

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

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

Emergency Assistance Guide



Strathbogie
SHIRE COUNCIL

November 2023

Emergency Assistance 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).

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

Victorian Virtual Emergency Department

Register at www.vved.org.au

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

Whatever the emergency



HEATWAVE



STORM



FIRE

Expect the unexpected

Emergencies can be hard to predict and emergency services may be unable to reach you in a disaster.

What will you do for the first 72 hours if you have no services, such as:



NO POWER



NO WATER



NO GAS



NO RECEPTION



NO ROAD ACCESS



LIMITED FOOD

Be Prepared

Prepare yourself and your family for a stressful emergency situation.

For 24/7 crisis support call Lifeline 13 11 14 or Beyond Blue 1300 22 4636

Develop a Plan

Use your plan and support network to help you through this time.

For more information

Scan the QR code or visit www.strathbogie.vic.gov.au/services/emergency-preparedness



Strathbogie
SHIRE COUNCIL

Collaboration between:

Alpine & Moira Shire Councils

In conjunction with:

Country Fire Authority
Victoria State Emergency Service
Albury Wodonga Ethnic Communities Council

In consultation with:

Hume Region Municipal Emergency Management Enhancement Group

Thankyou to Corangamite Shire Council for the initial work



What are you going to do?



You can handle any emergency better if you are prepared!



1.



Make an emergency plan

WHO ...

do I need to consider?
do I need to tell?

WHAT ...

do I need to know?
do I need to do?

WHERE ...

will I go?
do I get information?
do I keep my plan?

HOW ...

will I get there?
will I get there - plan B?

WHY ...

do I need to make a plan?

TO SUPPORT PLANNING:



To prepare for fire
cfa.vic.gov.au



To prepare for flood and storm
ses.vic.gov.au



Set up a watch zone
emergency.vic.gov.au



Rediplan
redcross.org.au/prepare

2.



Back up information

Important things to save:

- Your emergency plan
- Identification (to prove who you are)

DOCUMENTS

- Insurance policies
- Property documents
- Medical information and prescriptions
- Financial records

HOME INVENTORY

- Photos of possessions
- Photos of house assets
- Receipts, warranties etc.

CONTACT LIST

- Family
 - Utility providers
 - Other:
-

3.



Prepare a kit

Gather and store items ready to support you and your family for 72 hours:



WATER



MEDICATION



RADIO & BATTERIES



TORCH



DOCUMENTS



FOOD



FIRST AID



CLOTHES



TOILETRIES



MONEY



PHONE & CHARGER



PET'S NEEDS



CHILDREN'S NEEDS



GLASSES



WHAT ELSE?

4.



Stay informed

WARNINGS AND ADVICE

It is important to tune into official and accurate information channels to stay informed with the facts before, during and after an emergency.



VIC EMERGENCY

emergency.vic.gov.au
Hotline: 1800 226 226

Press 9 for interpreter



EMERGENCY RADIO BROADCAST

Frequency: **ABC 97.7 FM**

Warnings – It's important to read the whole warning for information on evacuations, Emergency Relief Centres and more.



FLOOD STORM EMERGENCY
132 500



Euroa

Local Flood Guide

Riverine and flash flood information for the Seven Creeks and Castle Creek at Euroa and surrounding areas



RSL Memorial Park, 2017. Image by Michael Gouge



For flood emergency assistance call
VICSES on **132 500**





Euroa

Euroa is located at the foot of the Strathbogie Ranges on the Hume Freeway roughly midway between Melbourne and Albury. Two main creeks flow through the town: Seven Creeks and Castle Creek.

