

Emergency Assistance Guide



Strathbogie
SHIRE COUNCIL

October 2022

About this Guide

This guide has been prepared for those impacted by a disaster on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm or vandalism.

If you need support as a result of an emergency, call the Municipal Recovery Manager on 0456 621 454

This service is available 24 hours a day.

Where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time.

Services provided include:

- Accommodation – 2-3 nights motel accommodation
- Clothing – new essential items per household member
- Toiletries and groceries
- Bedding – new essential items per household member
- Emotional support and assistance contacting other organisations when required.

Council will connect you with the Department of Families Fairness and Housing for an assessment for a Personal Hardship Assistance Payment (PHAP).

Emergency Phone Contacts

In an emergency: 000

Strathbogie Shire Contacts

Municipal Recovery Manager (MRM):

The MRM is the first person you should contact after an emergency if your house is uninhabitable and you require assistance.

0456 621 454

After Hours Emergencies:

Local Laws – emergency situation such as stock on roads or dog attacks.

5795 0000

Engineering – emergency situation such as a collapsed bridge or trees over roads.

5795 0000

Vic Emergency Hotline

1800 226 226

Call for information on the Fire Danger Rating or other key bushfire information, the location of relief centres, recovery after a bushfire, community information guides and planned burning information.

If you have trouble understanding this leaflet:



Translating and Interpreting Service (TIS)

131 450

Vicdeaf

(03) 9473 1111

SES is the control agency for floods, storms, and earthquakes

☎ 132 500

*This number is for those that need help during a flood or storm. For example, a large tree or branch has fallen and blocked access, your house has been damaged or your property flooded. **If the situation is life-threatening, call 000.***

Department of Families Fairness and Housing

The DFFH provides a 24-hour state-wide toll free phone services that can connect you with housing and support workers in your area.

☎ 1300 475 170

Disaster Legal Assistance

Disaster Legal Help Victoria provides free information about legal issues and options for ongoing assistance after an emergency.

☎ 1800 113 432

🌐 www.disasterlegalhelp.org.au

Vic Emergency Website

The Vic Emergency website provides information on a range of support services and programs.

🌐 www.emergency.vic.gov.au/relief

Relief Assistance Payments

Emergency Personal Hardship Assistance Payments (PHAP) are available to reduce personal hardship following an emergency. These payments help to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Payments are available to eligible residents up to seven days following an emergency event.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist eligible households after house fires, and after the following natural emergency events: bushfires, floods, severe storms and earthquakes

If you need further information about your eligibility for emergency relief assistance, please contact the

Vic Emergency Hotline

☎ 1800 226 226

Crisis Payments – Centrelink

A Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down).

Contact Centrelink between 8am–5pm Monday to Friday for more information:

Exceptional Circumstances Relief Help

☎ 132 850

24-hour Health Support

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

Men's Helpline: 1300 789 978

Kid's Helpline: 1800 551 800

Nurse On Call: 1300 606 024

For 24-hour health advice for the cost of a local call from anywhere in Victoria.

1800 RESPECT: 1800 737 732

(Family Violence Support)

Red Cross: 1800 232 969

Red Cross have trained volunteers across the state that can assist with;

- Immediate relief needs
 - Psychological first aid (phone/in person)
 - Advocacy for affected people
-

Further Assistance

Victorian Council of Churches:
(03) 9654 1736

Energy Safe Victoria: 1800 800 158

Register. Find. Reunite.

Australian Red Cross: 1800 733 276

Victorian Legal Aid: 1300 792 387

Victorian Flood Recovery Support Hotline: 1800 560 760



Violet Town Local Flood Guide

Flash flood information for the Honeysuckle Creek and Lambing Gunyah – Long Gully Creek at Violet Town



2010 flood on Honeysuckle Creek



For flood emergency
assistance call
VICSES on 132 500

This flood guide was developed in partnership between:

