

Are you prepared for an emergency?

Your family • Your safety • Your responsibility



How to stay informed



Download

The VicEmergency App

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emergency.vic.gov.au



1800 226 226

The VicEmergency Hotline is a free call



Listen

ABC 774AM



Watch

Sky News on television



1800 555 677

Callers who are deaf, hard of hearing, or have a speech/communication impairment can contact the VicEmergency Hotline via the National Relay Service on this number.



131 450

If you do not speak English, call the Translating and Interpreting Service for translated information from VicEmergency. If you know someone who cannot speak English provide them with this number.

Key warnings explained

Warnings aim to provide you with the best advice and information on what is happening to help you make good decisions to protect yourself and others.



Advice
An incident is occurring or has occurred in the area. Access information and monitor conditions.



Watch and act
An emergency is developing nearby. You need to take action now to protect yourself and others.



Emergency warning
You are in imminent danger and need to take action immediately. You will be impacted.



Prepare to evacuate/ Evacuate now
An evacuation is recommended or procedures are in place to evacuate.



All clear
Emergency activity in the area has subsided and is no longer a danger to you.



Community information
A newsletter containing updates for communities affected by an emergency. Can also be used as notification that an incident has occurred but there is no threat to community.

When information about emergency weather is given or a Total Fire Ban is declared remember you are in the **Central District** or **Central Region**.



Remember: do not rely on an official warning to leave. Emergencies can start quickly and threaten you within minutes.

If you receive a warning, take it seriously, failure to act can be fatal:

- ✓ Stay calm. Stop what you are doing and pay attention.
- ✓ Follow the advice of warnings immediately. People die or are put in danger because they don't respond right away.
- ✓ If you don't understand the warning, get someone to explain it. Ask neighbours, family or friends or call the VicEmergency Hotline.
- ✓ Keep in contact with family members. Make sure they know what is happening and what you plan to do.
- ✓ Stay informed. Keep listening for more information in case the situation changes.

Know where to get accurate emergency information from multiple sources. Never rely on just one source. See the front cover for how to stay informed.

Know your risks

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What you can do now



Check these off



Download the VicEmergency App on your smart phone and electronic devices.



Save important contact numbers into your phone such as family and friends and the VicEmergency Hotline 1800 226 226.



Make sure your house number is clearly visible and your driveway is accessible for emergency service vehicles. They need at least a 4 metre wide driveway with at least a 4 metre height clearance.



Write an emergency plan – see the next page for a template.



If you have animals, make sure they are part of your emergency plan and consider where you will relocate them to.



Practice your emergency plan with the whole family, pets included.



Make copies of important documents such as passports, insurance papers and medical scripts. Save these electronically and ensure you back them up.



Get insurance and review what it covers. Consider household, business and income protection insurance.



Pack an emergency kit and keep it somewhere easily accessible - see page 6 for ideas.



Build connections in your local community. Talk to your neighbours about your emergency plans and see if there are ways you can assist each other. Look for local volunteering opportunities or other community groups you can get involved in.



Practice packing your car so you know how long it will take you in an actual emergency.



Protect what matters most

Emergencies can happen at any time.

- Being prepared for emergencies helps you and your family to recover afterwards.
- The person most responsible for your wellbeing before, during and after an emergency is you.
- Emergencies could disrupt your life in ways you don't expect.
- Preparing an emergency plan will help you feel more confident, in control and able to cope when an emergency strikes.

The following are free emergency plan guides and templates that will get you prepared for any emergency.

Remember to practice your plan!



Template emergency plans for your home and family



Australian Red Cross

redcross.org.au/prepare



SES

ses.vic.gov.au/get-ready/emergency-plans-and-kits



CFA

cfa.vic.gov.au/plan-prepare/your-bushfire-plan



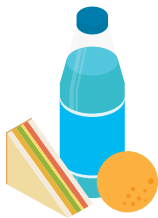
VicEmergency Hotline

Call the VicEmergency Hotline on 1800 226 226 for preparation and planning information

Emergency kit

Being prepared means having your own food, water, medication and other supplies to be able to look after yourself and your family for at least 72 hours.

An emergency kit is a collection of items your household may need for survival during the emergency and items to help you recover after an emergency.



Adequate amount of water and food



Mobile phone and charger



Medication and first-aid kit



Battery-powered radio, torch and spare batteries

(consider wind-up radios and torches that don't need batteries)



Protective clothing and woollen blankets

(have protective clothing made from natural fibres, sturdy shoes or boots and heavy-duty gloves)



Spare clothes, toiletries and sanitary supplies



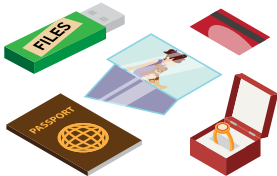
Contact information

(doctor, council, power company etc.)



Aids and equipment

(anything you need to support your daily life such as vision aids, mobility aids and communication devices)



Other important items

(may include bank card, photo ID, passport, photos, will, jewellery, insurance papers, medical records and prescriptions, USB stick containing important files etc.)



You may also need to remember...

In addition to the items shown on these pages, think about your household's special needs and what other items you may require such as items for those with a medical condition or disability, children and pets.



If you have children also pack:

- Any medication (such as asthma puffer or EpiPen)
- Medical records
- Nappies
- Baby formula and bottles
- Carrier
- A familiar item (toys, special blanket, book, game) to help reduce stress



If you have pets also pack:

- Suitable transport (carrier, cage or leash)
- Food and drinking water
- Food bowl and water bowl
- Any medication
- Veterinary/medical records
- Registration/identification records
- A familiar item (toy, bed, treat) to help reduce stress



Five things people most regret leaving behind in emergencies:

1. A mobile phone
2. Family memorabilia (things you can't replace)
3. Personal memoirs (personal diaries/ stories)
4. Family photographs
5. Passports and other important documents

Heatwave

**Heat kills more Australians than any other natural disaster.
Heatstroke is fatal in up to 80 per cent of cases.**

Things you can do to help reduce the impact of heat:



Plan ahead

To protect your health in the heat, plan activities for the coolest part of the day or plan them for another day. Plan to do activities in known cool places.



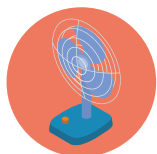
Check in on those most at risk

Check in on others regularly. Look after those most at risk in the heat – your neighbour living alone, older people, those with a disability, the young, people with a medical condition, pregnant and nursing mothers and don't forget your pets.



Drink water

Drink plenty of water, even if you don't feel thirsty (check with your doctor if you normally have restricted fluids).



Keep cool

Keep yourself cool by using wet towels, putting your feet in cool water and taking cool showers. Use fans or air conditioners on low speed.



Protect your pets

Ensure your pets have clean, cool water and shade. If the ground is too hot to rest the back of your hand against, it is too hot for your pet's paws.