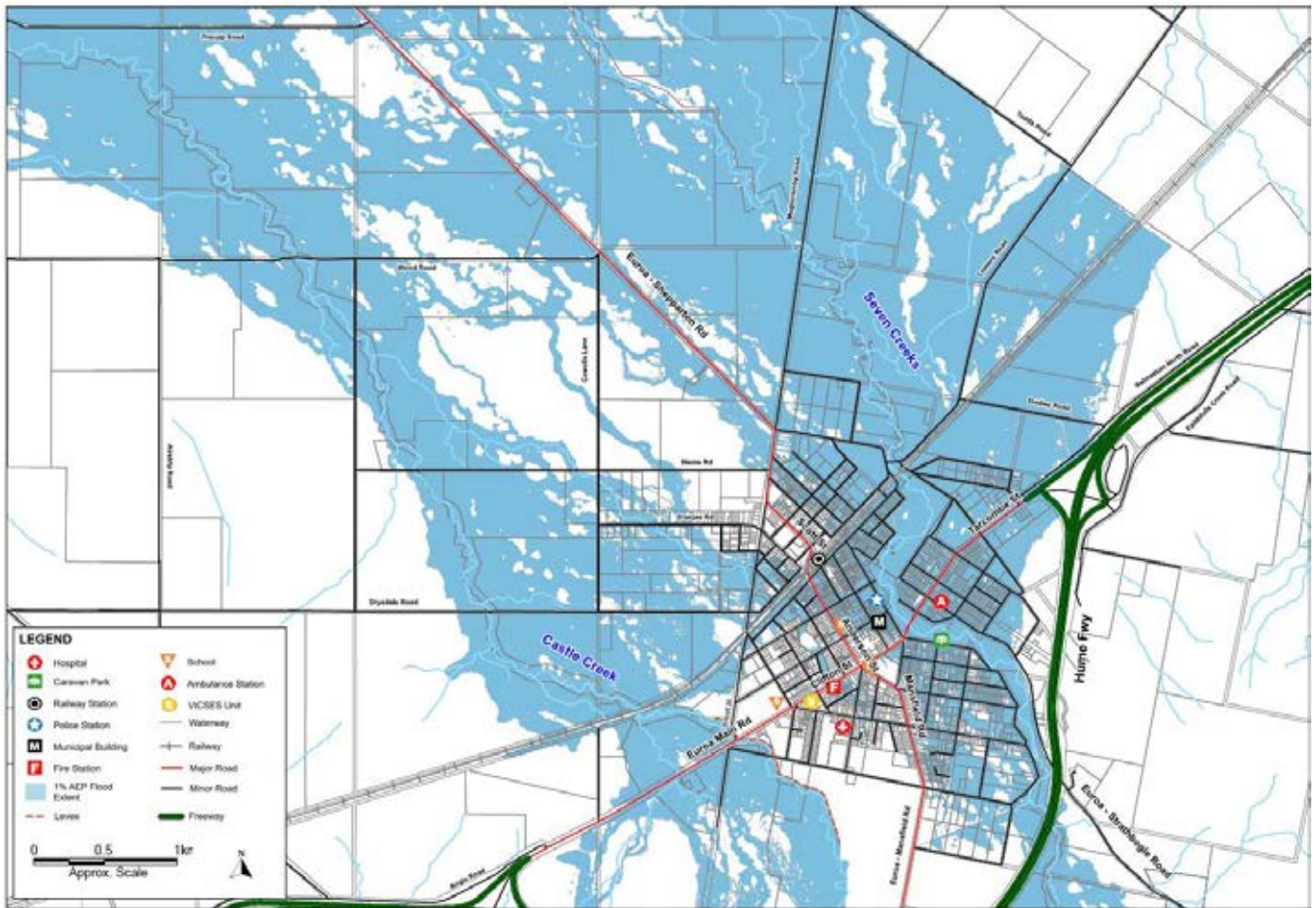
The larger Seven Creeks flows from near Strathbogie, through Euroa, then Miepoll and joins the Goulburn River south of Shepparton.

The Castle Creek flows from near Ruffy, passes on the south west edge of Euroa, then Molka and joins the Goulburn River north of Arcadia.

The following maps show the expected flooding in a **1% flood** in the Euroa area measuring 6.04 metres on the Seven Creeks gauge at Euroa.