Strathbogie
SHIRE COUNCIL



**GOULBURN
BROKEN**
CATCHMENT
MANAGEMENT
AUTHORITY



Violet Town Action Group Inc.
CC
Connecting Community



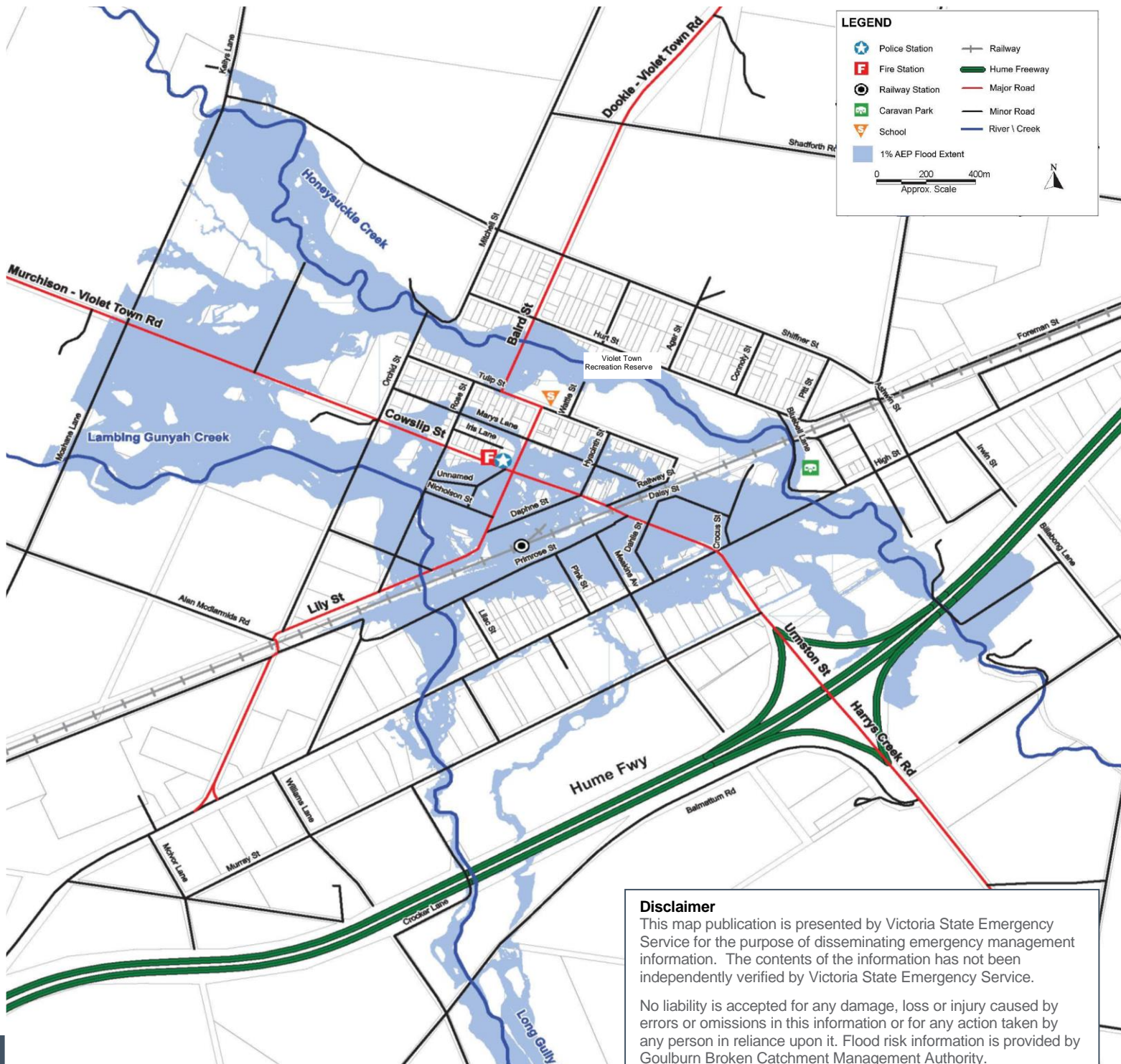


Violet Town is located close to the Hume Freeway between Euroa and Benalla within Strathbogie Shire. Two main creeks flow through town, the Honeysuckle Creek and Lambing Gunyah Creek (also known as Long Gully Creek). The larger Honeysuckle Creek flows from near Boho, through Violet Town and joins Seven Creeks near Kialla in Shepparton.

Due to the small, steep nature of the Honeysuckle Creek catchment, Violet Town is often affected by flash flooding. Flash flooding can happen quickly during or after very heavy local rainstorms. In the past, the town has been impacted by floodwater within 3 to 6 hours of heavy rain in the surrounding hilly catchment.

With such a short time before floods can affect the town, waiting for official flash flood warnings should not be relied upon. Residents need to take responsibility for their own safety by keeping watch on what is happening around you, monitoring rainfall, checking creek levels and knowing where to find local flood advice and information.

This map shows the likely flooding of a 1% flood in Violet Town. This means there is a 1% chance of a flood measuring 4.18m at the Baird Street gauge on Honeysuckle Creek in any given year.





Violet Town's recorded flood history dates from 1844 with big floods in 1903, 1916 (highest recorded), 1939, 1968, 1974, 1993, 1999 and 2010.

Flooding usually affects parts of town including areas around the Violet Town Nursing Home, properties south of the railway line, and in farmland north and west of town in the Lambing Gunyah and Honeysuckle Creek floodplains. The town often becomes isolated as most surrounding roads can be covered by floodwater.

The big 1993 flood was caused by intense rainfall from thunderstorms on an already wet catchment. Smaller floods in 2010 and 2011 had little impact in town but did affect some rural properties.

The 2010 Honeysuckle Creek flood saw parts of the town evacuated as a precaution when rainfall exceeded forecasts. The Dookie-Violet Town Road and the Murchison-Violet Town Road at Violet Town were closed and disrupted travel around the area. To watch a video of this flood, go to [youtube.com/watch?v=g9xwJOYPKXs](https://www.youtube.com/watch?v=g9xwJOYPKXs).

Did you know?

The recent effects of changing climate, particularly on storm activity and the intensity of rainfall, are something that may bring more frequent or different kinds of flooding to Violet Town.

During large floods, the Melbourne-Sydney railway line which divides the town in half, often acts as a barrier to floodwater flowing through and draining away from the town. Floodwater banking-up against the railway track, can result in deep flooding in the area south of the tracks, sometimes in a big flood, even flowing over the top of low sections of the railway tracks.

During the 1993 flood, Violet Town was severely impacted, including:

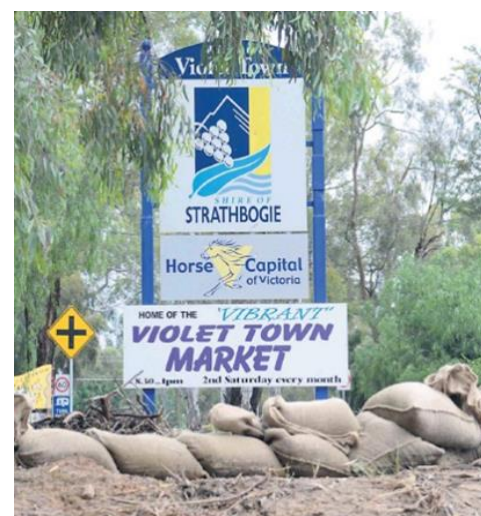
- Most of the town was affected with floodwater coming from 2 directions: Long Gully (upstream of Violet Town) and Lambing Gunyah Creeks (downstream of Violet Town). Floodwater levels rose so quickly that the town was flooding in three hours.
- 40 houses between Murray Street and High Street were flooded to 1.2 metres deep.
- 18 people were evacuated from their homes.
- The Catholic Church, the old Masonic Hall, nine businesses and the Nursing Home were affected
- Water spilled over the railway line into Railway, Cowslip and Lily Streets.