Recover

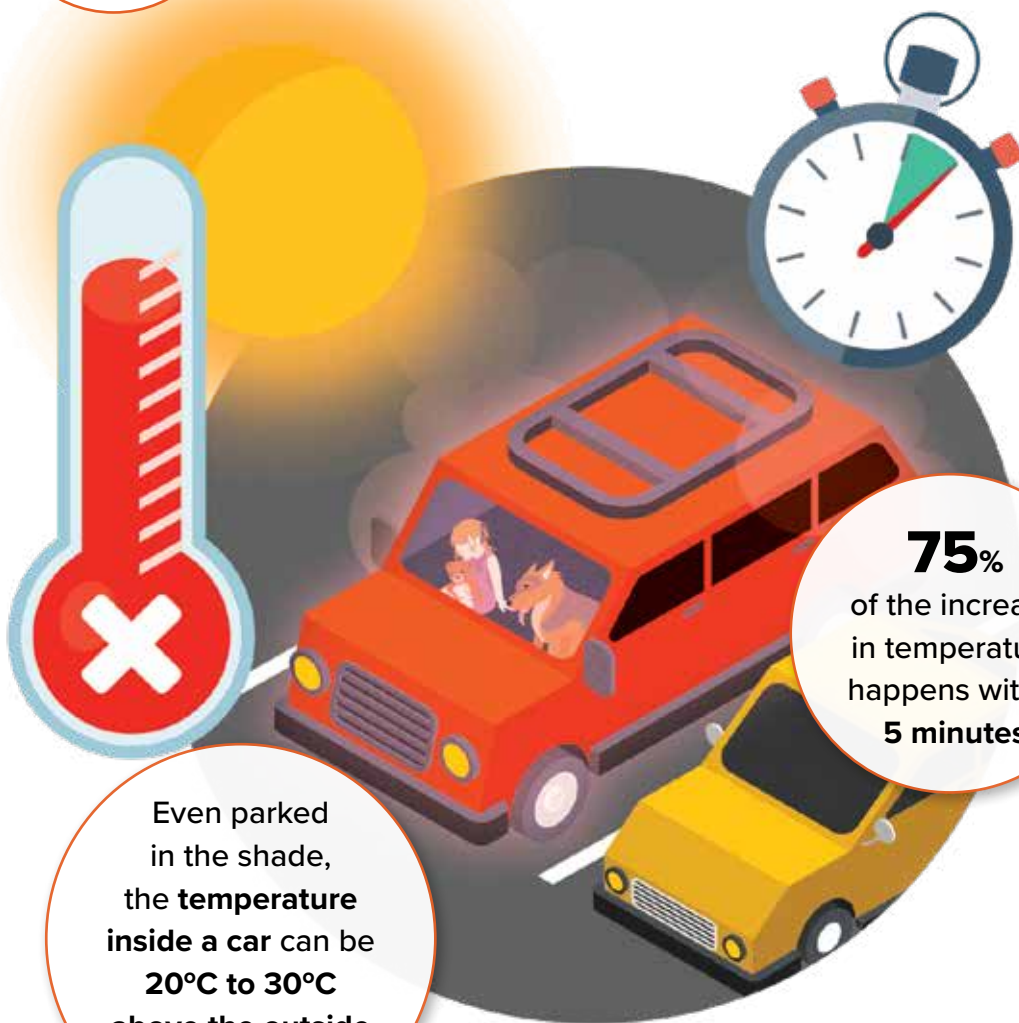
After a heatwave the body can take at least three days to fully recover so continue regularly drinking plenty of water and keep cool.

**If you or anyone you know feels unwell call NURSE ON CALL
on 1300 606 024. In an emergency call 000**



Never leave anyone in the car.

If you see a child or animal left inside a vehicle call **000** straight away.



75%

of the increase
in temperature
happens within
5 minutes

Even parked
in the shade,
the **temperature**
inside a car can be
20°C to 30°C
above the outside
temperature

For more information and to subscribe to heat
health alerts visit: **betterhealth.vic.gov.au/heat**

Power outage

Power outages can occur at any time and are often caused by heatwaves, bushfires or storms.

Be prepared, ensure your emergency kit has torches, spare batteries, a mobile phone and charger, a battery powered or wind-up radio and fresh water.

If the power goes out your landline phone and any electric pumps may not work.

What to do if the power goes out:

- ✓ Stay clear of any fallen powerlines and keep others away.
- ✓ Check in on neighbours to ensure they are okay.
- ✓ Keep a radio on for news and updates on weather conditions and the power outage.
ABC 774AM is the local emergency broadcaster.
- ✓ Turn off appliances to protect them when power is restored.
- ✓ If there has been significant damage to your property, make sure a licensed electrician checks that it is safe to turn the power back on.
- ✓ If using a portable generator, plug appliances only into the outlets provided on the generator. Do not attempt to connect the generator to your house wiring and make sure the generator is outside in a well-ventilated area.
- ✓ Be safe with food. Once refrigerated food is no longer cold to touch it can be kept and eaten for up to 4 hours, after 4 hours it must be thrown away. Raw meat should be cooked and eaten.
- ✓ If frozen food is still solid when the power is restored, the food is safe to refreeze.

For more information on food safety, call the Food Safety Hotline on **1300 364 352**.

If you have special medical needs for continuous supply, discuss this with your energy retailer.

For more information on power outages visit:
delwp.vic.gov.au/poweroutages





Home fire

All of us, no matter where we live, are at risk of a fire in our home. Most fires in the home are preventable by taking simple actions to reduce the risk. Everybody should have working smoke alarms, prepare an escape plan and check their house for possible causes of fire risk.

Install smoke alarms in your home

By law all residential properties in Victoria must have at least one working smoke alarm installed on each level. An extra smoke alarm in every bedroom where the door is closed when sleeping is best.



CFA and MFB recommend photoelectric smoke alarms with a 10-year lithium battery in a tamper proof chamber.

These smoke alarms should be tested monthly, dusted at least once per year and the whole unit replaced every 10 years.

If you have smoke alarms other than those with a 10-year lithium battery, change the batteries at least once every year. It is best to do this at the end of daylight savings. This includes batteries in smoke alarms connected to mains power.

Practice your home fire escape plan regularly

As part of your plan, all family members should know:

- ☐ the two quickest ways out of every room
- ☐ how to exit from upstairs if you have a multi-level home
- ☐ the agreed safe meeting place outside (such as the letter box).

Always keep exit paths free from any obstructions.

Document your escape plan, visit:
cfa.vic.gov.au/plan-prepare/escape-plans



For more information visit:
cfa.vic.gov.au/plan-prepare/fires-in-the-home



In an emergency call **000**

As you evacuate the building:



Get Down Low and Go! Go! Go!

If there's smoke in your house, get down low and go towards the nearest exit. Alert others on the way out.

In a fire, the safest area for breathing is near the floor where the air is cooler and cleaner, so remember to crawl low in smoke.



Check doors for heat before opening

Use the back of your hand to check for heat. If the door is hot, use another exit.

Close doors behind you if safe to do so.



Stop, Drop, Cover and Roll

If your clothes catch fire - stop, drop, cover your face with your hands and roll to smother the flames.

To help someone else, throw a woollen blanket over them to extinguish the flames.



Call the Fire Brigade

Once you are outside, call the fire brigade by dialling 000 (Triple Zero) and wait for them to arrive.

Tell them where the fire is and if anyone is still inside.

Never go back inside for any reason!

Preventing a fire inside the home

The following is general safety advice for preventing fires inside your home. Consider your household's additional needs.

Heaters

- ✗ Never use a gas bottle heater inside.
- ✓ Install, maintain and operate according to manufacturer's instructions.
- ✓ Get a licensed gas fitter to test any gas heaters.
- ✓ Keep at least 1 metre of clear space around the heater.
- ✓ Turn off before going to bed or leaving the house.
- ✓ Supervise children near heating equipment.

Open fireplace

- ✓ Always use a fire screen in front of an open fire.
- ✓ Put out fires before going to bed or leaving the house.
- ✓ Keep at least 1 metre clear space around the fire place.

Chimneys and flues

- ✓ Clean yearly.
- ✓ Check for cracks, rust and debris.

Candles

- ✗ Never leave a lit candle unattended.
- ✓ Keep away from curtains.
- ✓ Always use on non-combustible, hard surfaces.
- ✓ Keep away from children and pets.

Kitchen

- ✗ Never leave cooking unattended.
- ✓ Keep combustibles such as tea towels and curtains away from cooking and heat sources.
- ✓ Keep pot handles turned in.
- ✓ Keep grills, fans and cooking surfaces free of grease and residue.

Laundry

- ✓ Clean the lint filter on your clothes dryer after each use.
- ✓ Let the dryer complete its cool down process before stopping.



For more information and safety advice
for multi-story buildings visit: frv.vic.gov.au

Bedroom

- ✗ Never smoke in bed.
- ✗ Never leave electronic devices such as mobile phones or laptops on the bed.