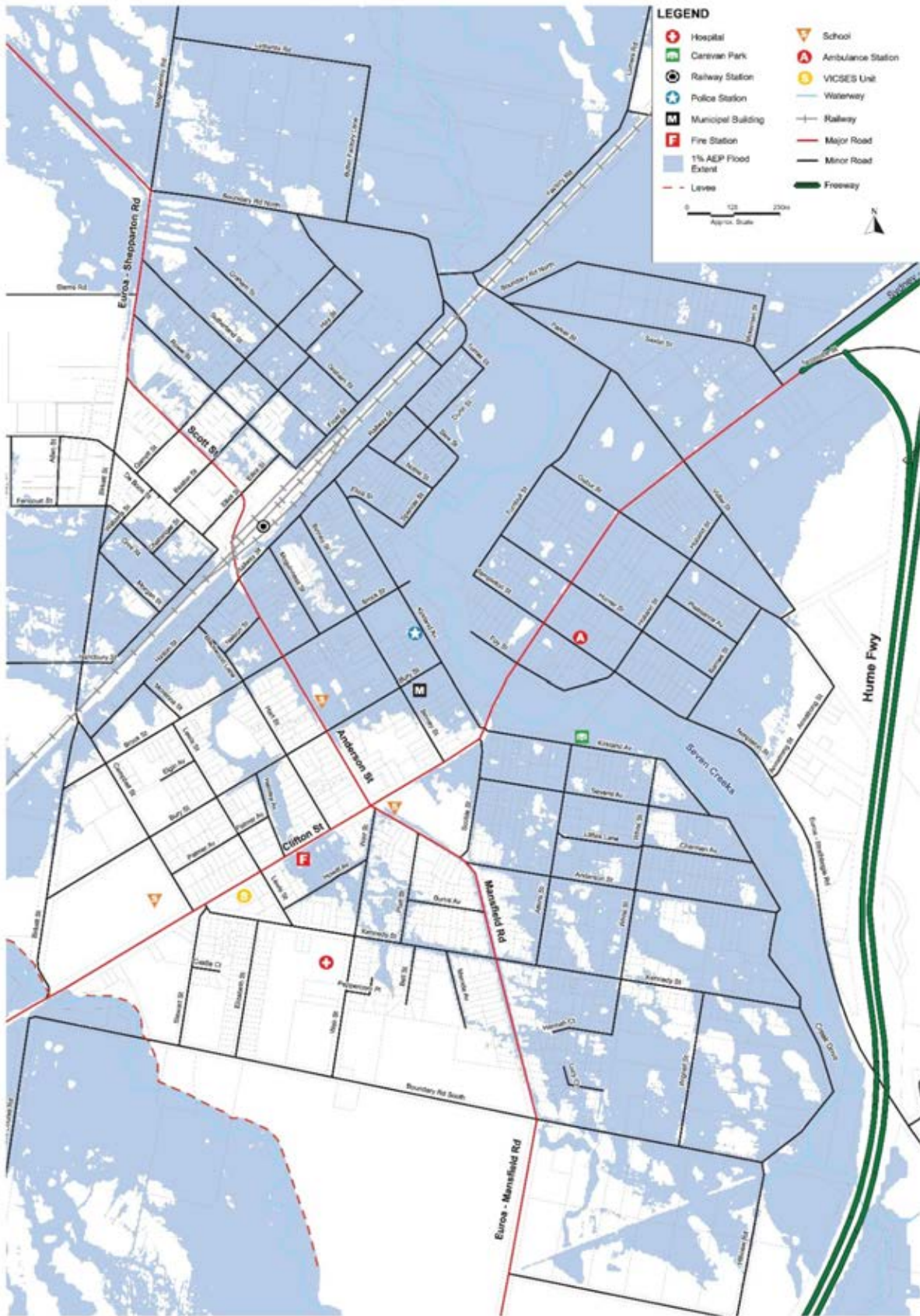
A **1% flood** means there is a 1 in 100 chance (or greater) of this type of flood happening in any year.