If a flood like 1993 happened today, above floor flooding is likely to affect 46 houses and 17 businesses in Violet Town.

So, it is important that you know what to do to stay safe, before, during and after a flood.



1916 - Farmers Arms Hotel, Cowslip St which burnt down in 1968 and is now the Violet Town Police Station.



No two floods are the same, floods like this or worse could occur again.

If you live in a low-lying area, you may be at risk of flooding or need to detour around flooded areas.



Bureau of Meteorology (BOM) Warnings tell people about Severe Weather and Thunderstorms which may include information about very heavy rainfall leading to possible Riverine (flooding from rivers or creeks) or Flash Flooding.

A **BOM** Flood Watch means there is a developing weather pattern that might cause floods in one or two days.




A **Flood Warning** means flooding is about to happen or is already happening. There are 3 levels of flood warnings: Minor, Moderate and Major warnings. In some areas these are issued by BOM. However, for Violet Town, the BoM does not issue detailed flood predictions or Minor, Moderate or Major flood warnings. See below how SES can issue warnings for Violet Town.



VicEmergency Flood Warnings for Violet Town

SES can issue flood warnings using VicEmergency based on reported or observed flooding in the town which may have Minor, Moderate or Major impacts and effects.

The table below gives examples of flood impacts, based on what is happening, that can determine which warning level may be issued.

 A Minor Flood Warning means floodwater can:	 A Moderate Flood Warning means floodwater can:	 A Major Flood Warning means floodwater can:
Spill over riverbanks and cover nearby low-lying areas.	Spill over riverbanks and cover larger areas of land.	Cause widespread flooding.
Come up through drains in nearby streets.	Reach above floor levels in some houses and buildings.	Many houses and businesses are inundated above floor level.
Require the removal of stock in some cases.	Require evacuation in some areas.	Cause properties and whole areas to be isolated by water.
Cover riverside camping areas and affect some low-lying caravan parks.	Affect traffic routes.	Closes major roads and rail routes.
Cover minor roads paths, tracks and low-level bridges.	Require the removal of stock in rural areas.	Require many evacuations.
Affect backyards and buildings below floor level.		Affect utility services (power, water, sewage etc).

Flash Flood Warnings for Violet Town

SES can also issue Flash Flood warnings based on local reports, observations, and monitoring storms. Due to the steep nature of the catchment, Flash flood impacts can affect Violet Town in about 3 hours. They can happen so quickly that you may not receive an official warning.

In any emergency, you should never wait for a warning to take action to stay safe.



- Stay informed: talk to neighbours, check weather warnings, forecasts and river levels at the [BoM website \(www.bom.gov.au\)](http://www.bom.gov.au) and warnings through the [VicEmergency \(www.emergency.vic.gov.au\)](http://www.emergency.vic.gov.au) app or the VicEmergency telephone Hotline 1800 226 226.
- In the VicEmergency app, [Set a Watch Zone \(https://vicemergency.zendesk.com/hc/en-gb\)](https://vicemergency.zendesk.com/hc/en-gb) go to *How do I create a watch zone* for your location to ensure you receive the latest warnings and information about any emergency issued for the:
 - Northern Country weather district
 - Goulburn Broken Catchment
 - Honeysuckle and/or Lambing Gunyah - Long Gully Creeks
- Listen for warnings to be read out over local radio emergency broadcasters:
ABC 97.7 FM, HIT 96.9 FM, TRIPLE M 95.3 FM, UGFM 88.9 FM or 98.9 FM.

Honeysuckle Creek flood levels at the Baird Street gauge

The Baird St gauge is not automatically monitored by the BoM but is checked manually and frequently during floods. The Victoria State Emergency Service (SES) will include Creek heights in their flood warnings to help you make more informed decisions.

The river height gauge upstream of Violet Town in Sawpit Gully Road, Boho is automatically monitored by the BoM and may be used in flood warnings. See page 7 for more information.

Height in metres	Design Flood (AEP)	Baird Street Gauge Flood Impacts likely in and around Violet Town
4.27 m	1 in 500	Water continues to bank up south of the railway line likely to be one metre or deeper. 92 properties likely to be flooded above floor level. Vast areas of deep rural flooding north and west of town.
4.23 m	1 in 200 0.5 % chance in any year	Water building up south of the railway line to one metre or deeper. 73 properties and the Nursing Home likely to be flooded above floor level. Water up to half a metre deep near Police and Fire stations. Extensive rural flooding north and west of town.
4.18 m	1 in 100 1% chance in any year	1993 flood level (approximate)/1% flood level. Height shown on map page 2. Water likely to build up south of the railway line between half to one metre deep, or more in places. 63 properties likely to be flooded above floor level in sections of Baird, Cowslip, Crocus, Dahlia, Daisy, Daphne, High, Hyacinth, Lily, Nicholson, Primrose, Railway, Rose and Tulip Streets. Water surrounds the Nursing Home with some reported minor inundation. Widespread rural flooding north and west of town.
4.11 m	1 in 50 2% chance in any year	Water likely to build up south of the railway line to one metre deep. 55 properties likely to be flooded above floor level in areas of Baird, Cowslip, Dahlia, Daisy, Daphne, High, Hyacinth, Lily, Primrose, Rose and Tulip Streets. Significant rural flooding north and west of town.
3.97 m	1 in 20 5% chance in any year	Many rural properties flooded north and west of town along Lambing Gunyah and Honeysuckle Creek floodplains. Water likely to continue building up south of railway line. 37 properties flooded above floor level in Baird, Cowslip, Dahlia, Daisy, Daphne, Hyacinth, Lily, Primrose, Rose and Tulip Streets.
3.86 m	1 in 10 10% chance any year	Floodwater up to 25 centimetres deep around the Police and Fire stations. Floodwater builds up south of the railway line. Properties are likely to be flooded in low areas of Baird, Cowslip, Daisy, Hyacinth, Primrose and Rose Streets.

