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Caring through Crisis: Disaster planning

HANDBOOK

To be used as a reference to the 'Caring through Crisis: Disaster planning' training module

Disclaimer

The content in this workbook is provided for information purposes only. The content of this workbook provides general information on disaster planning and staying safe. Always follow the direction of the NSW government and emergency services. Every care has been taken in relation to its accuracy, however no warranty is given or implied.

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Table of Contents

Introduction.....	6
Get ready for disasters	7
Step 1: Know your risk.....	8
Step 2: Plan for what you will do	9
1. When to leave	10
2. Where will you go?	11
3. What do you need to consider?	12
4. How will you get there?	13
5. What will you take with you?	14
6. What if you are in lockdown or quarantine?	17
7. What if you cannot leave?	18
Step 3: Get your home ready	19
8. Bush fire.....	19
9. Flood	22
10. Storm	24
11. Heat wave.....	26
12. COVID-19	29
13. Tsunami	30
Step 4: Be aware	32
14. Bush fire	34
15. Flood.....	36
16. Storm	39
17. Heat wave.....	40

18.COVID-19	41
19.Tsunami	42
Choosing a disaster plan.....	44
Carer specific resources.....	45
20. Carer Gateway	45
21. Emergency care plan	45
22. Evacuation plan	45
23. More support	46
24. Bush fire household assessment tool.....	47
25. Bush fire survival plan	47
26. Assist Infirm Disabled and Elderly Residents (AIDER).....	47
27. Fires near me website and app.....	47
28. Translated fact sheets	48
SES resources.....	49
29. Home emergency plan	49
30. Community language resources	49
31. Hearing impairment resources	49
32. Vision impairment resources.....	49
33. Mobility impairment resources.....	49
Red Cross resources	50
34. RediPlan	50
35. Get prepared app	50
36. First aid app	50
NSW Health resources	51
37. Heat wave.....	51

38. COVID-19	52
Additional resources.....	53
39.Emergency Plus App.....	53
40.Person-Centred Emergency Preparedness Toolkit	53
41.Physical Disability Council of NSW.....	53
42.EMBER	53
43. Meals on Wheels	54
44. Accommodation	55
45. Animal assistance.....	55
46. Clean up and waste removal.....	56
47.Charities.....	56
48.Centrelink.....	57
49.Financial help	57
50.Helping others	58
51.Insurance	58
52.Legal advice	58
53.Medications	58
54.Mental health support	59
55. Motor vehicle stamp duty relief	59
56.Recovery Centres	60
57. Rental properties	60
58. Replacement documents.....	60
59. Stamp duty relief	61
60. Support Services.....	61
61.Tax and superannuation.....	61
Appendix A: Go kit checklist (Carers NSW)	66
Appendix B: Emergency care plan (Carer Gateway).....	63

Appendix C: Evacuation plan (Carers NSW).....	77
Appendix D: Evacuation checklist (Carers NSW).....	83
Appendix E: Resources list.....	85
Resources list	86

*Click on a Table of Contents subject
to go directly to the specific page.*

Introduction

[Carers NSW](#) has developed this handbook and the training module 'Caring through Crisis: Disaster planning' to support carers through natural disasters. We understand every situation is unique, so please utilise the information that you feel is relevant for your caring role and situation.

The handbook provides general information on disaster planning: understanding your risks, knowing what can be done before, during and after a disaster, and knowing who can assist.

If you need support with your caring role, visit [Carer Gateway](#) or call **1800 422 737** weekdays, 8am till 5pm. Emergency respite is available through this same number, 24 hours a day, 7 days a week. Carer Gateway is a national support service funded by the Australian Government. It offers tailored supports and services for carers to help manage challenges, reduce stress and plan ahead.

Before we begin, some of you have lived through a natural disaster. This may have impacted on you, the person you support, your family and your community.

*This handbook may trigger some difficult memories. If you are feeling overwhelmed, contact Lifeline 24 hours a day, 7 days a week, on **13 11 14**.*

Get ready for disasters

The frequency and severity of natural disasters is increasing in Australia. We are expected to experience more bush fires, floods, storms, and heat waves in the future. Being prepared can save lives and help you and your family make better decisions in a disaster.

The [NSW Reconstruction Authority](#) facilitates disaster prevention, preparedness, recovery, reconstruction, and adaption to natural disasters. Their role is to help NSW face future natural disasters before they occur and recover quickly when they do.

The [NSW Rural Fire Service](#) (NSW RFS) is the lead agency for bush fires in NSW. They provide emergency assistance, fire information, hazard reduction activities, prevention strategies and tools to help you address your personal risk.

[NSW State Emergency Service](#) (NSW SES) provides emergency assistance for floods, storms, and tsunamis. Visit the website to assess your local risks, plan and prepare for these emergencies, manage during bad weather and recover after an event.

[NSW Health](#) works with partner agencies to prepare, prevent, respond to, and recover from emergencies and major incidents like natural disasters, weather events, man-made emergencies, infectious diseases, food safety threats, chemical and radiation emergencies.

[Australian Red Cross](#) has a range of resources to help people prepare for, respond to, and recover from emergencies. The RediPlan to help you reduce the impact of emergencies that causes disruption or stress in your life, like natural disasters, falls, unexpected hospital stays, car accidents or serious illness.

These resources will be explored in more detail, along with resources tailored for specific audiences including carers, people living with a disability and older people living alone.

Step 1: Know your risk

Think about the area you live in and the types of disasters that could affect you or may be common in your local area. You may live in an area surrounded by bush, close to grasslands or near the coast. You may live in a low-lying area, near a creek or a major storm water drain.

To know more about the history of fire, flood, storm, and disasters in your area you may want to talk to family, friends and neighbours who live nearby. Your local library, visitor centre and emergency services are also a great source of information.

Councils play a vital role in managing emergencies and are a trusted and important source of information for local communities. With 128 local councils in NSW, [Council Links](#) can help you find your local council. Each council has different resources and strategies in place to address their specific risks, for example:

[Armidale Regional council](#) has an [Emergency Services](#) page, which provides local emergency service contact details, health and safety advice and bushfire recovery resources.

[Hawkesbury council](#) has a [Disaster and Emergency Dashboard](#) which provides live, accurate updates on road conditions, weather warnings, fire incidents, power outages, flood alerts, bush fire alerts and school closures, all in the one location.

[MidCoast Council](#) has a range of resources for [Emergencies](#), including their emergency management plan and information on the Get Ready resource, fire, storm, flood, tsunami, earthquake, injuries, power and communication failures, road closures, and bushfire recovery.

[Shoalhaven City Council](#) has information on [Emergencies](#), including key contact details, the Get Ready resource, local road closures, and support for people impacted by the 2019-20 bushfires.

NSW Rural Fire Service helps you [know your risk of bushfires](#), whether you live on bushfire prone land and what to expect if you are surrounded by bush, live near grasslands, paddocks or near the coast.

NSW State Emergency Service helps you [know your risk of flooding](#), [know your risk of storms](#), and [know your risk of tsunamis](#).

Step 2: Plan for what you will do

Sit down and talk with your family about what you will do if a disaster affects your area. Just remember disasters do not always happen while you are at home. Think about the different directions your family go for the day.

Your family members may be at home, a day centre, an aged care facility, supported accommodation, school, day care, work, on holidays or in multiple different locations. You may also have companion animals or pets at home.

Consider the disaster events you may face and the impacts they may have on you, people you care for and animals in your care. There may be road closures, property damage, loss of electricity, water, and sewerage services.

You may lose phone, internet, or mobile phone coverage. There may be limited access to essential food, medicines, medical facilities, supermarkets, and petrol stations.

In a fire, leaving early is the safest option. Only stay and defend if you are well prepared. The RFS has a [discussion guide](#) and [bush fire survival plan](#).

In floods, storms and tsunamis, the safest place for you is away from the hazards. The SES has a [home emergency plan](#) to help understand your risk, act early, plan and prepare.

In the unlikely event of a tsunami, you need to move to higher ground. The SES has [tsunami evacuation areas](#) and [information](#) on warnings, local risk and what to do before, during and after.

In a heatwave it is important you prepare early and protect yourself. NSW Health has advice on how to [beat the heat](#), including ways to prepare your home, recognising heat stress and useful resources.

In a pandemic like COVID-19 it is important to know your risk and what to do. NSW Health has [information](#) on vaccinations, public health alerts, safety advice and what to do if you are unwell.

As a family, it is good to decide when to leave, where you will go and how you will get there. You will need a back-up plan in case there are road closures or the place you are going to is no longer safe.