Map 1: Greater Euroa area





Map 2: Euroa township area



Disclaimer

Both map publications above are presented by Victoria State Emergency Service for the purpose of disseminating emergency management information. The content of the information has not been independently verified by Victoria State Emergency Service. No liability is accepted for any damage, loss or injury caused by errors or omissions in this information or for any action taken by any person in reliance upon it. Flood risk information is provided by Goulburn Broken Catchment Management Authority.



Are you at risk of flood?

Flash flooding can occur more often within the Euroa township due to local hilly terrain resulting in the flow of floodwater across land, roads and rural farmland after heavy rain or thunderstorms at any time of year.

Floods in Euroa vary depending on where and how much rain falls, which waterways flood, if the waterways flood at the same time and if more than one **peak** (high water level) occurs at the same time. Regardless of where rain falls, flooding can happen within hours, leaving residents limited time to act.

Large severe floods in the Euroa area generally occur as a result of moderate to heavy rainfall over a period of 12 hours or more following a prolonged period of general rainfall in the Strathbogie Ranges. The period of general rainfall wets up the catchments and partially fills the natural floodplain storage. These two effects combine to increase the runoff generated during the period of heavy rainfall.

Flood warning times for Euroa are short. Floodwater can rise in Euroa 10 to 20 hours after heavy rain starts, and a flood peak occurs 5 to 12 hours from when the rain stops. Floodwater usually rises quickly, and falls three or more times more slowly, meaning floodwater stays high for 24 to 36 hours.

High risk areas in Euroa include Creek Drive, Turnbull, Spencer, Foy, Parker, Slee, Dunn and Railway Streets. The Caravan Park, Rotary Park, land opposite the Memorial Oval and the Bowls Club begin to flood around the minor flood level (2.5m at the Seven Creeks gauge at Euroa). Downstream from Euroa (to the north), rural land and roads between Euroa and the Miepoll and Arcadia areas are subject to flooding - during a large flood almost all roads in this area are inundated.



Individual property reports and depth info is available in the **Goulburn Broken Community Flood Intelligence Portal**

Visit my.floodreport.com.au/gbcma

Floods and Landslides after Bushfires

In January 2020 at Balmattum Hill, which borders the east of the Euroa township, a fire burned 350 hectares of bush and farm land. Bushfires have long-lasting impacts on the natural environment, increasing dangers from floods and storms, and higher risk of landslides.

After bushfires, the loss of plants and roots that normally hold the ground together and absorb water from rain can make the ground soft and heavy. This results in a higher risk of landslides and flash flooding. Landslides can carry debris such as boulders and trees downhill, and cause serious damage to buildings. They can be extremely dangerous to anyone on or below the affected area.

The impacts on the natural environment after a bushfire can last 2 to 5 years, depending on the intensity of the fire, how quickly plants regrow and whether any floods or storms happen afterwards.



Turnbull Street during the flood in December 2017.
Image by Michael Gouge.



Near Twomeys Bridge/ RSL during the flood in December 2017.
Image by Michael Gouge.



Did you know?

Euroa has a history of flooding, including September 1916 (largest on record), October 1984, July 1986, October 1992, October 1993, September 2010 and December 2017. The 1993 flood was a result of more than 150 millimetres of rain falling over numerous days. The 1993 flood measured 5.68 metres on the Seven Creeks gauge at Euroa and caused:

- Over-floor flooding to over 150 habitable buildings
- Flooding of more than 550 properties across Euroa
- Damages are estimated at greater than \$1.4 million
- Euroa Post Office in Binney Street has a flood marker representing the height the flood water reached



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.

Knowing what to do can save your life and help protect your property.



Williams Garage, previously Dillon's Tyre Service during the flood in October 1993. Image from Strathbogie Shire Council.



Overland flooding on Euroa-Shepparton Road during the flood in October 1993. Image from Strathbogie Shire Council.



Aerial Image of Euroa during the flood in October 1993. Water had started to recede when this image was taken. [Click here to open the image.](#)



RSL Memorial Park during the flood in October 1993. Image from Strathbogie Shire Council.