This Baird St Gauge table lists possible impacts that could occur at a particular flood height. The “Design Flood AEP” section gives the connection between gauge heights and design floods that are given in more detail in the [Goulburn Broken Community Flood Intelligence Portal](#). (See p.6)



Sharing flood risk information with communities is key to improving flood resilience and community safety. To help do this GBCMA and Strathbogie Shire Council have co-funded the development of the Community Flood Intelligence Portal.

The key role of the **Goulburn Broken Community Flood Intelligence Portal** is to find out how far floodwater is likely to spread and how high floodwater might rise in certain floods. Councils also have a responsibility to consider and land subject to flooding in their planning, zoning and development approvals.

Go to **Goulburn Broken Community Flood Intelligence Portal**: my.floodreport.com.au/gbcma
You can search for:

- Riverine Flood Maps (flooding from rivers or creeks),
- Historical Floods
- Nearby flood gauges, and
- Design floods. The table on page 5 gives the connection between gauge heights and design floods.

A report for your property can be downloaded from the **Flood Portal** page. Click on the Strathbogie Shire icon, then click on **Violet Town** and follow the steps to **Create Property Flood Report Search for Address**. Select the flood size, then type in your street address. This will show a flood map with your property marked by a red line. Click on **↓ Property Report** to see more detailed information.

View Flood Maps ⓘ
Type: ⓘ
Depth

Selection: ⓘ
1 in 100 AEP **Select Flood Size**

Dominant River Case: ⓘ
No dominant case

Opacity
0% 67%

Refresh Map Clear Map

Flood Values Off: ⓘ

Create Property Flood Report
Search for Address: ⓘ
Enter your address here.....

Property Report

This information does not replace the need for planning permits under the Municipal Planning Scheme, nor written advice from Catchment Management Authorities. Use of this web portal is subject to terms and conditions, which can be read and downloaded in the Portal. By using this web portal, you are agreeing to these terms and conditions.



Boho Gauge Information

The table at right shows historic flood heights of the Honeysuckle Creek at the Boho gauge upstream (uphill) of Violet Town. This information can help guide you as to what could happen if you hear a flood warning based on the Boho gauge.

You can view Honeysuckle Creek rainfall levels at the [Strathbogie North rainfall](http://strathbogie.north.vic.gov.au/gauges/82043) gauge (site 82043) on the BoM website: bom.gov.au/vic/flood/goulburn_broken.shtml

Flood History	Height at Honeysuckle Ck on the Boho Gauge
October 1993	Unknown (gauge damaged). Estimated as a 1% flood.
December 2010	1.58 m
September 2010	1.27 m
August 1996	1.20 m
February 2011	1.12 m
November 1992 and July 1990	0.97 m
April 2020	0.94 m
October 2016	0.86 m
August 2012	0.81 m

Your Emergency Plan

Emergencies can happen at any time, with little warning. People who plan and prepare for emergencies reduce the impact and recover faster. Taking the time to think about emergencies and make your own plan helps you think clearly and have more control to make better decisions when an emergency occurs.



Visit redcross.org.au/prepare to create your plan for ANY

Your Emergency “survival” Kit To watch the kit video go to <https://vimeo.com/595111060>

Every home and business should have a basic emergency kit with at least 3 days supply of:



When a warning is issued, have ready for use or pack into your kit:



Write YOUR own important items list here. Tick items as you pack them into your kit

Special needs (e.g. for babies, the elderly, pets etc) _____

Photos _____

Family keepsakes _____

Valuables _____

Other _____



Warnings, Staying Informed and Important Contacts

Life-threatening Emergency 000 Triple Zero

- Current warnings - VicEmergency emergency.vic.gov.au **Hotline:** 1800 226 226
- Emergency Radio Broadcasters
ABC 97.7 FM
TRIPLE M 95.3 FM
SKY NEWS Television
HIT 96.9 FM
UGFM 88.9FM or 98.9FM
- Bureau of Meteorology (BoM) bom.gov.au/vic/warnings 1300 659 217
- VicRoads Traffic traffic.vicroads.vic.gov.au
- VICSES Social Media facebook.com/vicses twitter.com/vicsesnews
- Preparing for Flood Emergencies ses.vic.gov.au/get-ready
- Creating an Emergency Plan redcross.org.au/prepare
- Catchment Management Authority gbcma.vic.gov.au/ 03 5822 7700
- Strathbogie Shire Council strathbogie.vic.gov.au 1800 065 993
- National Relay Service (NRS) relayservice.gov.au

Australian Warning System Warnings via VicEmergency



SES issues warnings to provide you with information to help you make good decisions to protect you, your family and your property. The warning level is based on severity (danger level), local conditions and the likelihood of community impact.