1. When to leave

Consider how safe it will be if you stay and how disruptive it will be if you leave. Will you be able to get the services and supports you need elsewhere? How much time will it take to get going?

People with high care needs, the elderly, children, and animals should be moved away from danger as early as possible, well before a fire or flood arrives. Only plan to stay if you are well-prepared.

In a bush fire, you may wish to leave on a high fire day (high temperatures and strong winds), when there is smoke in your area, or when a fire is within a certain distance of your home (5km, 10km, 20km).

It is not safe to stay and defend your home if:

- There is a catastrophic fire danger rating.
- There is an extreme fire danger rating, and your home is not designed for bush fires.
- You are not mentally and physically fit and ready; or
- Your property is not well maintained.

In a flood, you may get advance warning if a river is rising. Flash flooding is harder to predict. You may want to leave well before roads become closed by water or congested. Consider what conditions will be like if you choose not to evacuate. You may be cut off from family, friends, services, and supports.

2. Where will you go?

Each event will be different. You may receive plenty of warning and be able to leave early. If events progress quickly, you simply need to move to a safer location. It helps to have options in mind.

The locations you choose should be well away from the bush in a bush fire event and well away from creeks, rivers, and waterways in a flood event.

It is a good idea to discuss your plans with the GP, service providers and relevant health care professionals' who support the person you care for.

It helps to consider which locations will be most suitable. This may help you choose the best place to evacuate to in an emergency:

You may move to a friend, neighbour, or family member's property. If so, make sure they know about your decision and that you are on your way.

Some people go to the local library, shopping centre, central business district, local sporting field, oval, park or beach.

There may be a registered club or community centre established as an evacuation centre. Evacuation centres are a temporary safe place where you can access immediate disaster assistance. Ask the SES on **132 500** in a major flood event and RFS on **1800 679 737** in a major fire event.

Carers of older people may wish to arrange [residential respite](#) in an aged care facility.

[Accessible accommodation](#) have a register of accessible accommodation in NSW. These range in price. In a flood event, consider whether the accommodation is located near the water.

Neighbourhood Safe Places are a place of last resort in a bushfire emergency, such as a sports ground or local building that is suitable. They are to be used when there is no other option available. Visit www.rfs.nsw.gov.au/nsp for your closest location.

It is important to note people will only be admitted to hospital if there is a medical need. 'I asked if I could bring my husband to the hospital. The answer was a resounding no'- Carer, Blue Mountains bush fires.

3. What do you need to consider?

Some locations may be noisy, crowded, and uncomfortable. There may be limited power, toilet facilities, food, and water. Some places may not support people with a wide range of abilities. Service animals should always be welcome, but there may be restrictions with pets.

It helps to think about any special needs you may have, especially when caring for someone with complex needs, such as:

- Do you need electricity to run medical equipment or devices? Do you have back up batteries? Are your batteries fully charged? E.g., oxygen, feeding pump, communication devices.
- Do you need equipment to safely move the person you care for into the car? E.g., ramp, handrails, hoist, wheelchair.
- Do you need access to medications or medical supplies? E.g., insulin, pain relief, wound dressings, continence products.
- Do you or the person you support have an assistance dog or companion animal?

4. How will you get there?

Consider how you will travel to your evacuation location, including which route you will take. It is best to plan alternate routes in case the road is blocked or too dangerous to drive on. There may be heavy smoke and poor visibility in a fire. There may be local flooding and flash flooding.

Do you have suitable transport available, with enough space for everyone and enough fuel? In a disaster, petrol stations may have extensive delays or even be closed.

If you rely on someone to provide transport, or to assist with helping the person in and out of the vehicle, will they be available in a disaster? You may wish to explore your options with your service provider, community transport, local taxi company, and friend, neighbour, or family member.

It is important to note emergency services may not be able to attend to individual needs in a disaster as their priority will be on reducing the community risk of the disaster.

'I heard the deputy police commissioner advising people to leave early and not expect the police to come around'- Carer, 2020 bushfires.

Transport may be a challenge that requires some alternative solutions. It helps to talk through your options with your friends, family, local community, local council, and service providers. You may need to explore other alternatives.

'I may hire an accessible van when I know there is extreme weather coming up'- Carer, South Coast bushfires.

5. What will you take with you?

It helps if the things you need are already packed and ready to go at short notice. This includes your *emergency plan*, *emergency kit*, a *go kit* (things you need for survival and recovery). You may also need an *animal kit* if you have pets. There is a sample checklist in [Appendix A](#).

When leaving home in a disaster, items to help with survival are cash, credit cards, mobile phones, chargers, food, and water. Remember to pack fresh foods and non-perishable items. You will need any medications, medical supplies, toiletries, clothing, and comfort items.

To aid recovery, it helps to have important documents for identification, insurances, registrations, and finances. Have a waterproof bag for any paperwork and valuables.

Plan to be away for between 3 and 7 days. Depending on the nature and extent of the disaster, you may not be able to return home until it is deemed safe.

'It did not occur to me that I would be away from home for so long. I could not just drop in and grab a few items when needed'- Carer, South Coast bush fires.

Emergency plan

Having an emergency plan helps you decide on and document the actions you will take to get the best possible outcome for you and your family. There are several plans available. Some address specific disaster risks and some are more general. One or more of these plans may suit you and your family:

- Bush fire survival plan (RFS),
- Home emergency plan (SES),
- RediPlan (Red Cross),
- Emergency care plan (Carer Gateway),
- Evacuation Plan (Carers NSW),
- Person centred emergency preparedness kit (PCEP),
- Health care plans E.g., Advance Care Directive, Authorised General Care Plan or Palliative Care Plan (NSW Ambulance).

Pack a copy of your emergency plan in your go kit. Save your plan to your computer or phone. Keep a copy with you and share it with your emergency contacts. Read more about these plans on [pages 44 to 45](#).

Emergency kit

An emergency kit is needed if you lose power, are isolated at home, or need to leave in a hurry. Your kit should be kept in a sturdy waterproof container and stored in a safe place. All household members should know where it is located.

Items you may wish to include:

<input type="checkbox"/> Portable radio	<input type="checkbox"/> First aid kit	<input type="checkbox"/> Candles
<input type="checkbox"/> Torch	<input type="checkbox"/> Spare batteries	<input type="checkbox"/> Waterproof matches
<input type="checkbox"/> Face masks	<input type="checkbox"/> Hand sanitiser	<input type="checkbox"/> Other:

Go kit

Consider what water, food, clothing, documents, and comfort items you need if you evacuate. It helps if the things you need are already packed and ready to go at short notice. This is called a *go kit*.

When caring for others, you may need to consider their dietary needs, mobility, communication, and health care needs.

When recovering from a disaster, you will need important documents for identification (birth certificates, drivers' licence, passports, Medicare cards, pension cards), insurances (home, car, health, life), finances (banking, tax, housing), and registration and insurance details for work and study (if applicable).

Consider having a copy of these documents in hard copy or an electronic copy on your phone (photograph), a USB stick, a hard drive or in the cloud. You may leave copies in a safe place such as with a trusted friend or family member, your solicitor, or your bank.

You may have some items packed; with a list of extra items you need to add to your go kit. Have a waterproof bag for any paperwork and valuables.

Items you may wish to include:

<input type="checkbox"/> Cash, credit cards	<input type="checkbox"/> Clothing, footwear	<input type="checkbox"/> Mobile phone
<input type="checkbox"/> Fresh food and water, non-perishable food	<input type="checkbox"/> Hearing aids, glasses	<input type="checkbox"/> Phone charger, power bank
<input type="checkbox"/> Medications, prescriptions	<input type="checkbox"/> Toiletries	<input type="checkbox"/> Toys, family games
<input type="checkbox"/> Special dietary requirements like thickened fluids, feeding tubes (add):		
<input type="checkbox"/> Medical supplies like wound or continence products (add):		
<input type="checkbox"/> Medical equipment like glucometer, oxygen therapy (add):		
<input type="checkbox"/> Mobility equipment like walking frame, wheelchair (add):		
<input type="checkbox"/> Important documents like identification, insurances, banking, housing, medical (add):		
<input type="checkbox"/> Photos, videos, valuable items (add):		
<input type="checkbox"/> Comfort items like soft toy, pillow, blanket (add):		

Animal kit

Pets and assistance animals are an important part of the family. Consider how you will move your animals and what you will need to pack. You may wish to bring the microchip number, registration papers and a photo in case the pet gets lost. It helps to have immunisation details for boarding.