Seven Creeks flood levels at the Euroa gauge

When the Bureau of Meteorology (BoM) issues Flood Warnings they include a prediction of the flood height at the [Seven Creeks Euroa gauge](#). While no two floods are the same, the following table can give you an indication of what you could expect at certain heights, including when your access may be cut off and when your property may be affected.

Height (metres)	Impact/level
6.04 m	1916 flood and 1% flood level (height shown on map pg. 2 & 3). There is a 1 in 100 chance of a flood this size (or greater) occurring in any year. 644 properties are likely to be flooded, 206 above floor level. Access to the hospital likely to be compromised.
6.01 m	September 1975
5.80 m	May 1974. 463 properties were inundated with 106 flooded over-floor.
5.79 m	July 1986
5.68 m	October 1993. Over-floor flooding of 150 houses and 550 properties were impacted.
5.36 m	September 2010. 22 properties were impacted (a handful over-floor) and 19 people were displaced. 11 caravans/cabins were inundated in the Caravan park along with the Show Grounds, Memorial Oval and Golf Course.
5.21 m	October 1992. The Ambulance and Police Station are likely to be surrounded by water.
5.07 m	December 2017. Kirkland Avenue, Templeton, Turnbull, Dunn and Beaton Street likely to begin to be inundated with water. Euroa-Shepparton Road likely to be affected.
4.80 m	December 2010. Caravan Park is likely to be completely inundated and the Memorial Oval surrounded by water. Six properties are likely to be inundated with one flooded over-floor.
4.60 m	Major flood level. The first house is likely to be flooded and Creek Drive becoming isolated. Parker, Turnbull, Saxon, Slee, Dunn, Railway and Templeton Streets likely to get wet.
4.00 m	Moderate flood level. Factory Road is likely to begin being inundated with water.
3.50 m	January 2011
3.14 m	April 2020. Area around the Memorial Oval was inundated with water, closing the walking track. Minor flooding occurred on local roads. Moglonemby Road was inundated with water.
2.50 m	Minor flood level. Euroa Caravan Park, Rotary Park, park area around the Memorial Oval and Bowls Club likely to begin to be inundated with water.



Seven Creeks Gauge at Euroa during the flood in April 2020.



Rockies Bridge downstream of the Seven Creeks Gauge at Euroa during the flood in April 2020.



Castle Creek flood levels at the Telford Bridge gauge

When the Bureau of Meteorology (BoM) issues Flood Warnings they include a prediction of the flood height at the [Castle Creek Telford Bridge gauge](#). While no two floods are the same, the following table can give you an indication of what you could expect at certain heights, including when your access may be cut off and when your property may be affected.

Height (metres)	Impact/level
4.60 m	The levee has no freeboard remaining and is likely to be overtopped if water rises. Levees can fail before this level.
4.26 m	1% flood level. The flow path between the Castle and Sevens Creek via Brock and Anderson Street likely to experience significant flows.
4.16 m	Euroa Main Road is likely to have a depth of up to 150 millimetres along a stretch of around 300 metres of road.
3.83 m	Water is likely to get deeper upstream of Euroa Main Road and the railway embankment. Euroa Main Road is likely to have a depth of up to 100 millimetres on it. Castle and Seven Creeks are likely to begin interaction with a flow path forming via Brock Street and Euroa-Shepparton Road near Wood Road.
3.79 m	Water is likely to overtop Euroa Main Road and further inundate the floodplain.
3.42 m	December 2017
2.75 m	December 2010
2.58 m	September 2010
2.40 m	Major flood level. Water is likely to overtop the bank and likely to wet the Euroa Golf Course and surrounding floodplain.
1.80 m	Moderate flood level.
1.20 m	Minor flood level.
1.13 m	April 2020. Floodplain south of Euroa Main Road began to be inundated with water run off from the Hume Freeway, no properties were impacted/inundated.



Castle Creek Gauge at Telfords Bridge on Euroa-Mansfield Rd.