Electric blankets

- ✗ Never turn on more than 30 minutes before bed.
- ✓ Turn off before you get into bed.
- ✓ Remove any heavy items from the bed as these can damage the wiring.
- ✓ Keep the electric blanket flat with controls at the side of the bed.
- ✓ Check for broken or worn wiring.

Barbecues

- ✗ Never use gas bottle or solid fuel barbecues inside.
- ✓ Always test before use by spraying water mixed with soap on the hose and connection points. If the water bubbles there is a leak.
- ✓ Check the barbecue gas bottles to ensure the last test date is still current.

Electrical items

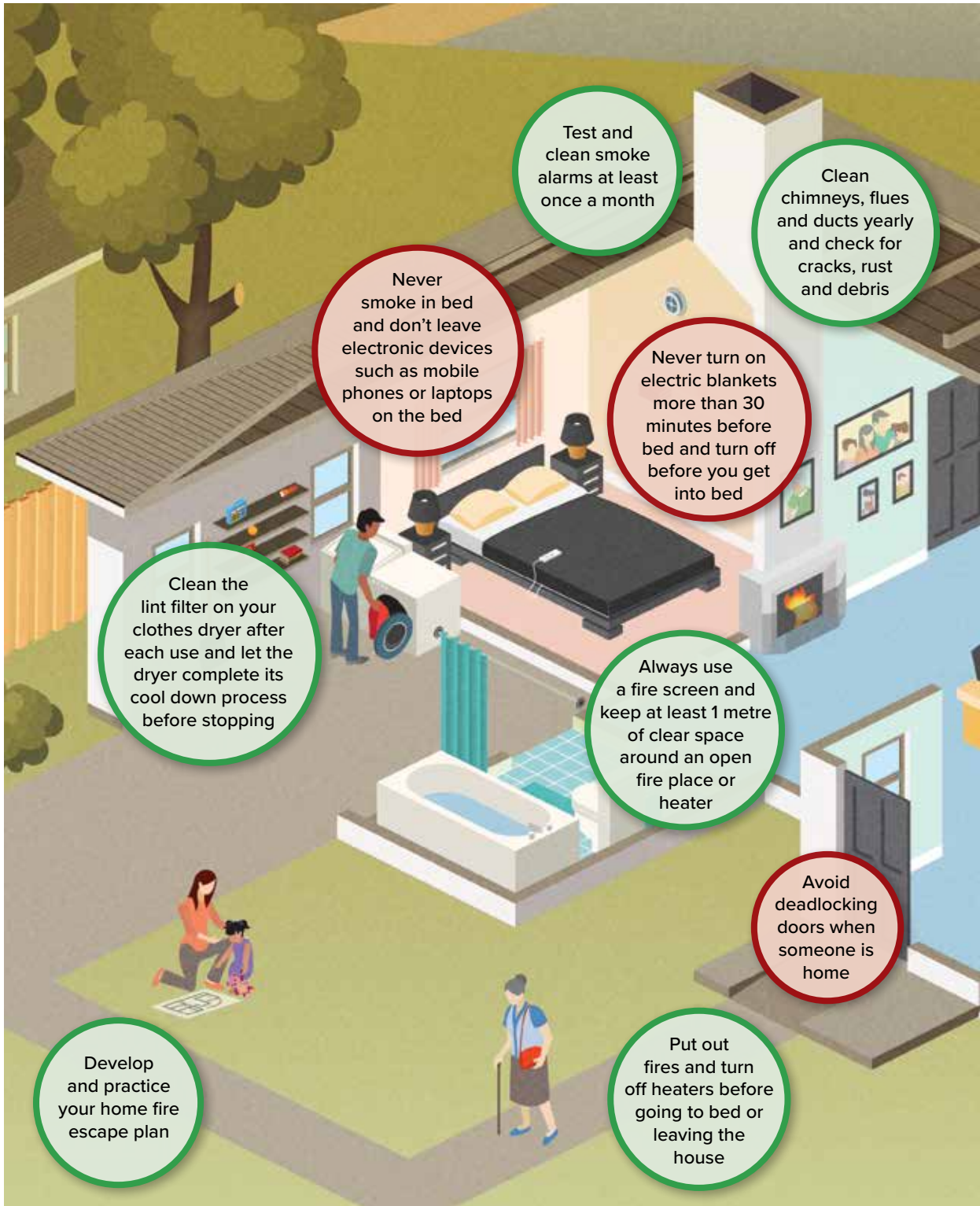
- ✗ Never overload power boards.
- ✗ Never plug a power board into a power board.
- ✓ Keep all electrical appliances and equipment in good working order.
- ✓ Replace damaged equipment, e.g. power cords.
- ✓ Use one power board per power point.

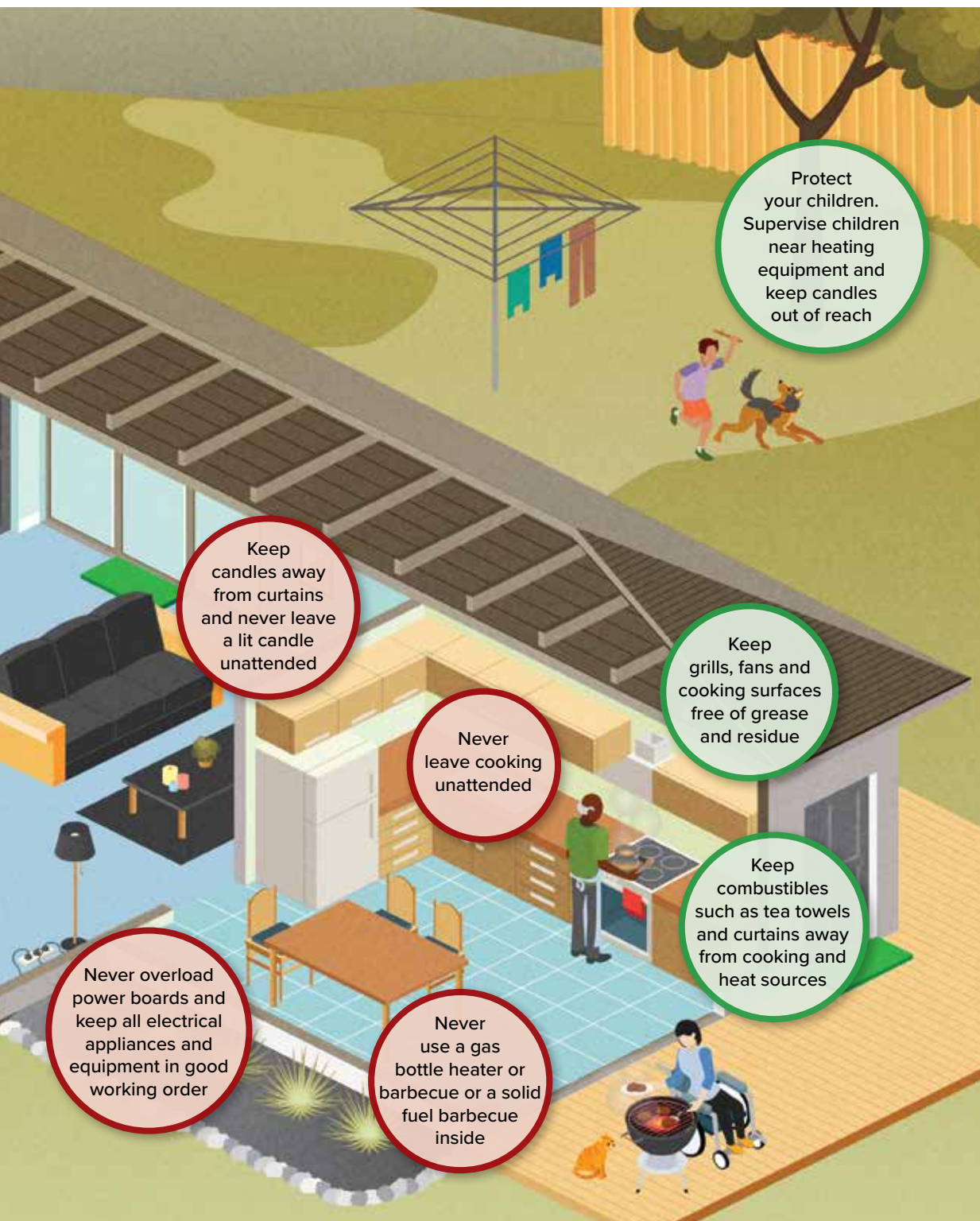
Fire extinguishers and blankets

Fire extinguishers and fire blankets should only be used by people that have been trained in their use, feel confident and competent in using them and who are able to respond safely in the event of a fire. Incorrect use of fire extinguishers and fire blankets may cause a fire to spread or significant personal injury.

