

# ARE YOU READY

EMERGENCY **PREPAREDNESS** INFORMATION



**Emergencies can happen anytime. Are you and your family prepared if it happens?**

## HOW TO USE THIS GUIDE:

**STEP 1:**  
Read the green section

**STEP 2:**  
Read the orange section

**STEP 3:**  
Read the blue section

**STEP 4:**  
Fill out the grey section. Tear off and place in an easily accessible safe place or your packed emergency bag.

# **BEFORE** an Emergency



## Start Planning for Emergencies

**THINK**



Think about emergencies that can affect you and disrupt your routine activities.

**PLAN**



**WHAT?  
WHERE?  
INSURANCE?**

List what you will do in emergencies and where you will go or stay if you need to leave your home. Consider insurance for your home and contents.

**ACT**



Pack an emergency bag and have it ready to go.



Ensure your family knows your emergency plan.



Know your neighbours and help one another.

### WEBSITES TO GUIDE YOUR PLANNING:

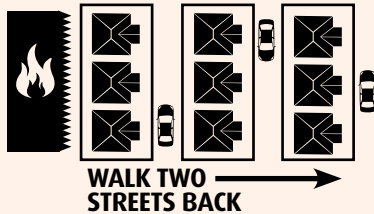
Australian Red Cross RediPlan – [redcross.org.au/get-help/emergencies/resources-about-disasters](http://redcross.org.au/get-help/emergencies/resources-about-disasters)  
SES Home Emergency Plan – [ses.vic.gov.au/get-ready/at-home](http://ses.vic.gov.au/get-ready/at-home)  
CFA's Fire Ready Kit – [cfa.vic.gov.au/plan-prepare/fire-ready-kit/](http://cfa.vic.gov.au/plan-prepare/fire-ready-kit/)  
Home and Contents Insurance – [insureit.vic.gov.au](http://insureit.vic.gov.au)

# DURING an Emergency



## Bush and Grass Fires

Check fire danger rating every day during fire season at [cfa.vic.gov.au](http://cfa.vic.gov.au) or [emergency.vic.gov.au](http://emergency.vic.gov.au)



If you live in urban areas near grasslands, walk two streets back when a fire starts. Do not drive.



Fire starts and spreads quickly on days with 'Extreme' warning or higher. If you live near bush areas, leave early.



## Power Outages

Power Outages can happen during extreme weather

### Stay safe:

- Switch off all electrical appliances.
- Be careful with open flames.
- Call your electricity distributor or licensed electrician to check faults.

- Arrange for continuous power supply, if you have special needs.

### For more information

<https://www.energy.vic.gov.au/safety/power-outages>

For more information

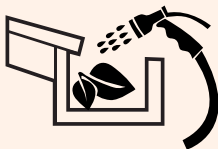


# DURING an Emergency

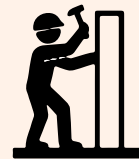


## Storm and Flood

Storm and floods can happen anytime



Keep gutters, pipes  
and drains clear



Secure loose items



Check thunderstorm  
forecasts

**ALERT!**



Stay indoors and be  
ready to leave if unsafe



Check that your insurance  
plan covers flooding



Stay away from  
damaged buildings,  
powerlines and trees.



Never enter floodwater  
and avoid waterways

# My Emergency Plan Information

## Summary of My Emergency Plan

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## My Emergency Bag

**Where is it located** .....

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**Last checked date** .....

## Other Important Items to Bring During Emergencies

**Details**

**Location**

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## My Medications and Aids

**Medicine/Aids**

**Medical Condition**

**Location**

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## My Agreed Meeting Places During Emergencies

Location (near home) .....

How do I get there .....

Location (away from home) .....

How do I get there .....

# My Action Checklist

## My Alternate Places to Stay During Emergencies

Location .....

How do I get there .....

Location .....

How do I get there .....

## My Animal Plan During Emergencies

**Animal Name**

**Microchip number**

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**Vet Details**

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**Equipment required**

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**Care for Animal/s During Emergencies:**

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I know what to do if the following events happen:

Bush & Grass Fires

Extreme Heatwaves

Storms & Floods

Power Outages

I know how to obtain warnings and stay informed during emergencies

I know Australian Fire Danger Ratings System (AFDRS) and where to find them

I have a Family Emergency Plan written & practised

I have an Emergency Bag packed, including additional items for power outage events

I have checked that my insurance policies will cover risks that could affect me

# My Emergency Plan Information

## My Important Personal Information

Name .....

Medicare Number .....

Centrelink Number .....

Driving Licence Number .....