Flood Levels

A levee is an embankment usually along-side a river or creek designed to protect property from floodwater. Levees can reduce the frequency of flooding but no levee is guaranteed to be flood proof. A levee is designed to control a certain amount of floodwater. If larger floods occur, water will flow over the levee into lower areas. Floodwater may also damage the levee, allowing floodwater to flow through an opening or break. Flood levees are to protect property, not people. If the levee is in danger of failing you will be advised to evacuate flood prone areas. It is important that you follow this advice.

In Euroa, there is a levee along the north and east banks of the Castle Creek providing flood protection from the Castle Creek up to the 1% flood level. The levee should not overtop before 4.60 metres on the Castle Creek at Telfords Bridge Gauge, however the levee could fail prior to this level.



Castle Creek Levee which borders the eastern bank of the Castle Creek. These images were taken next to the Castle Creek Bridge on Clifton Street. The levee is not accessible to the public.

Staying Informed and Further Information

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

**Life-threatening
Emergency
000**






Flood warnings and emergency checklist

Bureau of Meteorology Warnings

Warnings are issued by the Bureau of Meteorology (BoM) to tell people about possible flooding.

A **Flood Watch** means there is a developing weather pattern that might cause floods in one or two days. This service covers the whole state.

A **Flood Warning** means flooding is about to happen or is already happening. There are minor, moderate and major flood warnings. This service is only available where flood warning systems are in place.

 A Minor Flood Warning means floodwater can:	 A Moderate Flood Warning means floodwater can:	 A Major Flood Warning means floodwater can:
Spill over river banks and cover nearby low lying areas.	Spill over river banks 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.).

Severe Thunderstorm Warnings

Thunderstorms are classified as severe when there is potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by BoM.

Severe Weather Warnings

These warnings are issued to the community by BoM when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and flash flooding.

Flash Flooding

- Flash Flooding can occur quickly due to heavy rainfall. You may not receive an official warning.
- Stay informed- monitor weather warnings, forecasts and river levels at the [BoM website](#) and warnings through [VicEmergency](#).









VICSES Warnings

VICSES utilises the VicEmergency app, website and hotline to distribute flood warnings and emergency information in Victoria. You can also access this information through our social media channels and emergency broadcasters.

VICSES warnings aim to provide you with information to help you make good decisions to protect yourself and your family.

The warning level is based on severity, conditions and the likelihood of community impact.

WARNING LEVELS	
	<p>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.</p>
	<p>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.</p>
	<p>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.</p>
ADDITIONAL MESSAGES	
	<p>PREPARE TO EVACUATE/ EVACUATE NOW An evacuation is recommended or procedures are in place to evacuate.</p>
	<p>COMMUNITY INFORMATION Updates for communities affected by an emergency. Can also be used as a notification that an incident has occurred but there is no threat to community.</p>
	<p>EMERGENCY ALERT During some emergencies, communities may be alerted by the sounding of a local siren, or by sending an SMS to mobile phones or a voice message to landlines.</p>

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 start creating your plan.



- Remember, you may not receive any official warning.
- Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.
- Never wait for a warning to act.

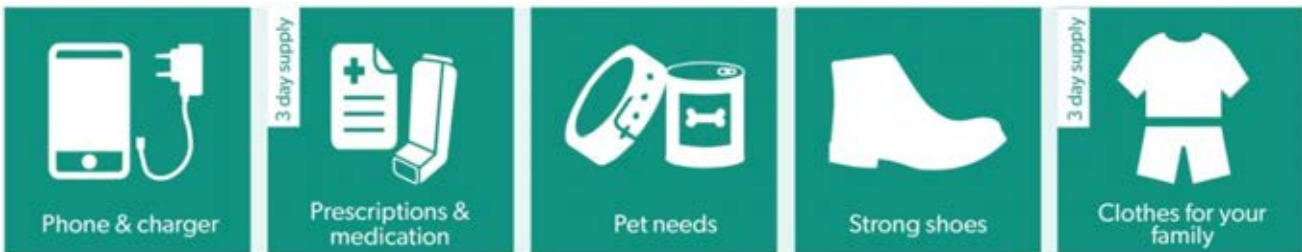


Emergency Kit

Visit [Emergency Toolkit](#) for more information



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



Check your kit often. Make sure things work. Replace out of date items.