If you are an older person or a person with a disability, instead use this time to evacuate the building immediately and call 000 for the fire brigade.

Prevent fires inside your home





Protect your children. Supervise children near heating equipment and keep candles out of reach

Keep candles away from curtains and never leave a lit candle unattended

Never leave cooking unattended

Keep grills, fans and cooking surfaces free of grease and residue

Keep combustibles such as tea towels and curtains away from cooking and heat sources

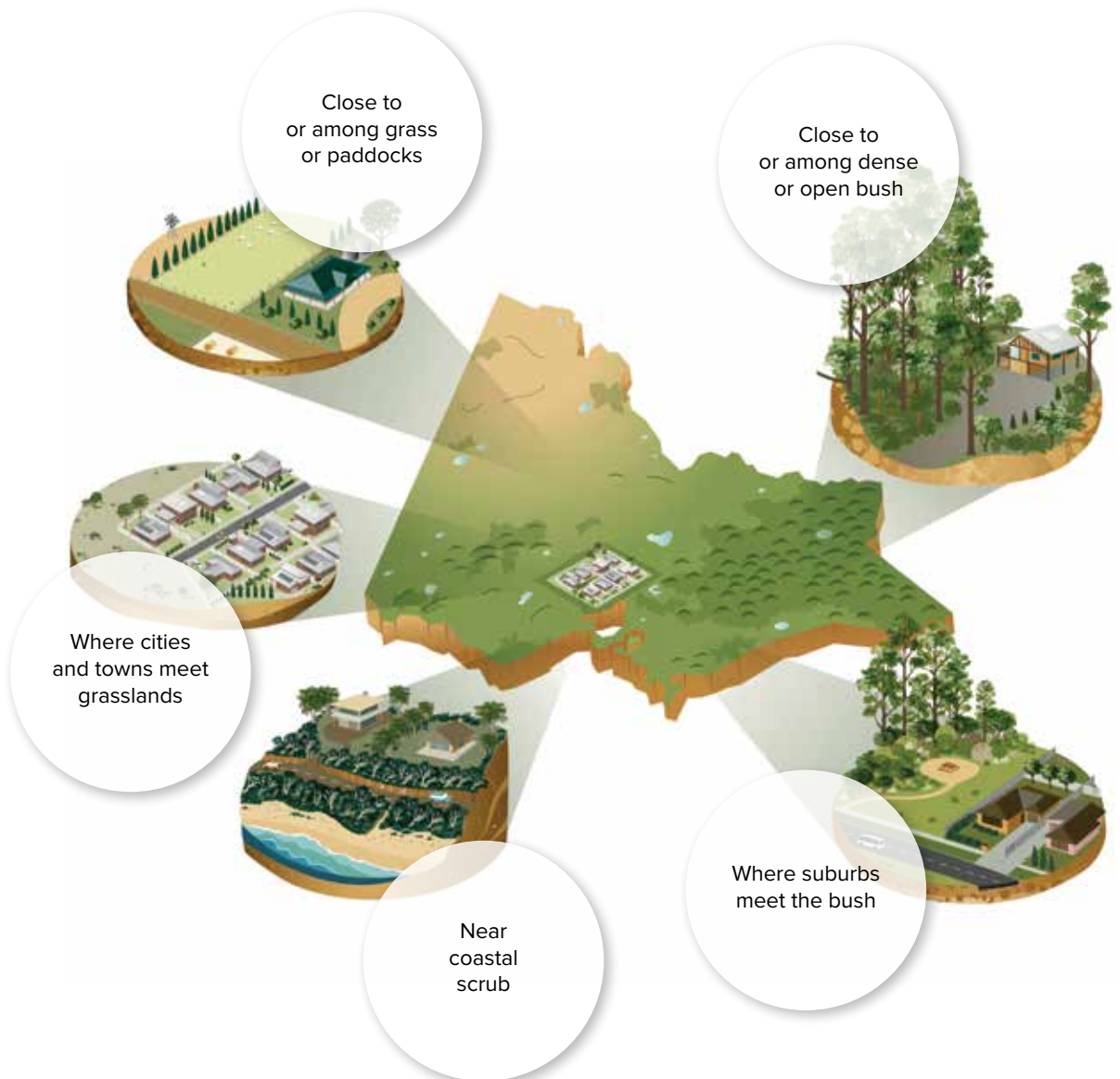
Never overload power boards and keep all electrical appliances and equipment in good working order

Never use a gas bottle heater or barbecue or a solid fuel barbecue inside

Bushfire and grassfire

Remember bushfire and grassfires don't only impact those living in rural areas.

Fires can occur where the suburbs meet the bush or in urban areas where houses have grass, bushland or parkland around them.





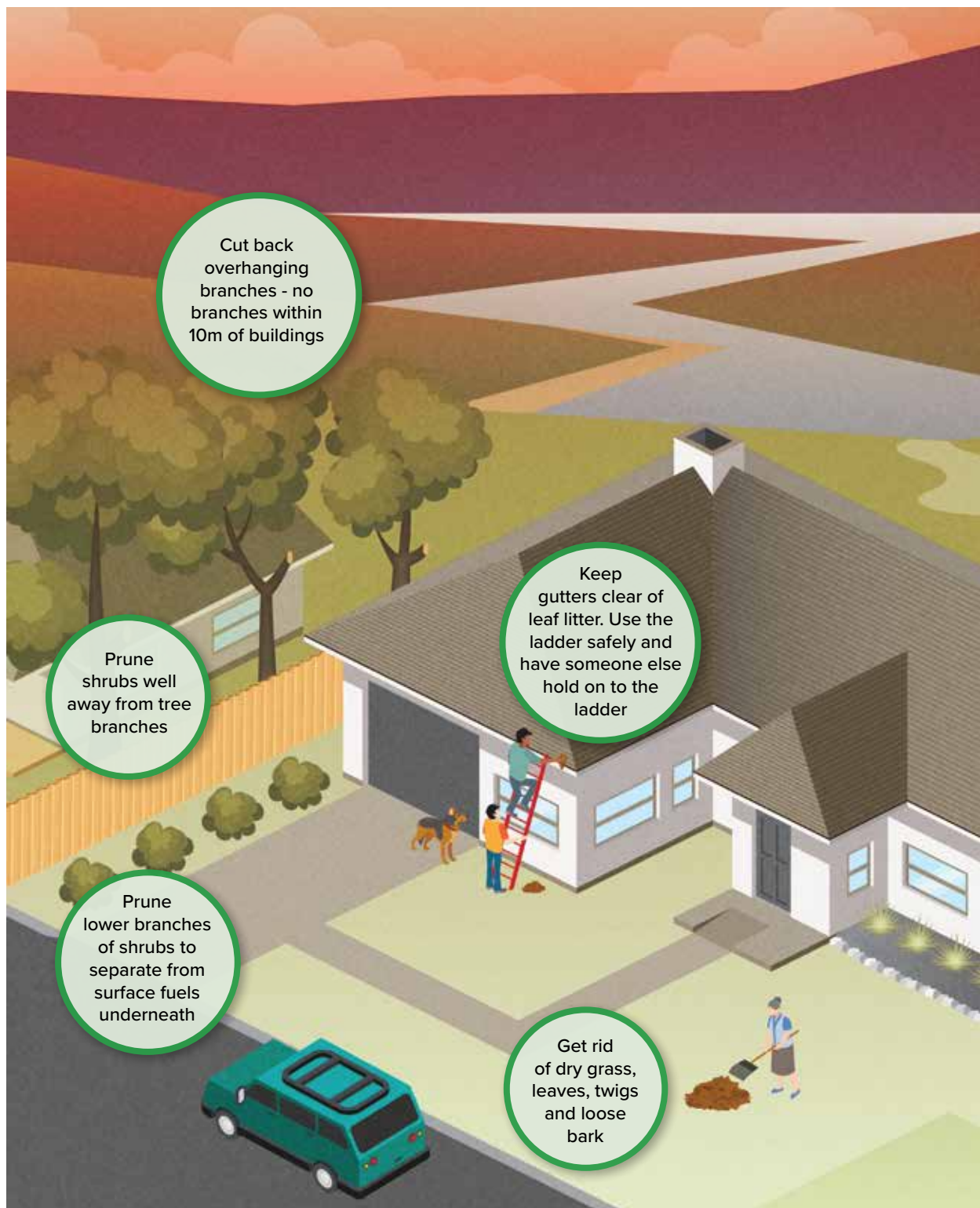
Prepare your property in the lead up to bushfire season.