Items you may wish to include:

<input type="checkbox"/> Cage or pet carrier	<input type="checkbox"/> 3-7 days food, water	<input type="checkbox"/> Can opener, spoon
<input type="checkbox"/> Muzzle, leash, lead	<input type="checkbox"/> Bowl or feed bucket	<input type="checkbox"/> Blankets, bedding
<input type="checkbox"/> Litter and tray for cats	<input type="checkbox"/> Poo bags for dogs	<input type="checkbox"/> Toys
<input type="checkbox"/> Medications, scripts	<input type="checkbox"/> Other:	

6. What if you are in lockdown or quarantine?

If you are in lock-down or in any form of isolation or quarantine for COVID-19, you must do what you need to do to protect your life in the event of a disaster. You can leave your home in an emergency, when seeking medical advice or medical supplies. If possible, wear a face mask when leaving home.

In the event you need to evacuate, go to a location where you are not placing others at risk. People are encouraged to stay with family and friends where possible. Continue with physical distancing by keeping 1.5 metres apart from people you don't live with. Wash your hands often and wear a face mask if you cannot physically distance.

NSW Health may have suitable accommodation options for people who need to self-isolate. Call the local Public Health Unit on **1300 066 055** before leaving home, where possible. There may also be an evacuation assistance hotline for people to call for advice. This number should be widely advertised in the media during a disaster event.

If you go to an evacuation centre or place of last resort, you may be asked to remain in your car upon arrival. It is important to wear a face mask (if possible) and let staff know you are under a self-isolation order or showing symptoms of COVID-19. This will give evacuation staff time to understand your circumstances and determine where you can stay.

7. What if you cannot leave?

Know where you will shelter if it's not safe to leave. Make sure your emergency kit contains your disaster plan and the essential items you will need for at least three days of isolation.

Step 3: Get your home ready

There are several things you can do to prepare for a disaster, such as general home maintenance and checking your insurance policy is current and adequate. It is important to stay updated in a disaster as things can change quickly. Listen to your local radio station for fire, weather, and health warnings.

When you decide to leave, turn off your power, gas, and water at the mains. Lock your home securely, grab your emergency kit, go kit and animal kit (if needed). There have been cases of looting in disaster affected communities, so it is best not to place signs on doors saying you have left home.

8. Bush fire

In a fire you may face strong gusty winds, intense heat, and flames, as well as thick heavy smoke. You may lose power and the water may be cut off. It may be dark and noisy.

The more you prepare, the more likely your home will survive a fire or ember attack. It will be easier for you to defend and will give you greater protection if a fire threatens suddenly and you cannot leave.

If you have any doubts about your ability to cope, leaving early is always the safest option.

NSW Rural Fire Service has these tips to [prepare your home for bush fires](#):

- Clean your gutters of leaves and twigs,
- Install metal gutter guards,
- Repair damaged or missing tiles on the roof,
- Install fine metal mesh screens on windows and doors,
- Fit seals around doors and windows to eliminate gaps,
- Enclose the areas under the house,
- Repair or cover gaps in external walls,
- Attach a fire sprinkler system to gutters,
- Keep lawns short and gardens well maintained,
- Cut back trees and shrubs overhanging buildings,
- Clean up fallen leaves, twigs, and debris around the property,

- Have hoses long enough to reach around your house,
- If you have a pool, tank, or dam, put a Static Water Supply (SWS) sign, on your property entrance, so firefighters know where to get water,
- Check and maintain adequate levels of home and contents insurance. Ensure it is up to date.

The [RFS bush fire survival plan](#) helps you plan what to do before, during and after a bush fire.

Before a fire approaches:

- Wear protective clothing like jeans or long cotton pants, a long sleeve, cotton shirt, sturdy leather shoes or boots, wide brimmed hat, eye protection goggles, gloves, and moistened facemask,
- Turn off any gas mains and gas bottles,
- Move flammable items away from the house,
- Block drainpipes with socks full of sand and fill gutters with water,
- Patrol the house and put out spot fires,
- As the fire approaches, wet the side of the house and garden that faces the fire,
- Close doors, windows, and vents,
- Fill baths, sinks, buckets, and bins with water,
- Confine pets to one room,
- Place ladder next to rook access so you can check for spot fires,
- Soak towels and lay them across external doorways,
- Move furniture away from windows.

During a fire:

- Move inside if the flames are on top of you or the heat is unbearable – it may be 5 to 10 minutes for the fire front to pass,
- Patrol the inside of the house looking for sparks and embers – remember to check the roof space,
- Shelter in a room on the opposite side of the house to the approaching fire – make sure you have clear access to an exit,

- Don't forget to drink lots of water so you do not dehydrate.

After a fire has passed:

- Check for any fire inside and outside the house,
- Make sure you check the roof cavity, under the house, deck, stairs, and windowsills,
- Check on your neighbours if it is safe to do so,
- Let family and friends know you are safe,
- Patrol your house for several hours, look for small fires and embers.

9. Flood

If you live, work, or visit a flood-prone area there are things you can do to prepare. If you are warned to evacuate, it is safest to move to a location away from the flood affected area before floodwater arrives. Staying inside a house, even one you think is high enough, may be very dangerous.

NSW State Emergency Service provides tips on what to do before, during and after a flood.

[Before a flood:](#)

- Know your risk,
- Know the heights at which your home could be affected by floodwater,
- Know the triggers, warnings, and natural signs of flooding so that you can act quickly,
- If at risk of low level flooding, [consider using sandbags](#) to protect you home,
- Be familiar with your [Home Emergency Plan](#) if you have one,
- Have a supply of fresh drinking water,
- Listen to your local radio for information, updates, and advice.

[If a Flood Warning is issued:](#)

- Stack possessions, records, or equipment on benches and tables, placing electrical items on top,
- Secure objects that are likely to float and cause damage,
- Relocate waste containers, chemicals, and poisons well above floor level,
- Activate your Home Emergency Plan if you have one,
- Keep listening to your local radio station for information, updates, and advice,
- Keep in contact with your neighbours,
- Be prepared to evacuate if advised by emergency services,
- Act early as roads may become congested or close.

If an Evacuation Order is issued:

- Turn off your power, gas, and water at the mains before you leave,
- Turn off and secure any gas bottles,
- Take your pets with you,
- Never enter or travel through floodwater,
- Never let children play in floodwater,
- Keep listening to your local radio station for information, updates, and advice,
- Activate your [Home Emergency Plan](#) if you have one,
- Follow all instructions given to you by emergency services,
- For emergency help in floods and storms, call SES on **132 500**.

After a flood:

- Wait for an 'All Clear' alert from NSW SES so you know it is safe to return home,
- Check for damage to windows, walls, and the roof,
- Be cautious of potential contaminants including asbestos,
- Make sure the electricity and gas are turned off before going inside,
- Use a torch to carry out inspections inside buildings,
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to water they must be inspected by a qualified electrician before use,
- Gas appliances and gas bottles that have been exposed to floodwater should also be inspected,
- Wear suitable protective clothing, including boots and gloves, when cleaning up,
- Be aware of any slip, trip or fall hazards,
- Never eat food which has been in contact with floodwater,
- Only use clean utensils and personal items,
- Only use fresh drinking water.

10. Storm

Storms can happen anywhere, any time of the year. You may experience thunder, lightning, hail, heavy rain, and strong winds. Strong winds can pick up large items like outdoor furniture, trampolines, and roofing iron. This can cause harm to people and property.

NSW State Emergency Service provides tips on what to do before, during and after a storm.

Before a storm:

- Maintain your yard and balcony by securing or putting away items that can blow around,
- Clean gutters, downpipes and drains regularly to prevent blockages,
- Trim trees and branches that could fall,
- Fix any damage to your roof including broken or missing tiles,
- Park your car undercover and away from trees, powerlines, and drains,
- Move indoors with children and pets,
- Unplug electrical equipment connected to main power, landline phones, and modems,
- If flash flooding is likely, leave low lying homes if it is safe to do so,
- Be familiar with your [Home Emergency Plan](#) if you have one.

During a storm:

- Stay indoors and keep away from windows,
- Stay clear of creeks, drains, causeways, gutters, fallen trees, and power lines,
- If driving, put your hazard lights on, pull over away from trees, powerlines, and drains,
- If outdoors, seek secure shelter away from drains, causeways, creeks, trees, and power lines,
- Listen to your local radio station and other media for information, updates, and advice,
- Activate your [Home Emergency Plan](#) if you have one,
- For emergency help in floods and storms, call SES on **132 500**.

[After a storm:](#)

- Keep listening to your local radio station for information, updates, and advice,
- Check your house or property for damage,
- Stay clear of creeks, drains, causeways, streams, fallen trees and power lines,
- Check to see if your neighbours need help,
- Do not visit sites in the community that have been affected by the disaster as this may hinder recovery efforts or put you and others at risk.