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

I need to add:

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

Special needs (e.g., babies, elderly and people with a disability)	
Photos	
Family keepsakes	
Valuables	
Other	



Emergency Checklist

- Check if your insurance policy covers flooding.
- Keep this list of emergency numbers in your mobile phone.
- Download the Vic Emergency app on your mobile phone.
- Put together an emergency kit and prepare a home or business emergency plan, see [redcross.org.au/prepare](https://www.redcross.org.au/prepare).



Before Flooding

- Leaving early before flooding occurs is always the safest option. Evacuating through floodwater is very dangerous and you may be swept away.
- Stay informed- monitor weather warnings, forecasts and river levels at [bom.vic.gov.au](https://www.bom.vic.gov.au) and warnings through [emergency.vic.gov.au](https://www.emergency.vic.gov.au).
- Secure objects likely to float and cause damage.
- Listen to the radio and check the VICSES website for information and advice.
- Go over your emergency plan. Pack clothing and other extra items into your emergency kit and take this with you if you evacuate.
- If you are staying in a caravan, move to higher ground before flooding begins.

During Flooding

- Make sure your family members and neighbours are aware of what is happening.
- Conditions change rapidly; roads and escape routes can be covered or blocked.
- Put household valuables and electrical items as high as possible.
- Turn off water, gas and electricity at the mains.
- Seek shelter indoors, away from floodwater.
- If floodwater comes inside, move to a higher point such as a kitchen bench or second storey.
- Stay away from trees, drains, low-lying areas, creeks, canals, culverts and floodwater.

Evacuating in Flooding

- Flood water is dangerous. Never entering flood water. It can take just 15cm of water to float a car.
- Find alternative travel routes if roads or underpasses are flooded.
- Be aware of driving hazards, such as mud, debris, damaged roads and fallen trees. If driving conditions are dangerous, safely pull over away from trees, drains and floodwater.

After Flooding

- For recovery information, contact your local council, go to the VicEmergency Relief and Recovery-[emergency.vic.gov.au/Relief](https://www.emergency.vic.gov.au/Relief) page or call the VicEmergency Hotline (1800 226 226).
- Have all electrical and gas equipment professionally tested before use.
- Stay away from damaged and flooded buildings, fallen trees and powerlines, and damaged roads. Drive slowly, obey all road signs and never drive through floodwater.
- When cleaning, protect your health and safety. Wear strong boots, gloves and protective clothing.

For VICSES emergency assistance,
call **132 500**, or **Triple Zero (000)**
in life threatening emergencies.

