

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

## Bushfire

Rural Fire Service

1800 679 737

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

## Power Outages

Endeavour Energy

131 003

[endeavourenergy.com.au](http://endeavourenergy.com.au)

## Main Road Closures

Roads & Maritime

132 701

[rms.nsw.gov.au](http://rms.nsw.gov.au)

## Local Road Closures

Wollondilly Shire Council

4677 1100

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

## Radio Stations

2MCR - 100.3 FM

C91.3 FM

Vintage FM 87.6

ABC - 97.3 FM

102.9 2ST

## Health Services

Campbelltown Hospital

4634 3000

Therry Rd, Campbelltown

Bowral Hospital

4861 0200

97-103 Bowral St, Bowral

Camden Hospital

4634 3000

61 Menangle Rd, Camden

## Disaster Plans and Recourses

Wollondilly Shire Council

4677 1100

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





Things you can do  
**NOW** to prepare  
for a storm or fire.

## 8 SIMPLE THINGS

### Yard Maintenance

Maintain your yard and balcony. Secure or store items that could blow around in strong winds. Strong winds can pick up even large items such as outdoor furniture, trampolines and roofing iron causing damage to windows, roof's and cars. Try to keep items around your property tidy.

Identify things which you may need to secure or put away if strong wind or a severe storm is forecast. You may like to include this information in your plan. Storms can affect your home even if you're on holiday, so if you are going away consider securing these items and following other relevant steps before leaving.

### Gutter Maintenance

Clean your gutters, downpipes and drains regularly to prevent blockages. It is important to keep your gutters and downpipes clear as blockages can cause the water to overflow under the eaves into the roof cavity.

Clear leaves from the valleys of your roof as these will make their way into the gutters in heavy rain.

Keep the drains around your property clear to help surface water move away and prevent water from pooling and entering your property. Pot plants in courtyards and around houses are often used to hide drainage grates. Make sure to move these if heavy rain is likely. Remember to park away from low lying areas and drains if heavy rainfall is expected.

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### Media Warnings

Listen to your local radio station and other media for weather warnings. Your local radio station will broadcast information specific to your area.

This information can help you identify things such as flash flooding locations to avoid, road closures, evacuation and recovery centres. Power often goes out during storms and water can affect electricity outlets within your house so make sure you have battery operated torches and radios with spare batteries.

### Tree Maintenance

Trim trees and branches that could potentially fall on your home or property. Check with your local council about any guidelines or required consent applications.

Remember, your safety is important so contact a qualified (and insured) arborist or tree surgeon for advice if necessary. Have a qualified arborist inspect trees every 2-3yrs to identify any preventative action necessary.

Root damage is a major cause of tree failure so take care when digging or excavating around trees. Remember to park your car away from trees if strong winds and severe storms are predicted. When planting trees and shrubs, consider the mature size of the tree and use this to guide the planting location. Select healthy (self-supporting, not girdled) specimens and use good techniques when planting. Speak with a trusted nursery or garden centre for more information.

### Roof Maintenance

Fix any damage to your roof, including broken or missing tiles. Your roof should be checked every year (or after major events such as hail storms) for signs of damage. Buildup of dirt should be removed as it can block the drainage channels on the underside of tiles. Damaged roof sheeting may need to be patched or replaced.

Check inside your roof space, light shining through may indicate that your roof or sarking (waterproof insulation membrane) is damaged. Working on a roof can be dangerous so we recommend you contact an expert tradesperson if in doubt about your capacity to check or maintain your roof. Have your roof inspected by an expert tradesperson every 5-7 years. They can identify and remedy issues such as re-pointing, re-bedding and replacing the ridge or hip caps.

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### Insurance Check

Check your insurance policy is current and adequate. Consider things like the type of cover (building insurance for home owners and mortgagees, contents insurance however is applicable for everyone).

Consider also what level of cover you are insured for. Make sure that your insurance policy provides cover for the types of events specific to your location, these may include: flash flood, storm water runoff, associated landslip (or landslide) and damage to properties by trees and fire.

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### Home Emergency Plan

Make a Home Emergency Plan for your family that outlines what you would do in an emergency. Consider where you'll go and how you'll get in contact with each other along with any special circumstances or considerations for your household.

Remember that storms and other emergencies can happen at any time of day so think about where members of your household may be (school, work, commuting), how you'll get in touch with them and where you can meet up. Try to identify how you will manage in these circumstances and who you may be able to get additional support from. Make sure that everyone knows what the emergency plan is.

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### Emergency Kit

Prepare an emergency kit with essential items in case you lose power or need to leave home in an emergency. Think about the sorts of things you'd need in an emergency. It can be difficult to find these items in a power outage if you need to leave home in a hurry.

An emergency kit contains most of these items in a sturdy, waterproof container. Remember to keep it in an easy to access location. See the NSW SES website for more information on other items you'd include in an emergency kit - see checklist on page 13. Remember to include items such as any essential medications and prescriptions, important documents and your emergency plans.

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“  
Before anything else,  
**PREPARATION**  
is key to success”