11. Heat wave

Heatwaves and hot weather are the disaster that affects more Australians every year. There are plenty of things you can do to keep yourself and the person you care for healthy and well in hot temperatures.

NSW Health has tips on what to do before, during and after a heat wave. [Red Cross](#) detail the signs, symptoms and treatment of heatstroke and heat exhaustion.

Before a heat wave:

- Monitor the weather, you can use the [Bureau of Meteorology Heatwave Service](#).
- Know who you will call for help,
- Know who you will check on, such as neighbours, family, friends,
- Understand how to manage your medical condition in the heat,
- Be familiar with signs and symptoms of [heat exhaustion and heat stroke](#), and what to do,
- Consider downloading the Red Cross [First Aid app](#).
- Store enough medication at the right temperature,
- Check fridges, freezers, fans, and air-conditioners work well,
- Have cool packs and make ice cubes,
- Check you have enough food and drinking water,
- Create cool rooms and cross breezes in your house,
- Protect windows from the sun by using blinds or curtains,
- Know your local cool public places,
- Have a power failure emergency kit,
- Be bushfire prepared.

During a heat wave:

There are lots of things you can do to stay cool, stay hydrated and keep yourself and others safe.

To keep cool:

- Drink cold drinks and eat cold, light meals like fruit and salads,

- Wear light-coloured, loose-fitting clothes made from natural fibres like cotton,
- Plan your day and avoid being in the heat between 11am and 5pm,
- Place wet towels or cool packs on your arms or neck,
- Take cool showers or baths or put your feet in cool water,
- Do any physical activity, like exercise or chores, early in the day when it is cooler,
- If you must go outside, use sunscreen, wear a hat and sunglasses, and take water with you.

To stay hydrated:

- Drink plenty of water throughout the day, even if you don't feel thirsty,
- Check the colour of your urine – if it is pale, you are drinking enough,
- Ask your GP about how much water to drink in hot weather, especially when on fluid restrictions,
- Avoid alcoholic, sugary, or hot drinks including tea and coffee which can make dehydration worse,
- Stock your fridge with cold water and stock your freezer with ice cube trays,
- Carry water with you if go outside.

To keep your home cool:

- Shut windows, curtains, and blinds during the day,
- Open windows, curtains, and blinds at night to let in cool air and create a cross breeze,
- Use air-conditioning set to cool or fans if you have them,
- Spend time in the coolest area of your house (often on the ground floor on the south side),
- Use your stove and oven as little as possible.

Spend time in cool places like:

- Air-conditioned public buildings: museums, art galleries, libraries, and shopping centres,

- Outdoor places that have plenty of shade like parks with tree shade or shelters,
- Your local pool, water playground or splash park,
- Local waterways with shade like rivers, lakes, streams,
- If you visit public places, be sure to keep 1.5 metres apart, wash your hands often and wear a face mask if you can't physically distance.

Take care of others:

- Keep in daily contact with relatives, neighbours, and friends, especially those living alone,
- If visiting is a risk, check in virtually by phone, text, or video call,
- Make sure their house is prepared, they know what to do, and how to seek help if unwell,
- Take particular care to keep children cool and encourage them to drink,
- Never leave babies, children, or animals alone in a car even if the air-conditioner is on.

Keep food safe:

- Properly store food that needs refrigeration,
- Defrost foods in the fridge, not on the kitchen bench,
- Understand how to [keep your food safe](#) if the power goes off.

[After a heat wave:](#)

- Continue to drink plenty of fluids,
- Take time to rest and recover,
- Contact your GP if you feel unwell,
- Open windows and doors to let your house cool down,
- Contact family and friends to see if they need help,
- Think about changes you could make in your home to be more comfortable in future heat waves.

12. COVID-19

Some specific risks to consider during COVID-19 include being isolated at home for a long time; you or the person you support developing symptoms; you or the person you care for contracting COVID-19.

You may wish to plan for these scenarios and put steps in place so you and the person you care for receives the services and supports you need.

Planning may include how you will stay in touch, pay the bills, source food and essential items, take care of your physical and mental health, access medical care and supplies, travel safely and access important services and supports for the person you care for.

Carers NSW has a 'Caring through Crisis: COVID-19' handbook with relevant information for carers, which can be downloaded [here](#).

The Queenslanders with Disability Network has been working with a team at The University of Sydney to prepare a [comprehensive guide](#) to help people with disability to get the facts about Coronavirus (COVID-19) and make a plan for how they will manage the impact of the situation.

13. Tsunami

A tsunami is a series of waves generated by several causes including a large earthquake, volcanic eruption, coastal landslide, or meteor impact.

There have been over fifty recorded incidents of [tsunamis affecting the Australian coastline](#) since European settlement. Most of these tsunamis have resulted in dangerous rips and currents rather than land inundation (flooding). The chance of a tsunami in NSW is very low, but it is important to be prepared.

Always act early on warning advice as there can be a very short time between a tsunami forming and tsunami warnings. There may be more than one wave, so **do not** return to the evacuation zone until authorities have given all clear.

NSW State Emergency Service provides tips on what to do before, during and after a tsunami.

[Before a tsunami](#)

- Know your risk,
- Know the natural warning signs – you may feel the earth shake, see the ocean drop and hear an unusual roaring sound from the ocean,
- Know the [official tsunami warnings](#) and be ready to act early – tsunami watch, tsunami warnings, no threat bulletins and tsunami cancelations,
- Check your [Home Emergency Plan](#) is up to date if you have one,
- Know the [tsunami evacuation areas](#) where you live, work and travel to – these maps show where to go.

[During a tsunami](#)

If you are near the sea, ocean and foreshore and there is a threat:

- get out of the water and move to higher ground.
- boats near the shore should be returned and securely moored.
- boats in deep water and offshore should stay there.
- do **not** go to the coast to watch the tsunami.

If you are in a low-lying area and there is a threat of water inundation onto land:

- move away from the foreshore area to the [tsunami evacuation areas](#),
- move to higher ground, at least 10 metres above sea level or 1 kilometre inland,
- only take essential items with you,
- walk to safety, if possible, there may be traffic jams,
- do **not** go to low lying or foreshore areas to watch the tsunami,
- boats outside harbours, rivers and estuaries should move to deeper water.

For emergency help in a tsunami, call SES on **132 500**.

[After a tsunami](#)

- There may be more than one wave,
- The second wave may be bigger, and it may not be safe for up to 24 hours,
- There may be disruptions to power, sewage, and communications,
- There may be lots of emergency services in the area,
- Check yourself for injuries and seek first aid if you can,
- Help others if you can,
- If you need emergency assistance, contact emergency services,
- If you are in a safe location and do not need immediate attention, stay there until emergency services find you,
- Do **not** visit sites in the community that have been affected by the disaster,
- Look for and report damaged or fallen powerlines, or other utilities to the relevant authority,
- If your property is damaged, take notes and photographs for insurance purposes,
- If your rental property is damaged, contact your landlord and your contents insurance company.

Be aware of health and safety if you are caught in a tsunami area after a tsunami has had impact – there may be debris and potentially casualties.

Step 4: Be aware

It is important to be aware of what is happening around you and stay informed. This includes listening to trusted sources, being familiar with the danger ratings and knowing when an alert has been issued.

Official advice can change quickly, so it is important to stay on top of the restrictions and guidelines in your local area.

ABC is the official emergency broadcaster in Australia. Their local radio stations remain on air during natural disasters to continue broadcasting emergency warnings and alerts relevant to the area.

Other sources of information may be the Bureau of Meteorology (BOM) website, the NSW Rural Fire Service (RFS), the NSW State Emergency Service (SES), trusted pages on Facebook or Twitter or Instagram, smart phone apps, family, friends, and neighbours.

Electricity supply is not guaranteed during emergencies and networks for mobile phones may fail due to overuse. It helps to have a battery-operated radio in case you lose internet and mobile phone coverage.

- In life threatening situations call **000**,
- For major bushfire updates, call NSW RFS on **1800 679 737**,
- For emergency help in flood, storms, tsunamis, call NSW SES **132 500**,
- For weather updates, flood warnings, visit [Bureau of Meteorology](#),
- For live updates on local traffic conditions, road closures, visit [Live Traffic NSW](#),
- For updates on power outages, contact your local energy provider,
- For information on [heatwaves](#) or [COVID-19](#) visit NSW Health,
- For live radio updates, tune into your local ABC Radio Station, find the frequency [here](#),
- For school closures, and support for students and staff, visit NSW Education [school safety](#).