- ☐ Keep grass cut to less than 10cm.
- ☐ Keep gutters clear of leaf litter.
- ☐ Cut back branches overhanging buildings.
- ☐ Get rid of dry grass, leaves, twigs and loose bark.
- ☐ Store flammable liquids and woodpiles away from the house.
- ✓ Talk to your neighbours, family and friends to see what their plans are and talk about how you can help each other.
- ✓ Leaving early is the safest option, decide your trigger to leave.
- ✓ Know where to get accurate emergency information from multiple sources (see the front cover for how to stay informed). Check the fire danger rating.
- ✓ Ensure everyone knows where, how and when to turn off the mains power, water and gas in case of emergency and evacuation.
- ✓ If a fire does start, be prepared to leave. Follow the advice contained in the warning and advice messages.
- ✓ After a fire contact your insurance company immediately and take photos of any damage.



For more information on how to prepare your property visit:
cfa.vic.gov.au/plan-prepare/how-to-prepare-your-property

Prepare your property for bushfire



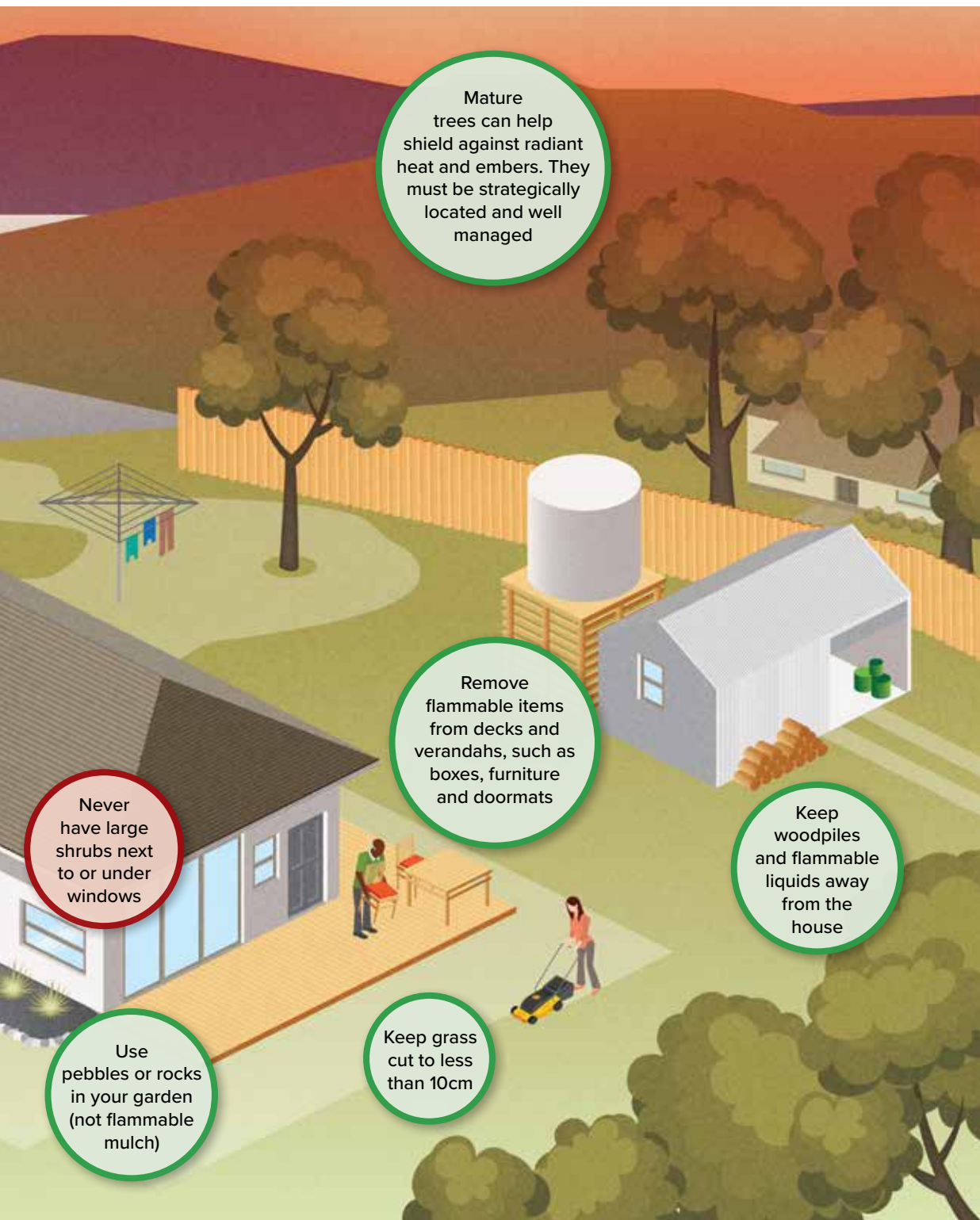
Cut back overhanging branches - no branches within 10m of buildings

Prune shrubs well away from tree branches

Prune lower branches of shrubs to separate from surface fuels underneath

Keep gutters clear of leaf litter. Use the ladder safely and have someone else hold on to the ladder

Get rid of dry grass, leaves, twigs and loose bark



Mature trees can help shield against radiant heat and embers. They must be strategically located and well managed

Remove flammable items from decks and verandahs, such as boxes, furniture and doormats

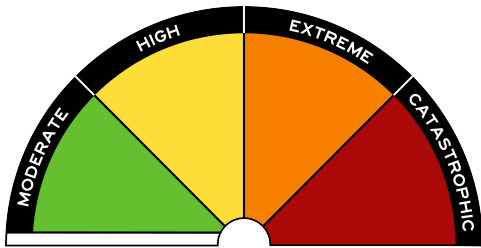
Keep woodpiles and flammable liquids away from the house

Never have large shrubs next to or under windows

Use pebbles or rocks in your garden (not flammable mulch)

Keep grass cut to less than 10cm

Fire Danger Ratings and Total Fire Bans



Fire Danger Ratings

Tell you how dangerous a fire would be if one started.
The higher the rating, the more dangerous the conditions.

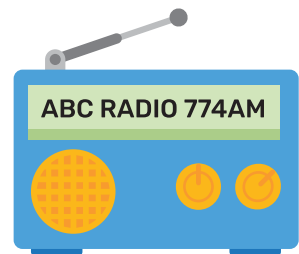


Total Fire Bans

Tell you what fires you can and cannot have and what activities are banned on a particular day.