SES uses the VicEmergency “all emergencies” app, website, and telephone hotline to distribute flood, storm, landslide, earthquake and tsunami warnings and emergency information in Victoria. You can also access warnings from SES’s social media and radio emergency broadcasters.

WARNING LEVELS

	EMERGENCY WARNING You are in imminent danger and need to take action immediately. You will be impacted. A Major flood warning usually fits into this category. Evacuation advice might be included in this warning
	WATCH AND ACT An emergency is developing nearby. You need to take action now to protect yourself and others. A Moderate flood warning usually fits into this category. Evacuation advice might be included in this warning
	ADVICE An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you. A Minor flood warning or Flood Watch usually fits into this category.
	EMERGENCY ALERT During some emergencies, communities may be alerted by an SMS text message sent to mobile phones or a voice message to landlines.

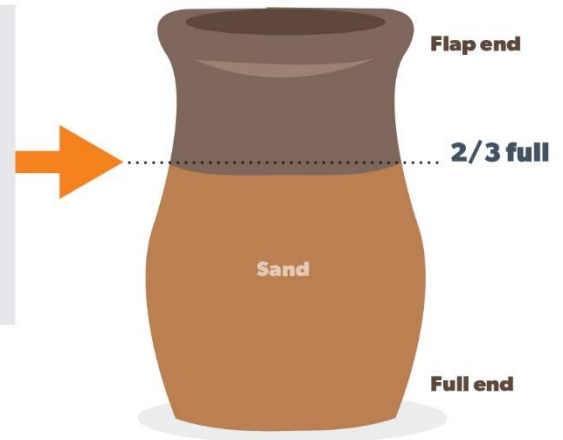


Sandbagging

Sandbags won't stop the water completely, but can reduce the amount of water entering your home.

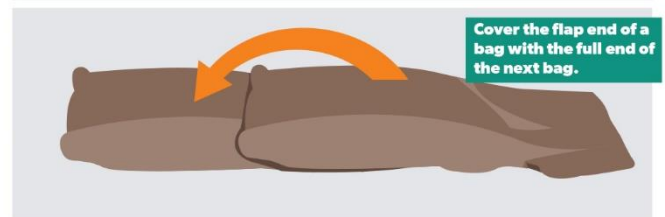
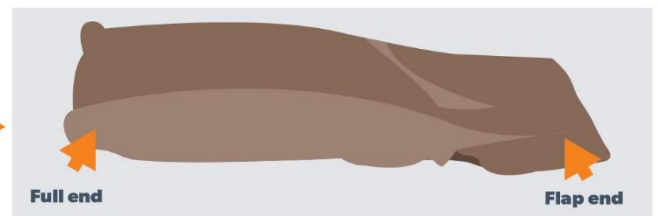
How do I fill a sandbag?

- Only use sand to fill hessian bags. Do not use dirt.
- Only fill sandbag two-thirds full.
- Do not over fill the sandbag as it will be too heavy to carry.
- Do not tie the top of the sandbag.
- Take care when filling and lifting the sandbag, to avoid injury.



How do I lay sandbags?

- Lay sandbags like brickwork. Stagger rows so that the joins do not line up.
- Start at one end and work to the other end.
- Ensure the unfilled part of the bag is covered by the next bag.
- Tuck flap under the bag at the end of the row.
- If the sandbag wall is going to be more than five (5) bags high, you will need to lay two (2) rows wide.



Where do I place the sandbags?

- Place sandbags in plastic bags to cover drainage holes in home (e.g. showers, toilets, sinks) to stop back flow of water.
- Place a small wall across doorways, at least the height of the expected water level. Be careful not to trap yourself inside.
- If available, plastic sheeting may be used under sandbags to reduce the seepage.

Block it

Toilets, bath and all drain holes



Plastic Sheeting



What do I do once I have finished with the sandbags?

- Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste and diseases.
- Sandbags that have been in contact with floodwater need to be thrown away.
- Contact your local council to find out how to dispose of your sandbags safely.



Flood checklist

Get ready, have a plan, know what to do...

Taking the time to plan for emergencies helps you think more clearly, have a greater sense of control, and make better decisions when an emergency happens.

☐ **Make sure you'll receive warnings and emergency information in Victoria**

- Install the VicEmergency App and create a Watch Zone
- Use emergency.vic.gov.au: for all hazards, all emergencies
- Note the VicEmergency Hotline: 1800 226 226
- Note your local Emergency Broadcaster e.g. ABC Radio 97.7FM/106.5FM

☐ **Find local flood information**

- Find Local Flood Guides for most flood prone communities at ses.vic.gov.au/get-ready
- Connect with neighbours, other locals, or your local SES Unit to learn about past floods.
- Contact your Catchment Management Authority (CMA) for localised flood information floodvictoria.vic.gov.au/prepare-prevent/risks (Select from map of CMAs)

☐ **Plan and Prepare**

- Install the Red Cross Get Prepared Smart phone app and follow the steps or complete the Australian Red Cross RediPlan booklet at redcross.org.au/prepare
- Keep a emergency kit – with enough for 3 days in an emergency.
- Food, water, protective gloves, masks, medications and prescriptions, first aid and personal hygiene items, a waterproof torch, toilet paper, chargers, battery powered radio, batteries, reading glasses, essentials for babies and pets, spare clothing, and comfort items, especially for children and people with a disability.
- COVID-Normal* - Don't forget sanitiser, soap and face coverings.

☐ **Take action to reduce impacts at your property**

- Keep gutters and drains clear of debris, outdoor furniture, toys etc.
- Check your building and contents insurance. What type of flooding does it cover?
- Put your most valuable possessions up high, above possible floodwater height.
- Backup important files and documents to a USB kept elsewhere, or to cloud storage.
- Identify higher ground on your property or further away from the danger area.
- Learn about sandbagging at ses.vic.gov.au/get-ready
- Consider buying sand and sandbags at home ahead of time, especially if you live in a flood prone area.