Emergency alerts

During an emergency, you may receive a warning (emergency alert). The national telephone database is used by emergency services to send voice messages to landlines and text messages to mobile phones.

Warnings are sent to people in a defined area. The warning message will provide information on the current emergency, what action to take and where to find further information.

The key thing to remember is **do not wait** for a warning:

- Some fires start and spread quickly,
- There may not be time for a warning,
- Some fires or floods will not be dangerous enough for a formal warning,
- Your landline may be busy, or you may not answer the phone,
- The power may be out; the landline may not work for people on NBN,
- Your mobile phone may be switched off, have no battery, or coverage.

14. Bush fire

Fire danger ratings

The [fire danger ratings](#) system helps you understand the consequences of a fire, if one was to start.



- In a **low-moderate fire danger** rating, review your bush fire survival plan with your family, stay informed and monitor conditions. Be ready to act.
- In a **high fire danger** rating, review your bush fire survival plan with your family, keep yourself informed and monitor conditions. Be ready to act.
- In a **very high bush fire danger** rating, review your bush fire survival plan with your family. Stay informed and monitor conditions. Be ready to act.
- In a **severe fire danger** rating, leaving early is the safest option. If you choose to stay, you need to be physically and mentally prepared.
- In an **extreme fire danger** rating, only consider staying and defending if your home is well prepared to the very highest level and is specially built to survive a bush fire. If you are not prepared, leave early.
- A **catastrophic fire danger** rating is as bad as it gets. No homes are built to withstand a fire in these conditions, so you should leave early.

Stay informed

- Check the [Hazards Near Me page](#) for current incidents,
- Download the Hazards Near Me app [for IOS devices](#) or [for android devices](#),
- Listen to local media – ABC is the national emergency broadcaster in Australia,
- Check social media such as [NSW RFS Facebook](#) and [NSW RFS X](#), (previously Twitter),
- Call the Bush Fire Information Line on **1800 679 737**,
- You may receive an [emergency alert](#) on your phone.

Contact the national Relay Service if you are deaf or hard of hearing:

- TTY users' phone **1800 555 677** then ask for **1800 679 737**,
- Speak and Listen users' phone **1800 555 727** then ask for **1800 679 737**,
- Internet relay users connect to the NRS then ask for **1800 679 737**,
- To report a fire or emergency (TTY users only), access **TTY 106**.

15. Flood

Alert levels

Alerts for flooding have been simplified in NSW. There are three levels of flood alerts to match the current bushfire warnings.



Advice: Stay up to date in case the situation changes.



Watch and Act: Conditions are changing. You need to start acting now to protect you and your family.



Emergency Warning: You may be in danger and need to take immediate action. Any delay now puts your life at risk.

Flood warnings

Always follow the official warnings for the safest actions to take and [know the official warning products](#):

- **Stay Informed** - Advice warns a community that flooding has started. It provides information on likely flood consequences and what actions people should take.
- **Do Not Enter Floodwater** - Watch and Act warns that a flood situation is becoming more serious. It instructs people not to drive, walk, ride, play or swim in floodwater. It is dangerous, toxic, and may void car insurance.
- **Prepare to Isolate** - Watch and Act warns people they are likely to become isolated by rising floodwater. They should stock up on essential items before roads and evacuation routes close.
- **Prepare to Evacuate** - Watch and Act warns people to prepare to evacuate so they can act quickly if needed. Flooding is likely to cut evacuation routes and potentially inundate property.

- **Evacuate Now/Before** - Emergency Warning warns that lives and properties are at risk due to dangerous flooding. People need to evacuate an area immediately or when instructed by emergency services. People are advised what to do and where to go.
- **Shelter Now** - Emergency Warning warns people that it is too late to leave a flooded area safely as evacuation routes are likely to be cut off. People should instead seek shelter inside a sturdy raised structure or building that can be safely accessed and call for help if needed. •
- **Move to Higher Ground** - Emergency Warning warns people that rising floodwater is making it unsafe to evacuate an area. People in the impacted area should move away from floodwater, as high above ground as possible and call for help if needed.
- **Avoid the Area** - Watch and Act warns people a specific area is unsafe due to dangerous flooding and should be avoided until further notice.
- **Reduced Threat: Return with Caution** - Advice advises evacuated communities they should take care when returning to flood impacted areas as damage can be widespread and dangerous. People must be cautious and ensure their property is safe before re-entering.
- **Monitor Conditions** - Advice advises people that the flood threat has eased but they must remain vigilant and consider potential hazards like damage to roads, bridges, and infrastructure.

Stay informed.

To find out about floods near you:

- You may listen to the local ABC radio station (national emergency broadcaster),
- You may be notified by phone – evacuations (landline, mobile),
- You may check the SES website,
- You may follow your local SES on Facebook or Twitter,
- Family, Friends, Neighbours,
- Service provider may call you.

There are several ways you might hear about the need to evacuate including:

- Doorknock by SES or Police,
- Automated telephone and/or SMS,
- Radio stations (ABC is national emergency broadcaster),
- Following your local SES on Facebook or Twitter,
- Family, Friends, Neighbours.

If you are deaf or have a hearing or speech impairment, contact the National Relay Service, and give **132 500** as the number you want to call to contact NSW State Emergency Service.

16. Storm

Storm warnings

The Bureau of Meteorology (BOM) alerts communities to the threat of storms via [Severe Weather and Severe Thunderstorm Warnings](#).

Warnings are issued when severe weather is occurring or expected to develop or move into an area. The warnings describe the area under threat and expected hazards. Warnings are issued with varying lead-times, ranging from an hour or two to 24 hours or longer.

Severe Weather Warnings are issued for:

- Sustained gale force winds of 63 km/h or more,
- Wind gusts of 90 km/h or more,
- Very heavy rain that may lead to flash flooding,
- Abnormally high tides (or storm tides) expected to exceed highest astronomical tide,
- Unusually large surf waves expected to cause dangerous conditions on the coast,
- Widespread blizzards in Alpine areas.

Severe Thunderstorm Warnings are issued for:

- Large hail (2cm in diameter or larger),
- Damaging wind gusts (generally wind gusts exceeding 90 km/h),
- Heavy rainfall which may cause flash flooding,
- Tornadoes.

Stay informed

Warnings are issued to media outlets and are available on the [Bureau of Meteorology](#) website. Please note storms are unpredictable and you may not always receive an official warning.

17. Heat wave

Heatwaves or extreme heat events are times of abnormally hot weather lasting several days. It is based on the three-day forecast minimum and maximum temperatures, compared to historical temperatures over the last 30 days, for a particular location.

Warnings are issued to media outlets. You can monitor the weather using the [Bureau of Meteorology's Heatwave Service](#).

18. COVID-19

Official advice can change quickly, so it is important to stay on top of the restrictions and guidelines in your local area.

You can visit the websites below or call the National Coronavirus Helpline on **1800 020 080** (or the National Relay Service on **1300 555 727**) for advice.

- The [Australian Government Department of Health](#) website has daily updates, Frequently Asked Questions (FAQs), the latest news, current facts and figures, travel advice and contact details.
- The NSW Government has [translated and easy to read resources](#) on COVID-19 as well as the latest [travel guidance](#).
- The NSW Department of Health website provides the latest information on [what you can and can't do under the rules](#).
- The NSW Department of Communities and Justice have [information for seniors, people with disability and carers](#) on their website.
- To check for symptoms and whether you need to seek medical advice, healthdirect Australia has developed a [COVID-19 Symptom Checker](#).

19. Tsunami

Tsunami warnings

Tsunami Warnings will tell you whether the tsunami is likely to affect the sea, ocean, or immediate foreshore; cause land inundation (flooding) of low-lying coastal areas or pose no threat to an area.

Marine and immediate foreshore threats warn people of potentially dangerous rips, waves, and strong ocean currents with the possibility of only some localised overflow onto the immediate foreshore.

Land inundation threats warn people in low-lying coastal areas of major land inundation, and flooding, dangerous rips, waves, and strong ocean currents in the marine environment.

Know the [official tsunami warnings](#):

- **No threat bulletin** is issued if the risk has been assessed, and there is no tsunami threat.
- **Tsunami watch** will advise people a tsunami threat may exist and look out for further updates.
- **Tsunami warning** will advise people a tsunami threat does exist, the level of threat and action to take.
- **Tsunami Warning Cancellation** is when the threat has passed. Or a tsunami didn't eventuate. The Bureau will issue a cancellation. The SES will advise when it is safe to return home.
- **National Tsunami Warning Summary** is used to provide the public, media, and emergency authorities with the status of tsunami warnings.