Make it a habit to:

- ✓ Check your Fire Danger Rating every day during summer.
- ✓ Know if it is a day of Total Fire Ban.
- ✓ Check for warnings using at least two sources of information, especially on hot, dry, windy days.



For more information visit: cfa.vic.gov.au/can



Using your barbecue on a day of Total Fire Ban

Which types of barbecues are banned on a Total Fire Ban?

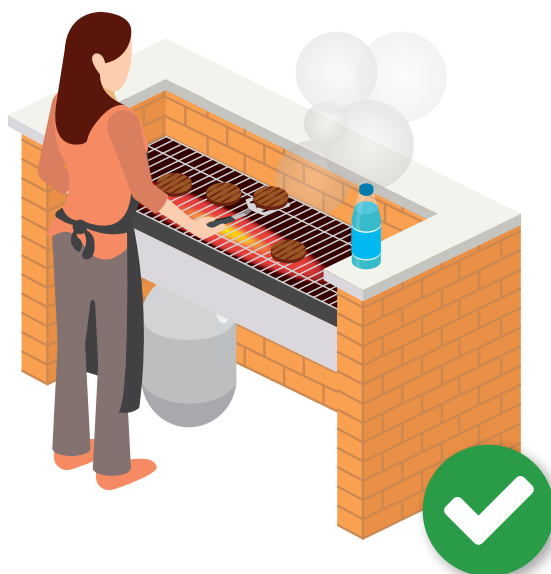
- ✗ Solid fuel barbecues (e.g. wood, charcoal and briquettes).
- ✗ Liquid fuel barbecues.
- ✗ Camp ovens, wood-fired pizza ovens or kettle-type appliances.
- ✗ Campfires, bonfires or any kind of outdoor fires are strictly banned on a Total Fire Ban day.

Which barbecues are allowed on a Total Fire Ban?

- ✓ Fixed gas or electric barbecues built into a permanent structure of brick, stone or concrete.
- ✓ Portable gas or electric barbecues are allowed if they are designed exclusively for meal preparation and are placed in a stable position.

For any kind of gas or electric barbecue, you must have:

- ✓ A 3-metre area around the barbecue cleared of flammable material.
- ✓ A hose connected to a water supply or a container with at least 10 litres of water.
- ✓ An adult present at all times who has the means and capacity to extinguish the fire.



Are you burning off safely?

Note: this is general advice only. Each municipality provides specific advice about burning off on their website.



Have you checked if it's a Total Fire Ban day or the Fire Danger Period is in force?

If it's a Total Fire Ban day you cannot burn off.
If it is during the Fire Danger Period you cannot burn off without a permit from your local council or the CFA.
To check, visit: cfa.vic.gov.au/warnings-restrictions



Have you checked your Council's Local Law?

You need to check your council website to ensure you are allowed to burn off. Your council may require you to obtain a permit or may have other special requirements before you can burn. Check: whitehorse.vic.gov.au



Are you burning dry green waste?

Most complaints from burning off occur because of the smoke. It is important to ensure that your green waste is dry before burning off as this will reduce the amount of smoke.
Council Local Laws may also restrict the types of material that are allowed to be burned.



Have you checked the weather?

Check the weather forecasts for the day of your planned burn off and a few days afterwards. If it is going to be very windy you should postpone your burn off.
Also check that it won't be too windy on the few days after your planned burn off as the wind might reignite your burn.



Are you physically capable of managing the fire?

You need to have the physical capability to constantly monitor the fire and respond accordingly if conditions change and the fire flares up or you are required to put it out by an authorised officer.

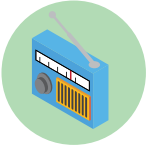


-
- ☐ **Do you have an adequate water supply?**
- You need to have enough water to extinguish a possible outbreak. It is recommended you have access to either a connected hose or at least 10 litres of water on hand.
-
- ☐ **Clean up around your burn site**
- Create at least a 3 metre clearance of all flammable material around your whole burn site.
-
- ☐ **Register your burn off**
- Register your burn off by calling **1800 668 511**
This will register your burn off with the Triple Zero (000) call taker.
- This prevents unnecessary fire brigade responses. Callers reporting a fire can then verify that the fire is a burn off. If this can't be verified a fire brigade will be asked to respond.
-
- ☐ **Have you notified your neighbours?**
- Ensure you are considerate of your neighbours when burning off. Notify them if they are close by and the smoke might affect them.
-
- ☐ **Have you put it out properly?**
- Make sure there are enough adults to monitor, contain and extinguish your burn off safely and effectively.
- Ensure that your burn off is 100% out before you leave it.
-

Smoke

Smoke can affect people's health. People with heart or lung conditions (including asthma), children, pregnant women and older people are more sensitive to the effects of breathing in smoke.

Things you can do to reduce the effects of smoke:



Monitor conditions

Smoke may be a sign of fire nearby so check for warnings and monitor conditions.



Stay inside

If you are not under threat from a fire, avoid breathing the smoke by staying inside. If there is a break in smoky conditions, take the opportunity to air out your home.



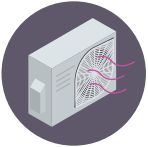
Avoid physical activity

Avoid physical activity outside – especially people with heart or lung conditions (including asthma), children, pregnant women and those over 65.



Check in on others

Look out for those more at risk and check in on elderly neighbours.



Take a break

If using an air-conditioner at home, switch it to 'recycle' or 'recirculate' to reduce smoke coming inside your home. Alternatively, take an air-conditioned break at a local library or shopping centre.



Follow medical advice

Follow your treatment plan advised by your doctor if you have a heart or lung condition (including asthma).



Consider relocating

During extended, very smoky conditions, people who are sensitive to smoke should consider temporarily staying with friends or family who are away from the smoke affected area.

For more information about bushfire smoke and how to protect yourself visit: epa.vic.gov.au/your-environment/air/smoke



Call **000** if anyone is having difficulty breathing, wheezing or experiencing tightness in the chest.

Call the **NURSE ON CALL** on **1300 606 024**
if you need medical advice for exposure to smoke.



Storms

Storms are common in Victoria and most minor damage is preventable with some simple actions to prepare your home.

Danger from storms comes from wind, heavy or continuous rain, lightning, flying debris, hail, fallen powerlines and loss of power.

Before a storm

Prepare your property

- ☐ Maintain your roof - clean gutters, spouting and downpipes regularly, fix loose tiles, roofing iron and ridge capping. This can prevent water collecting in your roof and causing it to collapse.
- ☐ Trim or remove tree branches overhanging your home.
- ☐ Inspect and fix fences.
- ☐ Bring inside or tie down any loose items in your yard.
- ☐ Ensure everyone knows where, how and when to turn off the mains power, water and gas in case of emergency and evacuation.
- ☐ Talk to your neighbours, family and friends to see what their plans are and talk about how you can help each other.

During a storm

- ✗ Avoid driving if possible. If you must drive, take extreme care. Beware of fallen trees and power lines.
- ✗ Lightning can kill - if outside seek shelter but never seek shelter under a tree.
- ✓ Monitor conditions using a variety of the communications methods. Remember that electricity, phone and internet may not be available in a large storm so keep a battery or wind-up powered radio in your house.
- ✓ Put vehicles under solid cover well away from trees, power lines and waterways.
- ✓ Stay indoors and bring pets inside.

Under certain storm conditions people may experience breathing difficulties due to pollen in the air.
For more information about thunderstorm asthma and how to protect yourself visit: betterhealth.vic.gov.au



For emergency assistance due to storm damage
(e.g. roof blown off) call the **SES** for help on **132 500**

After a storm

- ✗ Avoid driving through affected areas.
- ✓ After a storm contact your insurance company immediately and take photos of any damage.
- ✓ If damage has caused the power to go out, it can be dangerous to turn it back on until it can be checked by a licensed electrician. If powerlines are damaged, contact your electricity distributor.
- ✓ Be aware of road hazards, such as floodwater, debris and damaged roads or bridges.