☐ **When a flood emergency happens**

- Monitor VicEmergency warnings and information.
- Never drive through floodwater – this is the No.1 killer in floods. It takes just 15cm of floodwater to float a small car.
- Watch what is happening around you and activate your plan.
- **Bag it, block it, lift it, and leave** – see *Plan to stay dry* over page
- Take your emergency kit and identification e.g.. Drivers licence, passport
- If you are impacted, register at the Relief Centre or with your local council, to get the help you need.
- Monitor VicEmergency for when it's safe to return and for Recovery information.



Download the VicEmergency app

Visit: emergency.vic.gov.au/prepare

Or download the app from:



Home emergency kit



**FLOOD STORM
EMERGENCY 132 500**

ses.vic.gov.au

Bushfire Survival Plan



This planning template is designed for people who have a disability, chronic or acute medical condition or who are older.

As you fill this out, think about how your abilities and support needs affect your plan to leave early. This includes assistive technology, assistance animals and specific health management.

For an accessible word version or to print or download this template, go to www.cfa.vic.gov.au/leaveearly

CFA can visit you for free to provide advice about your property. Request a visit via email: communityprograms@cfa.vic.gov.au

Please complete the following details:

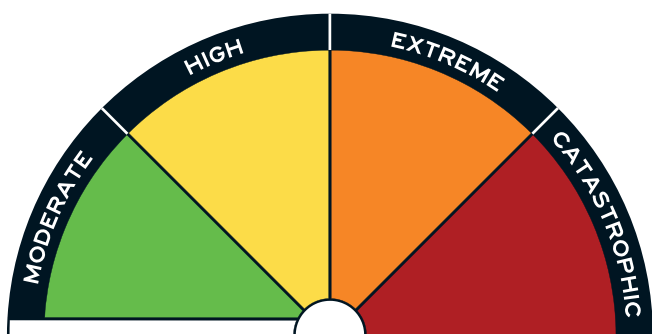
This Bushfire Survival Plan is for:

When living at:

My Fire Weather District is:

My plan was completed on: (dd/mm/yyyy)

1. My Fire Danger Rating trigger to leave is



CATASTROPHIC

☐ Night before ☐ Early in the morning

EXTREME








☐ Night before ☐ Early in the morning



Catastrophic days are the worst conditions for fire.

Homes are not designed or constructed to withstand these conditions.

2. I will find out the daily Fire Danger Rating from

	<input type="checkbox"/> My neighbour, relative, friend, support worker or carer		<input type="checkbox"/> Monitoring the VicEmergency app or website www.emergency.vic.gov.au
	<input type="checkbox"/> Listening to ABC Local Radio or my designated community radio station		<input type="checkbox"/> Watching Sky News TV
	<input type="checkbox"/> Calling VicEmergency Hotline 1800 226 226  If you are deaf, hard of hearing or have a communication impairment contact VicEmergency via the National Relay Service 1800 555 677  If you do not speak English, call the Translating and Interpreting Service 131 450 for translated information from VicEmergency		




3. What I will take

<input type="checkbox"/> Personal items (mobile phone, money, keys, identification, glasses, jewellery) <hr/> <hr/> <hr/>	<input type="checkbox"/> Essential items for daily living (mobility aids, communication aids, assistive technology devices and chargers) <hr/> <hr/> <hr/>
<input type="checkbox"/> Medical equipment, medications and prescriptions <hr/> <hr/> <hr/>	<input type="checkbox"/> Important documents (will, insurance papers) <hr/> <hr/> <hr/>
<input type="checkbox"/> Other <hr/> <hr/> <hr/>	My emergency kit is stored <hr/> <hr/> <hr/>

4. I will stay at

Details	Option 1	Option 2
Name		
Telephone		
Mobile number		
Address		
I am able to stay more than one night	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. I will get there by

	<input type="checkbox"/> Driving my car	Always make sure you know alternative routes and have plenty of fuel
	<input type="checkbox"/> Public transport	Ensure you have a current timetable and that the service is operating
	<input type="checkbox"/> Taxi or other ride share options	Company _____ Telephone _____
	<input type="checkbox"/> My neighbour, relative or friend picking me up Always make sure to call the day/night before to confirm they are still picking me up	Name _____ Telephone _____

6. What I will do with my pet(s) or assistance animal

<input type="checkbox"/> Pet(s) will come with me (with their leads, food, bedding, crate etc.)	<input type="checkbox"/> Pet(s) will be left with neighbours or in a kennel (with lead, food, bedding, vaccination certificates)
<input type="checkbox"/> Pet(s) will be left at home (with fresh water and food)	Name of kennel _____
<input type="checkbox"/> I have an assistance animal that travels with me	Telephone _____



Some fires can continue for many days, even weeks. It is important to factor this into your plan for your pets in case you cannot come back to your home.

7. I will tell these people that I am leaving early

Details	Name	Telephone or email
Personal contacts		
Service providers		

Returning home

I will return home when the Fire Danger Rating is of lower risk. I will know this through the information I receive from my preferred source of information as noted in this plan.

Backup plan

There may be some circumstances where a safe evacuation is not possible and you will be told it's too late to leave. You may need to seek another shelter option.

If I am unable to leave as planned, I will

☐ **Go to a nearby well-prepared property**
(if previously discussed)

Address

☐ **Go to a Place of Last Resort**
– Designated Neighbourhood Safer Place
or Community Fire Refuge

Location

☐ **Actively shelter at home**

Route(s) I will take to get there



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Remember, leaving early is always the safest option. You must plan your own survival.