Stay informed

Warnings are be issued by the [Joint Australian Tsunami Warning Centre](#). Media outlets across Australia work with the Bureau of Meteorology to inform the public in the case of a tsunami event.

Step 5: Look out for each other.

Look out for your neighbours, friends, and family. You may be able to work with them to identify any hazards on your properties that could cause damage in a fire or a storm. Check you have their contact details handy. Share your plan with friends and family to ensure everyone is on the same page.

If you do need to evacuate, you can let your family and friends know you are safe by registering online with Red Cross's Register Find Reunite [here](#).

Choosing a disaster plan

There are several emergency or disaster plans that may suit your individual circumstances. We are going to look at some of them on the following pages.

Topic	Plan	Description
Fire	RFS Bush fire survival plan page 47	RFS has an online tool that asks a series of questions. The plan can then be downloaded, emailed, or printed.
Flood, storm, or tsunami	SES Home emergency plan page 49	SES has an online tool that asks a series of questions. The plan can then be downloaded, emailed, or printed.
General emergency	Red Cross RediPlan page 50	Download, complete and print; or install the app
Carer emergency	Carer Gateway Emergency Care Plan page 46	Carer Gateway has an emergency care plan and emergency card that can be downloaded, printed, and completed. See Appendix B .
Evacuation	Carers NSW Evacuation plan page 46	Carers NSW has an evacuation plan, evacuation checklist and go kit checklist that can be downloaded, printed, and completed. See Appendix A , C , D .
Person living with a disability	Person Centred Emergency Preparedness Toolkit page 52	These resources have been designed for service providers to facilitate discussions with clients about emergency preparedness. It supports engagement with formal and informal supports in the local community.
	Physical Disability Council of NSW I'm Okay toolkit. page 52	These resources and tools support people with a disability to develop emergency ready individual plans.
	EMBER program page 53	Simple, easy to understand resources including an app, communication board, checklists, videos, and podcasts.

Carer specific resources

20. Carer Gateway

Carer Gateway is a national support service funded by the Australian Government. It offers tailored supports and services to help carers manage challenges, reduce stress and plan ahead.

If you need support with your caring role, visit the Carer Gateway or call on **1800 422 737** weekdays, 8am till 5pm. Emergency respite is available 24 hours a day, 7 days a week through this number as well.

Visit www.carergateway.gov.au for online supports.

21. Emergency care plan

Sometimes carers will face an emergency where they are unable to provide care to the person they support. It may be an injury, illness, or unexpected event related to family, work, or study.

An emergency care plan helps you record all the information about the person you care for in one place, so you can get it quickly and easily.

Carer Gateway has advice on [planning for emergencies](#) and a template you can use for your own plan if needed. See [Appendix B](#). For more help with emergency planning or emergency respite call **1800 422 737**.

22. Evacuation plan

Most emergency plans help you plan what to do if you need to evacuate. Our experience tells us living through a disaster is more complicated when you care for someone, especially someone with complex needs.

Having an evacuation plan helps you stay in control. It can complement any bush fire, flood, or emergency plan you may have in place.

Carers NSW have an Evacuation Plan that considers your needs as well as the person you support. It has information on what to pack, where to go, how

to get there and who can help. There is a one-page checklist on what to do and a one-page checklist on what to pack. You may want to keep the checklists somewhere handy, so you have a quick summary of what to do.

There is an evacuation plan in [Appendix C](#), a go kit checklist in [Appendix A](#) and an evacuation checklist in [Appendix D](#).

23. More support

If you or someone you care about is in immediate danger, please call **000**.

Older people and their carers can contact:

- Older Persons Advocacy Network **1800 237 981** (daily 6am -10pm),
- My Aged Care **1800 200 422** (weekday 8am-8pm, Saturday 10am-2pm),

People living with mental illness and their carers:

- NSW Mental Health Line **1800 011 511**,
- Lifeline **13 11 14**,
- Suicide Call Back Service **1300 659 467**,

People with disability and their carers:

- Disability Information Helpline **1800 643 787** (weekdays 8am-8pm, weekends 9am-7pm),
- National Relay Service **1800 555 660** if you are hard of hearing, deaf, deaf/blind, or speech impairment,
- For people receiving services and supports through the National Disability Insurance Scheme (NDIS), contact your service provider.

Young carers can contact:

- Kids Helpline **1800 551 800**,
- Young Carer Program, Carers NSW **02 9280 4744** (Mon-Fri, 9am-5pm),

All carers can contact:

- Carer Gateway **1800 422 737** (weekdays 8am 5pm; any time for emergency respite).

RFS resources

The NSW Rural Fire Services can help you assess your bush fire risk, learn how to prepare for a bush fire, identify who can help, know how to stay informed and create your own bush fire survival plan.

Stay informed by calling the Bush Fire Information Line on **1800 679 737**, following @NSWRFS on Twitter, liking @nswrfs on Facebook or visiting www.rfs.nsw.gov.au.

24. Bush fire household assessment tool

Evaluate your bush fire risk by visiting [here](#). This online tool looks at your location, equipment, and capacity to fight a bush fire. This assessment helps you make an informed decision when making your bush fire survival plan.

25. Bush fire survival plan

If you and your home are well prepared, you stand a better chance of surviving a bush fire. Download simple steps to making a bush fire survival plan [here](#) and discuss with your family. Complete your bush fire survival plan [here](#).

26. Assist Infirm Disabled and Elderly Residents (AIDER)

The AIDER program is a free service to help people clear gutters, trim branches, remove debris and mow long grass. Visit [here](#) or call **02 8741 4955** if you live on bush fire prone land and need assistance.

27. Fires near me website and app

The [Fires near Me website](#) has information and warnings about bush fires and other incidents attended by the NSW RFS.

A mobile application (app) from the NSW RFS on iOS and Android is available to help you stay up to date on bush fires in your area. [Click here](#) to download for iOS devices. [Click here](#) to download for Android devices.

28. Translated fact sheets

A range of RFS resources and information have been translated into common community languages including Arabic, French, German, Greek, Hindi, Italian, Korean, Simplified Chinese, Traditional Chinese, Spanish, Tagalog, and Vietnamese. Visit [here](#) to read more.

If you do not speak English well, you can call the Translating and Interpreting Service on **13 14 50** and ask them to contact the Bush Fire Information Line on **1800 679 737** to interpret for you.

SES resources

The NSW State Emergency Service can help you [know your risk of flooding](#), [know your risk of storms](#), and [know your risk of tsunamis](#) and plan ahead for these events. Stay updated by calling **132 500**, following @NSWSES on Twitter, liking @NSW.SES on Facebook or visit <https://www.ses.nsw.gov.au/>.

29. Home emergency plan

SES has an online tool to help make a [home emergency plan](#) to prepare for, respond to and recover from flood, storm, and tsunami. You can email your completed plan or download a pdf or word version.

30. Community language resources

The NSW SES has flood and storm resources translated into many community languages. Audio resources, postcards, guides, and facts sheets located [here](#).

If you do not speak English well, call the Translating and Interpreting Service on **13 14 50** and ask them to contact SES on **132 500** to interpret for you.

31. Hearing impairment resources

NSW SES have [FloodSafe](#), [StormSafe](#) and [TsumaniSafe](#) resources for people who are deaf or hearing impaired, including AUSLAN translation videos.

32. Vision impairment resources

NSW SES have [FloodSafe](#), [StormSafe](#) and [TsumaniSafe](#) resources for people who have low or no vision, including audio messages.

33. Mobility impairment resources

NSW SES have [FloodSafe](#), [StormSafe](#) and [TsumaniSafe](#) resources for people with limited mobility.

Red Cross resources

34. RediPlan

The [Red Cross RediPlan](#) is a free disaster preparedness guide with helpful hints and strategies on how to prepare for disasters and make your emergency plan.

There is an easy English version, videos in AUSLAN, and guides for older people, people with a physical disability, people with chronic illness, parents, and children. This includes [The Pillowcase Program](#), which encourages children to be active participants in their own emergency preparedness.

35. Get prepared app

[Get Prepared](#) is an app to help you connect with your key support people, accomplish simple tasks to make you safe and protect the things that matter most to you.

The app can be downloaded for iOS [here](#) or for Android [here](#).

36. First aid app

The [First Aid App](#) gives you instant access to the information you need to handle the most common first aid emergencies. The app is interactive and has simple step-by-step advice.

The app can be downloaded for iOS [here](#) or for Android [here](#).