Beach closures

Often after a significant storm event with lots of rain the beaches along Mornington Peninsula, Frankston City and City of Kingston may be closed.

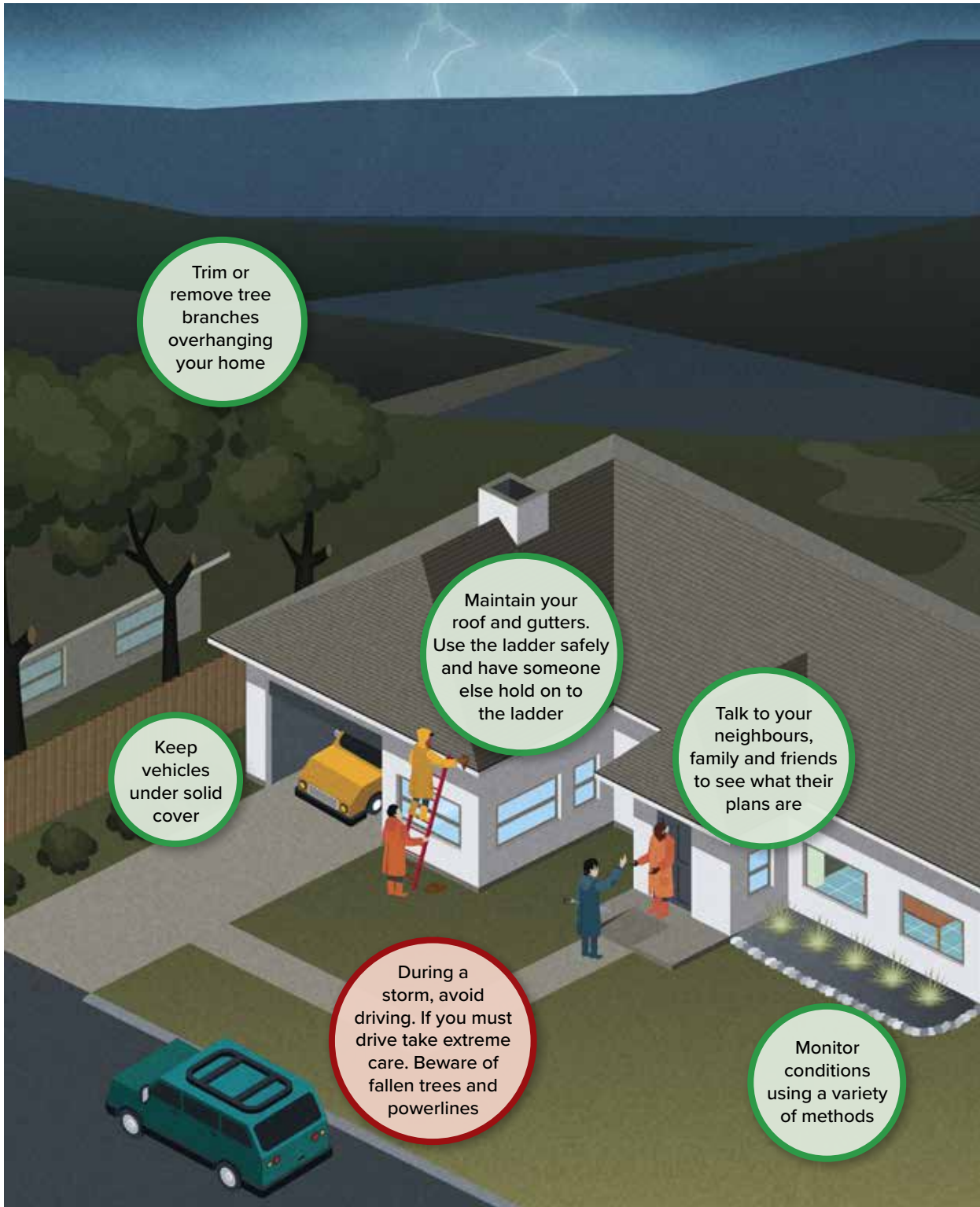
Beach closures are to protect you and your family's health. After heavy rain, waste can wash into the bay.

You can find out information about beach closures at yarraandbay.vic.gov.au.



For more information about storms visit:
ses.vic.gov.au/get-ready/stormsafe

Prepare your property for storms



Trim or
remove tree
branches
overhanging
your home

Maintain your
roof and gutters.
Use the ladder safely
and have someone
else hold on to
the ladder

Talk to your
neighbours,
family and friends
to see what their
plans are

Keep
vehicles
under solid
cover

During a
storm, avoid
driving. If you must
drive take extreme
care. Beware of
fallen trees and
powerlines

Monitor
conditions
using a variety
of methods



Flood

Floods can have a big impact on your property. They can also impact more than just your home. Roads, workplaces and essential services can all be affected by flooding and should be considered in your emergency plan.

Remember, never wait for a warning to act. It is not always possible to predict where and when flooding will occur, especially flash flooding.

Before a flood

Prepare your property

- ☐ Unplug appliances to prevent electrical shock when power returns.
- ☐ Raise belongings by placing them on tables, beds and benches, or move them to higher ground.
- ☐ Tie down or bring outdoor items inside.
- ☐ Monitor conditions.
- ☐ Talk to your neighbours, family and friends to see what their plans are and talk about how you can help each other.
- ☐ Ensure everyone knows where, how and when to turn off mains power, water and gas in case of emergency and evacuation.

During a flood

- ✗ Never drive, ride, walk, play or swim in floodwaters. It can be deadly.
- ✓ If a flood does occur, be prepared to leave. Follow the advice contained in the warning and advice messages.
- ✓ Continue to monitor conditions.
- ✓ Bring pets inside.
- ✓ Block toilets, household drains and sinks with plugs to stop sewage backflow.
- ✓ Tie down objects likely to float and cause damage. Raise poisons, oils and chemicals well above floor level.
- ✓ Turn electricity and gas off at the mains.
- ✓ Wear protective clothing such as strong boots and gloves as flood water is likely to be contaminated.