- When the Fire Danger Rating is Extreme or Catastrophic, leaving the night before or early in the morning is the safest option for your survival.
- Sheltering in an unprepared house without active defence is extremely dangerous.
- Disruptions to services such as power and water are common during bushfires. Expect interruptions to your NBN, electricity, telephones, mobile phones or mains water.
- CFA cannot guarantee a fire truck will come to your home.
- Older people, children and people with a disability should not remain in a bushfire-prone area during dangerous fire weather or a bushfire.
- Never wait to receive a warning, you may not get an official warning about a bushfire before it's too late.
- You will not be told when to leave or assisted to leave during a bushfire. You must follow your plan.

You must plan for your own survival.



YOUR REDIPLAN

_____ 'S RediPlan.

MY EMERGENCY INFORMATION

Name of household member	Medicare number	Centrelink number	Passport number	Tax file number	Driver Licence number	Car registration

MY IMPORTANT NUMBERS

	Name	Relationship	Phone	Address
Member of support network				
Member of support network				
Member of support network				
Out-of-town contact #1				
Out-of-town contact #2				
Other:				

Your Emergency
RediPlan

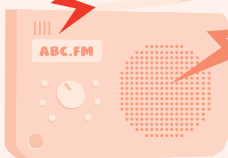
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MY IMPORTANT SERVICES

	Company	Account number	Contact details
Electricity			
Gas			
Water			
Internet			
Phone			
Roadside assistance			
Other:			

abc.net.au



MY LOCAL ABC FREQUENCY:

MY AGREED MEETING PLACE:

MY ALTERNATIVE PLACE TO STAY IN AN EMERGENCY

Name	Phone	Address



See **Step 2** for more information about staying connected during an emergency, including identifying an out-of-town contact, an agreed meeting place, and an alternative place to stay in an emergency.

MY MEDICAL PLAN

Medical support list	Name	Phone	Out of hours contact	Address
Doctor				
Local hospital with 24-hour emergency				
Chemist				
Optometrist				
Dentist				
Other:				

MEDICAL CONDITIONS

	Y	N	Plan to manage condition during and after an emergency
Heart disease			
Diabetes			
Asthma			
Migraines			
Fainting spells			
Anxiety			
Epilepsy			
High blood pressure			
Thyroid problems			
Dizziness			
Other:			



Consider getting a medical alert system that can easily call for help if you are immobilised in an emergency. Most alert systems require a working phone line, so have a back-up plan, such as a mobile phone or pager, in case landlines are disrupted.



Current medications

Write down below any medication you are currently taking.

Remember to attach copies of concession cards, health insurance cards and prescriptions to this plan. You may also want to identify where you keep the medication in your home in case you have to evacuate quickly or someone needs to get it for you.

CURRENT MEDICATIONS

Medical condition	Medication	Dosage	Times taken	Prescribing doctor (include contact details)	Location of medication in the home

MEDICAL AIDS

	Y	N	Details	Plan to manage equipment in the case of an emergency
Do you use any equipment to assist you				
Style and serial numbers of medical devices				
Allergies and/or sensitivities (food, medication etc)				
Blood type				



Plan to have all the things you'd need with you for a week or two. This includes any medications you take regularly or specialised equipment (wheelchair, glasses, hearing aid) and supplies (patch kit for a wheelchair tyre or extra batteries). See **Step 4** for more information about packing a survival and recovery kit.

DISABILITY

	Y	How my disability might affect my ability to respond to an emergency	Support plan
Intellectual			
Learning			
Speech-related			
Sensory			
Physical			
Neurological			
Other:			

MY WILL

	Solicitor/s	Address	Phone
Location of my Will			

MY POWER OF ATTORNEY:

MY INSURANCE

	Insurer	Contact details	Policy number
Home and contents			
Health			
Car			
Life			
Income protection			
Business			



Consider your particular needs and how your support network might best assist you during an emergency. If you require help to evacuate, include written instructions and ensure your support network is aware of your plan. For example, “I am diabetic. Please take my insulin from the refrigerator”, “My service animal may legally remain with me”.

MY IMPORTANT ITEMS LIST AND PLAN

Item	Location	Plan for protection

See **Step 3** for more information about how to identify and protect important items.

MY ANIMAL PLAN

Animal name	Breed	Microchip number	Vet/Kennel contact details	Emergency safe place	Equipment required	Plan



In planning for emergencies you'll also need to think about your pets and animals and what they would need over the course of a week or more, including food, identification, medication, transport and accommodation.



MY IMPORTANT NUMBERS

EMERGENCIES

Police Fire Ambulance	000
SES	132 500
Poisons Info Line	13 11 26
Lifeline	13 11 14
BeyondBlue	1300 22 46 36

MY IMPORTANT CONTACTS

Doctor		Home Care Agency	
Dentist		Local Radio Frequencies ABC	
Vet		Local Radio Frequencies Other	
Solicitor		Out-of-Town Contact	
Council		Power of Attorney	
Gas		Insurer	
Telco		Bank	
Power		Roadside Assistance	
Water			

Your Emergency
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MY IMPORTANT NUMBERS

MY HOUSEHOLD NUMBERS

Name	Work	School	Mobile

MY NEIGHBOURS / PERSONAL CARE NETWORK NUMBERS

Name	Work	Mobile

OTHER IMPORTANT NUMBERS

Name	Work	Mobile



Tip:

Store these numbers in your phone and take a picture of the card so you will have all your important details available in one place. You may also want to send a copy to friends or relatives to have on file in case of an emergency.



GET PACKING

Get your essentials together



Keep this handy checklist on the fridge until it's done!