NSW Health resources

37. Heat wave

Heatwaves or extreme heat events can have serious impacts on people's health, which is why NSW Health has a range of resources to help you prepare early, plan ahead and [beat the heat](#).

There is advice for [preparing yourself and your home](#) and [staying healthy in the heat](#), including how to manage the [heat and COVID-19](#).

You may be interested in learning who is [most at risk](#) of heat related illness, how to take care of [babies and children](#), and recognising the signs of [heat related illness](#). Use the [urine colour chart](#) to see if you are drinking enough.

Community language resources

The Multicultural Communities Council has translated several heat wave resources.

A booklet on [how to keep someone healthy in hot weather](#) is available for carers of people at risk. Visit [here](#) for booklets in Arabic, Simplified Chinese, Traditional Chinese, Italian, Korean, and Vietnamese.

A fact sheet on heat related illness and heat stroke is located [here](#), with brochures in Italian, Filipino, Hindi, Greek, Spanish, Korean, Simplified and Traditional Chinese, Vietnamese, and Arabic.

A fact sheet on beat the heat health tips for a safe season is located [here](#), with brochures in Arabic, Traditional Chinese, Simplified Chinese, Croatian, Dari, Greek, Farsi, Korean, Hindi, Spanish, Italian, Somali, Tamil, Turkish and Vietnamese.

38. COVID-19

NSW Health is a trusted source for advice on the COVID-19 pandemic, including [what you can and can't do under the rules](#), the [latest COVID news and updates](#) and the location of COVID testing clinics.

There are [facts sheets and brochures](#) on hygiene, personal protective equipment, staying safe, testing, contact tracing, people living with chronic disease, seniors and older adults.

Read about the rollout of the [COVID-19 vaccinations](#) in NSW.

Visit [here](#) for Aboriginal health resources, including brochures and videos on testing, gatherings, travel, and keeping our communities healthy.

There are [easy read resources](#) and [videos](#) on contact tracing, testing, isolation and transmission, pregnancy, AUSLAN, mental health and translated resources.

There are resources designed specifically for [kids](#) here.

Community language resources

NSW Health has COVID-19 fact sheets and posters available in [55 community languages](#).

There are a smaller number of translated resources available on [specific topics](#) like close contacts, symptoms, isolation, chronic diseases, palliative care, mental health and support.

Additional resources

39. Emergency Plus App

In an emergency, time and location accuracy are critical. The 'Emergency +' app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

Read more [here](#).

40. Person-Centred Emergency Preparedness Toolkit

The Person-Centred Emergency Preparedness (PCEP) tool is designed for use by community health and disability providers to enable emergency preparedness in others.

The PCEP toolkit can be used to facilitate discussions with clients about emergency preparedness. This helps people with disability and with chronic health conditions to plan, reduce the impact of a natural disaster and improve recovery after an event.

Click [here](#) to access the website and resources.

41. Physical Disability Council of NSW

I'm Okay is a website created by the [Physical Disability Council of NSW](#) to build the capacity of people with a physical disability to respond to an emergency.

It has practical information and tips to help people prepare for fires, bush fires, storms, and personal safety. Read more [here](#).

42. EMBER

The EMBER program teaches individuals living with disability to prepare for bushfires and other natural disasters. It uses simple language, formats, and resources to build confidence in what to do when there is an emergency.

Click [here](#) to access the resources, including an app, communication board, easy to read checklists, videos, and podcasts.

43. Meals on Wheels

NSW Meals on Wheels has an ACT! Emergency readiness discussion tool to help care providers have discussions with older people living alone.

The ACT! Discussion tool guides chats about emergency preparedness. This helps older people plan, reduce the impact of a natural disaster, and improve recovery after an event.

Read more [here](#).

Recovery from a disaster

There are several resources available to support people affected by floods, storms, bushfires, and other emergencies. They help address immediate and short term needs for individuals, households, businesses, and industry sectors.

Service NSW provides a single point of contact for individuals, households, and businesses, available over the phone, online or in-person. The support will vary depending on your personal circumstances. Don't rule yourself out. You may be eligible for help you have not considered. There may also be recovery support centres and disaster welfare assistance points established following a major disaster event.

For help phone Service NSW on **13 77 88** or visit www.service.nsw.gov.au for locations of Service NSW centres and Mobile Service Centres.

44. Accommodation

Evacuation centres are a temporary safe place where you can access immediate disaster assistance. Check with the State Emergency Service for current evacuation centres in a major flood event and Rural Fire Service in a major bush fire event.

Once the disaster has passed, it may still be dangerous to return home. It is best to wait for your local council, RFS or SES to advise it is safe to return.

For emergency temporary accommodation, contact the Department of Housing Contact Centre on **1800 422 322**. Airbnb may have free emergency accommodation. Visit Airbnb.org to learn more.

Additionally, the [Accessible Group](#) are helping people to source accessible emergency accommodation.

45. Animal assistance

The RSPCA has advice on how to prepare your pets in case of emergency. Read more [here](#). If you find an injured animal, call RSPCA, Animal Welfare League, or the local police station.

If there is a stray, trapped or injured animal in an active fire or flood zone, [RSPCA NSW](#) may be able to assist. Call on **1300 278 358**.

[Local Land Services](#) coordinates help for animals affected in an emergency, including livestock, companion animals and wildlife, in close consultation with agencies like the [RSPCA](#), and [WIRES](#). For emergency animal welfare support, like food or water, call Local Land Services **1800 814 647**.

46. Clean up and waste removal

Service NSW and your local council will be able to provide local advice on clean up and waste removal following a major disaster event. The Council may waive the levy for waste disposal during this time.

The priority will be ensuring roads are accessible, making places safe for people to return, helping people with the clean-up and waste removal.

For clean-up assistance, you may also call your insurance company or the Insurance Council of Australia on **1800 736 621**. If your home is not insured, call the Public Works Advisory on **1800 885 539**.

47. Charities

Charities play a vital role in disaster and emergency recovery in Australia. For example:

[Foodbank](#) provides essential supplies to first responders, emergency services, and affected communities. Foodbank does not provide food directly to the community. They work in partnership with charities and schools to distribute the food to where it is needed most.

The [Red Cross](#) has a range of resources to support people in responding to a disaster and recovering from a disaster, such as advice on helping others, dealing with stress, coping with a major personal crisis, looking after yourself and your family, and resources for parents and caregivers.

[The Salvation Army](#) may be able to offer financial assistance, emotional wellbeing, and support services. For information, referrals and advice, call **1300 662 217** or email sal.disasters@salvationarmy.org.au

[St Vincent de Paul Society](#) may be able to offer food and grocery vouchers, clothing and blankets, financial assistance, and emotional support. Call **13 18 12** to get in touch with your local St Vincent de Paul Society.

48. Centrelink

For people receiving Centrelink payments, you may need to notify Centrelink about any changes in your personal circumstances. You may be in temporary accommodation, be unable to work or need financial support. You may need to pause debt raising and recovery activities.

If you are experiencing grief and trauma, homelessness, loss of employment, disability or health care needs you may need additional support. You can call your regular payment line and ask to speak with a social worker.

Please call:

- Centrelink Employment Services Line **132 850**
- Centrelink Families Line **136 150**
- Centrelink Older Australians Line **132 300**
- Disability, Sickness and Carers Line **132 717**
- Youth and Students Line **132 490**.

49. Financial help

As explained above, Services NSW will help you find support and financial assistance across all levels of government.

You may qualify for support if your home or essential household items have been destroyed or damaged by a natural disaster; you have limited financial resources; and no insurance. This is called the [disaster recovery payment](#).

People who can show they lost income as a direct result of the disaster event may qualify for short-term income support. This is called the [disaster recovery allowance](#).

For help phone Service NSW on **13 77 88** or visit www.service.nsw.gov.au for locations of Service NSW centres and Mobile Service Centres.

50. Helping others

It can be difficult to know how to [help people after a disaster](#), which is why Red Cross have advice on what to give, offering to raise funds and volunteering.

Donations of money are great because they allow people to make their own choices, purchase what they need and spend the money in their local community, which helps local businesses.

Donated food and goods need to be collected, cleaned, stored, and distributed which can be expensive and time consuming. Only donate food and other items if an organisation specifically asks for them.

Reconstruction NSW has more guidance on donations and volunteering [here](#).

51. Insurance

If you have a query relating to insurance, call your insurance company, or the Insurance Council of Australia may be able to assist. Phone **1800 734 621**.

52. Legal advice

[Legal Aid NSW](#) offers free legal support to people effected by disasters. They can help with insurance claims and disputes, financial hardship, Centrelink, tenancy problems, your rights at work, replacing important documents, domestic violence advice and other everyday legal problems.