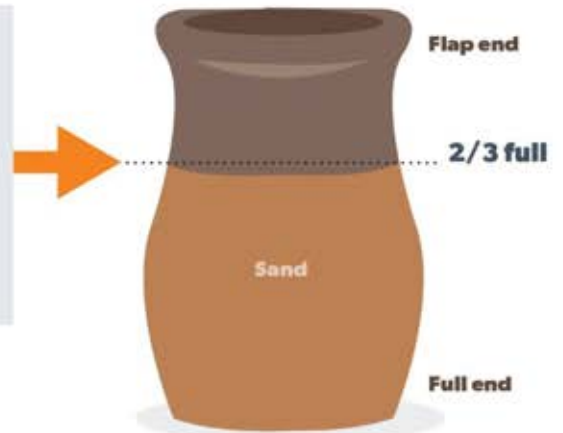


Sandbagging

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

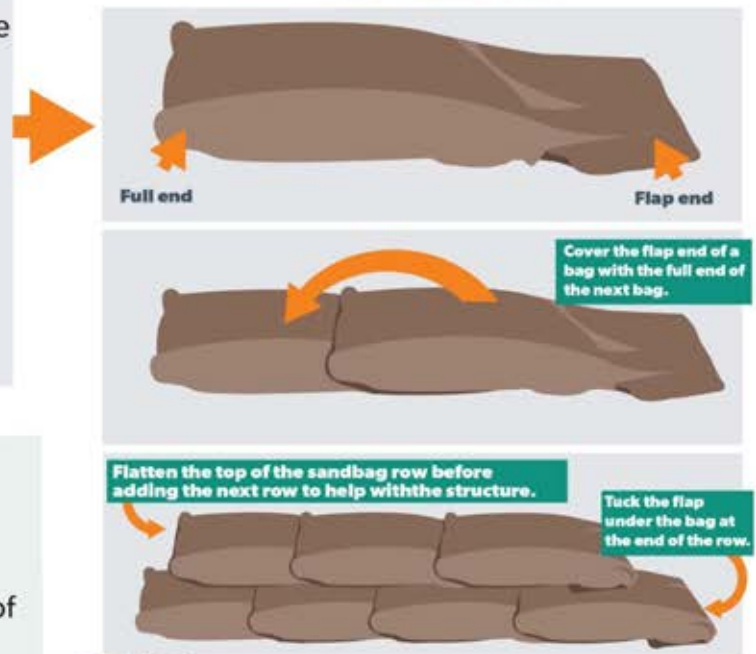
How do I fill a sandbag?

- 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 Sheetting



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](https://www.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](https://www.emergency.vic.gov.au/prepare)

Or download the app from:



Home emergency kit

 Emergency plan	 Radio	 Torch
 Spare batteries	 Documents & records	 First aid kit
 Long life food	 Safe drinking water	 Gloves



Emergency kit

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:

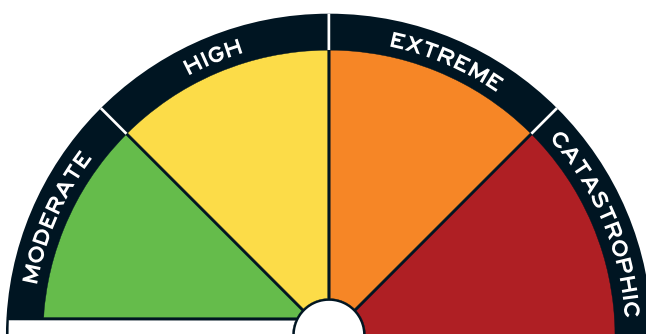
This Bushfire Survival Plan is for:

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

Version 2 | June 2022

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 its 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

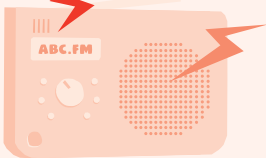
MY IMPORTANT NUMBERS

	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:				

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
RediPlan

redcross.org.au/prepare

 **Australian
Red Cross**



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



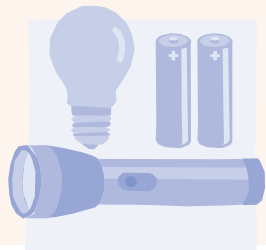
Keep this handy checklist on the fridge until it's done!

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.

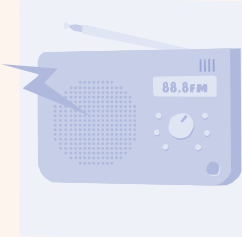


Take your medicine

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.

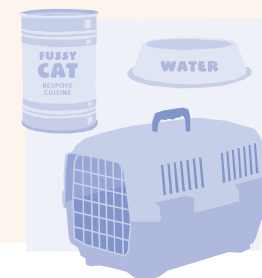
First Aid Kit



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.

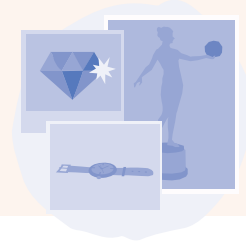
NOTE!

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.

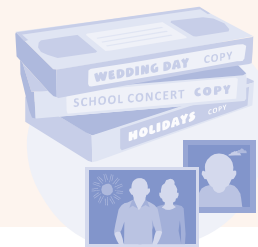
Your RediPlan



Photographs of valuable household items



Copies of videos and photos



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.

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.