For more information about floods visit:
ses.vic.gov.au/get-ready/floodsafe



For emergency assistance due to a flood
call the **SES** for help on **132 500**

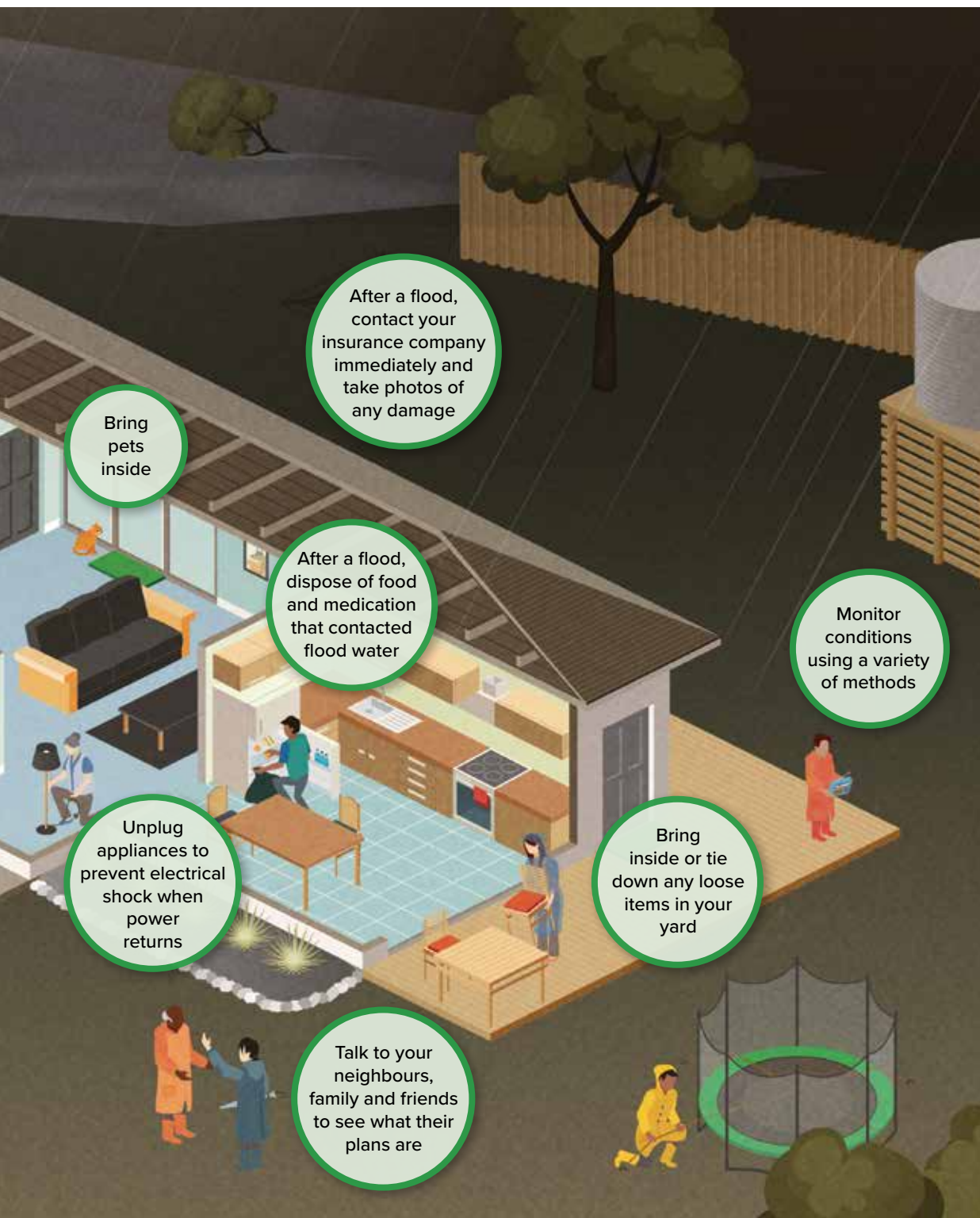
After a flood

- ✓ Contact your insurance company immediately and take photos of damage.
- ✓ Be aware of road hazards, such as floodwater, debris and damaged roads or bridges.
- ✓ Dispose of food and medication that was in contact with flood water.
- ✓ Dry out and clean buildings straight away. See betterhealth.vic.gov.au for advice on protecting your health and cleaning your home following a flood.
- ✓ Flooding may cause sewage to backflow into your home. Contaminated areas should be professionally disinfected. Keep children and pets away until clean-up is completed.



Prepare your home for a flood







Infectious disease

Public health emergencies can be caused by outbreak of infectious disease which has the potential to cause life threatening illness.

Immunise

Immunisation can prevent many infectious diseases in children and adults.

Vaccines are available for a range of conditions and infectious diseases like flu, measles and hepatitis. Vaccines are available from your doctor and councils.

For more information about immunisation and infectious diseases speak to your doctor or visit www.betterhealth.vic.gov.au.



Practice good hygiene

Good personal hygiene is one of the most effective ways to protect ourselves and others from many illnesses:

- ✓ Cover your nose and mouth with a tissue when you cough or sneeze.
- ✓ Throw your tissue in a plastic-lined rubbish bin after use.
- ✓ If you don't have a tissue, cough or sneeze into your upper sleeve or elbow. Do not use your hands.
- ✓ Wash your hands regularly with soap and water or an alcohol-based hand cleaner after you cough or sneeze, before preparing or eating food and after going to the toilet.
- ✗ Avoid touching your eyes, nose or mouth as germs spread this way.
- ✗ Don't go to work if you are unwell and don't send your children to school or childcare if they are unwell.





Recovering from an emergency

Soon after an emergency, family, friends, the community, agencies and councils come together to support each other to recover.

For some the recovery process may be short, for others, including your family members, it may be months or years. Everyone is different.

The following are activities that you can do to assist in your recovery:

- ✓ Ensure you, your family, neighbours and animals remain safe.
- ✓ Contact your insurance company as soon as possible after the incident. This includes renters who should have their own contents insurance as well as contacting their estate agent.
- ✓ Take photos of the damage and detailed records of your items.
- ✓ Have copies of your important documents to assist agencies helping you.
- ✓ Be patient, emergency services may have a large number of requests and people to assist.

The Community can assist each other in the recovery process through:

- ✓ Checking in with neighbours, family and friends affected by the emergency.
- ✓ Providing a listening ear, this can be of huge benefit to those affected.
- ✓ Watching for social withdrawal and behaviour that is not normal for the person, including anger. Children and adolescents may experience different emotions a lot later than adults.
- ✓ Volunteering with local community or emergency services. Speak to your local council for opportunities or visit volunteer.vic.gov.au/information-for-volunteers/volunteering-in-an-emergency.

Research has demonstrated an increased risk of escalating family violence after emergencies.

Emergencies put a lot of additional stress on close relationships and families. Violent or controlling behaviour can happen for the first time or behaviours increase or escalate after an emergency.

If you are experiencing family violence there is help available.

See over the next page for further information.



Important contacts

Emergency contacts

In an emergency

Call for Police, Fire & Ambulance in a life-threatening or time critical situation



Flood and storm emergency

SES 132 500

Emergency information

VicEmergency Hotline

This number replaces the Victorian Bushfire Information Line, Victorian Flood Information Line and Relief and Recovery Information line

1800 226 226

If you are deaf, hard of hearing or have a speech impairment, you can contact the VicEmergency Hotline through the National Relay Service 1800 555 677

If you don't speak English, call the Translating and Interpreting Service (TIS) 131 450

Australian Red Cross 1800 727 077
Register.Find.Reunite

Council customer service numbers

Whitehorse City Council 9262 6333

Power outages and fallen power lines

United Energy

City Power

Department of Environment, Land, Water and Planning (DELWP) 136 186
For general information on power outages. Information is also available in languages other than English.



Gas outages and faults

Multinet Gas	132 691
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Water faults and emergencies

Yarra Valley Water	132 762
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Roads closures/ traffic hazards

VicRoads	131 170
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Other helpful contacts

Parks Victoria	131 963
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Forest Fire Management Victoria	136 186
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Crime Stoppers	1800 333 000
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Victim's Support Helpline	1800 819 817
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National Relay Service

- TTY/ voice calls	133 677
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- Speak & Listen	1300 555 727
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Translating and Interpreting Service (TIS) National	131 450
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Nurse on Call	1300 606 024
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Lifeline	131 114
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Beyondblue	1300 224 636
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Kids Helpline	1800 551 800
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Mensline	1300 789 978
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SANE Australia	1800 187 263
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Safe Steps Family Violence Response Centre	1800 015 188
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Men's Referral Service	1300 766 491
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1800RESPECT	1800 737 732
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Disaster Legal Helpline	1800 113 432
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Centerlink Emergency Crisis	132 850
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Insurance Council	1300 728 228
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Wildlife Victoria	03 8400 7300
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Whitehorse City Council in conjunction with the eight councils of the Eastern Metro Councils Emergency Management Partnership wish to thank the creators of this booklet in the spirit of collaboration.



This Emergency Preparedness Booklet is the result of the collaborative efforts of Frankston City Council, Greater Dandenong City Council, Kingston City Council and Mornington Peninsula Shire (**Council Collaboration Group**) with contributions by Country Fire Authority, Metropolitan Fire Brigade, Victoria State Emergency Service, Department of Health and Human Services, Department of Environment, Land, Water and Planning, Environmental Protection Authority and Emergency Management Victoria.

The Emergency Preparedness Booklet was jointly supported by the Victorian and Australian Governments.



The Council Collaboration Group acknowledges and pays respect to the traditional owners of these lands and waters.