Passport Number .....

Tax File Number .....

Ambulance / Health / Hospital  
Insurance Number .....

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Others .....

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## My Personal Emergency Contacts

**Name**

**Contact No.**

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**Details**

**Contact Number**

Local hospital .....

Doctor .....

Vet .....

School .....

Gas .....

Power .....

Water .....

Phone/Internet  
provider .....

Bank .....

Home Insurance .....

Health Insurance .....

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# Emergency Contacts and Information

## For life threatening emergencies, call 000

For all current emergencies and warnings in your area, **call 1800 226 226**, visit VicEmergency at [emergency.vic.gov.au](http://emergency.vic.gov.au) or tune in to ABC local radio (774 AM)

If you are deaf, hard of hearing or have a speech impairment, contact the emergency numbers through the National Relay Service.

**TTY users** phone 106 then ask for 000 or 1800 226 226

**Speak and Listen users** phone 1800 555 727 then ask for 000 or 1800 226 226

**Internet relay users** connect to the NRS then ask for 000 or 1800 226 226

Melton City Council	9747 7200	CFA District 14 Headquarters – non emergency	8746 1400
Wyndham City Council	1300 023 411	CFA District 7 Headquarters (Little River residents only) – non emergency	5240 2700
Ambulance Victoria – non emergency transport booking line	1300 366 313	SES – flood & storm	132 500
Poisons Information Centre	13 11 26	Red Cross	1800 232 969
Nurse on Call	1300 60 60 24	Lifeline	13 11 14
Caroline Springs Police – non emergency	9361 4700	Crisis Housing (SASHS)	9312 5424
Melton Police – non emergency	9747 7999	Vic Roads – public roads	13 11 70
Sunbury Police – non emergency	9744 8111	Melton City Council owned roads	9747 7200
Werribee Police – non emergency	9742 9444	Wyndham City Council owned roads	1300 023 411
Wyndham North Police – non emergency	8734 1100	Greater Western Water (faults)	13 44 99
Crime Stoppers	1800 333 000	Jemena (Faults & Emergencies)	13 16 26
National Security Hotline	1800 123 400	Powercor (Faults & Emergencies)	13 24 12
Victoria Police Advice Line	131 444		



# DURING an Emergency



## Extreme Heatwaves

### On a hot day:



Drink more water



Stay cool and indoors, if you can



Carry out activities in the coolest part of the day



Wear a hat and sunscreen, when outdoors



Do not leave anyone in cars



Help others at risk

If you are not well, see a doctor or call  
NURSE-ON-CALL (1300 60 60 24)



## Thunderstorm Asthma

Thunderstorm asthma events can happen during grass pollen season. You can be affected even if you do not have a history of asthma.

If you feel breathless, wheezing and tightness in the chest, follow 4 steps of asthma first aid:

- 1 Sit upright
- 2 Give 4 separate puffs of reliever puffer
- 3 Wait 4 minutes. Repeat if no improvement
- 4 **Call 000** for help, if still no improvement.

If you do not have a reliever puffer, **call 000** immediately.

Stay informed with thunderstorm asthma forecast during grass pollen season at [emergency.vic.gov.au](https://emergency.vic.gov.au)



For more information [betterhealth.vic.gov.au](https://betterhealth.vic.gov.au)

# AFTER an Emergency



## Stay Informed

Get information and warnings



Listen to ABC  
local radio **774 AM**



Call VicEmergency Hotline  
**1800 226 226**



VicEmergency App  
**App Store and  
Google Play Store**



VicEmergency website  
**[emergency.vic.gov.au](http://emergency.vic.gov.au)**



VicEmergency Facebook  
and Twitter  
**[facebook.com/vicemergency](https://facebook.com/vicemergency)  
[twitter.com/vicemergency](https://twitter.com/vicemergency)**



Phone alert  
**Sms to mobiles  
Calls to landlines**



## Relief and Recovery

It may be confusing and stressful after an emergency



Have alternate plans to stay with family or friends, in case you are not able to return home.



If you need to look for family or friends, access **Register.Find.Reunite** service by Red Cross. For information, visit **[register.redcross.org.au](http://register.redcross.org.au)**



If you feel stressed, get help. For information, visit **[lifeline.org.au](http://lifeline.org.au)**



If you experience hardship, you may be eligible for emergency relief assistance payments. For information, visit **[services.dhhs.vic.gov.au/financial-crisis-support](http://services.dhhs.vic.gov.au/financial-crisis-support)**

**Your local Council will be able to connect you with available services and support. For help, contact your local Council.**