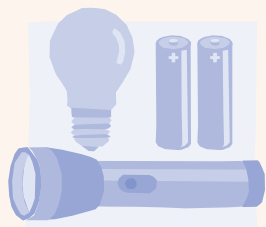
Packing your survive and recover kit can be satisfying and fun, especially for the kids. So get together with everyone in your household or your personal support network to make a list of what you'll need.

Chances are you'll already have many necessary items in the house. If you need to buy anything, remember you don't have to do it all at once. You can stagger it over weeks or months—a few items each time you shop.

Suggested survival items:



Light



NOTE!

Don't leave batteries in the torch, and check them every six months. Consider wind-up torches that don't need batteries. Red Cross sells them online at redcross.org.au



Water



NOTE!

Never drink tap water after an emergency until authorities have advised it is safe. Water can be stored for up to 12 months in airtight containers. Label when water was last changed.



Cash



NOTE!

Many people do not carry large sums of cash. ATMs and banks may not be operating in the early stages of any emergency. Having some cash will help meet basic and urgent needs.



Food



NOTE!

Remember the needs of everyone in your household, including babies, children and pets. Have at least three days' worth of food (meals, drinks and snacks) ready in case you need to leave home. If staying home, you will need food high in energy with a long shelf life that's easy to prepare.



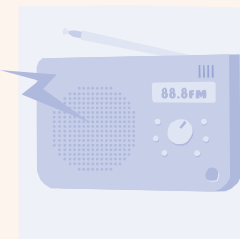


Take your medicine

Medical needs are an important consideration for everyone when packing a Survive and Recover Kit.

Plan to have 14 days' worth of any medications you might need.

☐ Radio (battery-powered)



NOTE!

Radio is often the best source of information in an emergency. Mark on the dial the frequencies of your ABC Local Radio and other local services.

Select a radio that doesn't rely on electricity.

☐ Chargers



NOTE!

Have a charger or charged battery pack for your phone. Also consider, keeping an older landline phone that is not reliant on power—your telephone exchange may still operate even if the power is out.

☐ Protective clothing / blankets



NOTE!

Consider clothes made from natural fibres, keep seasons in mind, and try to pack sturdy shoes or boots and heavy-duty gloves. Remember sunscreen, insect repellent, and wide-brimmed hats.

☐ Special medical supplies or equipment



NOTE!

Consider what medications or supplies you might need and include these, alongside a list with their title, dosage and copies of your prescriptions.

☐ Toiletries



NOTE!

Having toiletries can help keep you refreshed and give you a sense of routine—even when you are unable to wash or shower.

☐ First Aid Kit



NOTE!

As well as buying a Red Cross household or car first aid kit, it's also a good idea to do first aid training.

☐ Pet essentials



NOTE!

Factor your pet into water needs, and make sure your dog or cat is registered and microchipped.

Most of the things you need will be at a supermarket, hardware store or even the \$2 shop. Remember you may already have useful items around the home, such as camping equipment.



Suggested recovery items:

☐ Scans or photocopies of important documents



- ☐ Passports
- ☐ Wills
- ☐ Driver's licences
- ☐ Marriage and birth certificates
- ☐ Land titles
- ☐ Mortgage papers
- ☐ Insurance papers
- ☐ Prescriptions
- ☐ Medical histories
- ☐ Child immunisation books.

NOTE!

Check functionality regularly, and use waterproof or fireproof containers if necessary. It's a good idea to have a back-up copy of documents securely stored in an alternative place to home, perhaps in a locked drawer at work, with a family member, or stored in the cloud.

☐ Your RediPlan



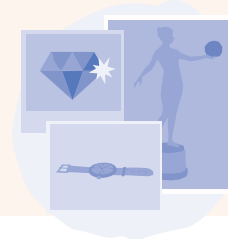
Store your scans or copies so that they can be grabbed quickly and easily if you have to leave.

The same care taken with your important documents can be applied to your personal videos and photos.

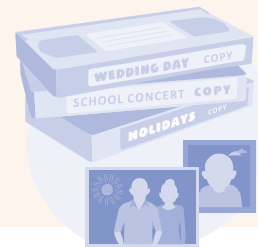
Take photos of any important household items, particularly those that are insured. Store the photos in a secure place, with copies in your kit, to assist with any insurance claims after the emergency.

Map where your valuable items are stored in your home in case you have to collect them quickly.

☐ Photographs of valuable household items



☐ Copies of videos and photos



Make sure valuable items are stored well above ground level, or use waterproof containers.

Consider purchasing a fireproof safe for valuables. Keep some sturdy garbage bags for putting other items of sentimental value in, in case you have time to collect them in an emergency.



Entertainment

Comfort the kids

Children will need familiar things to help comfort them in a stressful and uncertain situation. Talk to your kids about what's important to them.

This is likely to be different to what you think is important to them.

Store and review your kit

As you can see, you'll need more than a simple shoulder bag to hold your survive and recover kit.

You'll need a sturdy container, preferably waterproof. Think about a box with wheels or handles and a watertight seal. Alternatively you can use a large sports bag or a suitcase with wheels. Arrange your container last so you'll know what size it needs to be.

Store your survive and recover kit where it's easy to access—close to an escape route in your house, or in a shed. Mark your kit clearly, and put some reflective tape on it so it can be seen easily in darkness. Make sure everyone in your household and personal safety network knows where it is.



Set an annual reminder in your phone and/or calendar to check your survive and recover kit.

Make a note of any perishables and rotate them through your bathroom and pantry. Your kit should be updated to reflect changes in your life, such as the addition of children or pets, changes to relationships, location changes, and so on.