For help phone **1800 801 529**.

53. Medications

Plan to take your medicines, prescriptions, and health cards with you in an emergency, but never put yourself in harm's way to get them. You may be able to [get emergency medications from a pharmacy](#).

If you don't have your prescription with you, the pharmacy may be able to call your GP for a verbal prescription. If your GP can't be reached, they can issue a 3-day emergency supply of some medicines. This does not include

controlled substances like benzodiazepines and opioids. You may have to pay the full cost of an emergency supply.

If you cannot get to a pharmacy, you may be able to get medicines at a hospital or evacuation centre, depending on the supply.

54. Mental health support

It's completely normal to experience a range of emotions after a fire, flood or storm including anxiety, forgetfulness, sleep disturbance and more. The incidents of domestic and family violence also increase in the months and years following natural disasters.

Having someone to listen to and support you through this is very important. Check in on your friends and neighbours. If you or someone you know needs help, reach out. The following are free services available 24 hours a day, seven days a week:

- Mental Health Line **1800 011 511**,
- Lifeline **13 11 14**,
- Mensline **1300 789 978**,
- **1800 RESPECT (737 732)**,
- Kids Helpline **1800 551 800**,
- Beyondblue **1300 224 636**.

If you or someone you know is in immediate danger, call **000**.

55. Motor vehicle stamp duty relief

Motorists whose cars have been written off because of a natural disaster may be eligible for a stamp duty refund on their replacement vehicle offered by Revenue NSW.

For help call Revenue NSW **1300 139 814** or visit www.revenue.nsw.gov.au

56. Recovery Centres

A recovery centre may be established by Service NSW following a major event like the 2019-20 bush fires. They support people with immediate needs and provide information and advice about programs available from the government, charities, and local support services.

Recovery Centre staff are able help get application processes started and answer questions about your circumstances. Agencies and services at a centre may include local council, Disaster Welfare, Red Cross, NSW Health, Legal Aid, Fair Trading, Salvation Army, chaplains, and insurers.

For help phone Service NSW on **13 77 88** or visit www.service.nsw.gov.au.

57. Rental properties

The Tenants Union of NSW provides advice on [disaster damage](#) to rental properties. You can find your local tenants' advice and advisory service [here](#).

58. Replacement documents

Service NSW may provide free **replacement documents** including licences, permits, birth, marriage and change of name certificates for those affected by natural disasters. Call **13 77 88** for more information.

You can get a replacement **Medicare card** in person at a [Service Centre](#); using your [Medicare online account](#) through [myGov](#); the [Express Plus Medicare](#) mobile app; or calling the general enquiries line on **132 011**.

If you are an Australian citizen and your **passport** has been lost or damaged in a natural disaster, you may be eligible for a free replacement. Call the Australian Passport Information Service on **131 232**. Read more [here](#).

Affected **citizenship certificate** holders can apply for replacement through the [Department of Home Affairs](#) webpage.

Banknotes damaged in a natural disaster may be redeemed through the Reserve Bank. Read about the claim requirements [here](#).

59. Stamp duty relief

Homeowners who lose their home in a natural disaster may qualify for waived, reduced or refunded (partial or full) stamp duty payments.

For help call Revenue NSW, **1300 139 814** or visit www.revenue.nsw.gov.au.

60. Support Services

Where you care for someone with aged care, disability, or other services in place, it is important to call the service provider. You may need to ask for additional support or advise of a move to temporary accommodation.

NDIS participants affected by a disaster event can call the National Disability Insurance Agency on **1800 800 110** or visit www.ndis.gov.au. They may review the person's plan to ensure new support needs are met. The NDIA has warned some offices may be closed in the event of a natural disaster.

Older people affected by a disaster event may need services and supports for the first time or an increase in services and supports. Call My Aged Care on **1800 200 422** or visit www.myagedcare.gov.au.

If you are a carer and in need of assistance with your caring role, call Carer Gateway on **1800 422 737** or visit www.carergateway.gov.au.

61. Tax and superannuation

If you are having difficulty meeting your tax and super obligations, call the ATO on **1800 806 218**. Solutions may vary based on your individual circumstances.

Appendix A: Go kit checklist (Carers NSW)

GO KIT CHECKLIST

EMERGENCY KIT



- ☐ Portable radio
- ☐ Candles, matches
- ☐ Torch, batteries
- ☐ Face masks
- ☐ First aid kit
- ☐ Hand sanitiser
- ☐ Waterproof bag for valuable items
- ☐ Any plans (emergency, disaster, fire etc)

ANIMAL KIT



- ☐ Cage or pet carrier
- ☐ Muzzle, leash or lead
- ☐ 3-7 days food, water
- ☐ Blankets, bedding
- ☐ Medications, scripts
- ☐ Litter tray, poo bags
- ☐ Bowl, feed bucket
- ☐ Toys, scratch pole
- ☐ Can opener, spoon
- ☐ Other: _____

ITEMS TO PACK

Survival



- ☐ Cash, credit cards
- ☐ 3-7 days food, water
- ☐ Non-perishable foods
- ☐ Medications, prescriptions
- ☐ Clothing, footwear, toiletries
- ☐ Glasses, hearing aids
- ☐ Mobile phone, charger

Special items

- ☐ Dietary needs
- ☐ Medical supplies
- ☐ Medical devices
- ☐ Mobility aids
- ☐ Technology
- ☐ Toys, family games
- ☐ Comfort items

Recovery

- ☐ Licences, passports
- ☐ Insurance policies
- ☐ Birth, marriage certificates
- ☐ Mortgage, property deeds
- ☐ Banking details, will
- ☐ Important medical records
- ☐ Photos, videos, valuable items



Emergency 000 | Bushfire Information Line 1800 679 737 | State Emergency Service 132 500 | Carer Gateway 1800 422 737 | Lifeline 13 11 14

Appendix B: Emergency care plan (Carer Gateway)



Australian Government



Emergency care plan

1800 422 737
www.carergateway.gov.au





Australian Government



Emergency care plan

An emergency care plan has all the information about the person you care for in one place, so you can get it quickly and easily.

An emergency care plan makes it easy for someone to take over from you in a hurry.

Instructions

1. Fill in your emergency care plan

- It should have all the information someone else would need to know to look after the person you care for
- If you need to add more information, you can write it on extra pages and keep them with your plan
- If you need help filling in your emergency care plan, call Carer Gateway on **1800 422 737**

2. Save your emergency care plan

If you have downloaded the plan and filled it in:

- Save the plan to your computer or phone
- Print out copies of the plan

If you have asked for a printed copy of the plan and filled it in:

- Use a photocopier to make copies of the plan
- Keep a copy of the plan somewhere safe and easy to see in your home
- Take a copy with you when you leave home or travel with the person you care for

3. Share your emergency care plan

- You can give people a printed copy or email it to them if you have saved it on your computer
- Give a copy to each of your emergency contacts
- Give a copy to your doctor, and anyone else who may need to know what to do

Remember to update this plan if your information changes.
This emergency care plan and information for carers is
available from Carer Gateway.

1800 422 737
www.carergateway.gov.au

Emergency contacts

My details

Name

Relationship to the person I care for

Address

Phone

Details of the person I care for

Name

Age

Address

Phone

Language spoken

Person's condition, illness or disability

My emergency contacts

Name

Phone

Name

Phone

Name

Phone

If something happens to me

I would like my emergency contacts to

My emergency financial arrangements are

Remember to update this plan if your information changes.
This emergency care plan and information for carers is
available from Carer Gateway.

1800 422 737
www.carergateway.gov.au

Care needs

Care routine

The person I care for needs:

- Full time care
- Regular visits
- Meals only

The person I care for needs help with:

- Getting meals
- Going to the toilet
- Showering/bathing
- Taking medicine
- Getting out of bed/moving around
- Mental health/emotional issues

When do they need help (what is their usual routine)

Food and diet, likes and dislikes, food allergies

Behaviours, calming strategies

Home and community care services

Organisation/service provided

Phone

Organisation/service provided

Phone

Organisation/service provided

Phone

Other information

Please attach extra notes if more space is needed



Australian Government



Medical information and contacts

Medicines

Medicine allergies

Medicines, dose/timing, special instructions

Health information

Medicare number

Ambulance fund/Registration number

Health insurance fund/Registration number

Medic-Alert number

Safety Net number

Concession card type

Doctor

Name

Address

Phone

Pharmacist

Name

Address

Phone

Health professional/hospital

Organisation/service provided

Address

Phone

Remember to update this plan if your information changes.
This emergency care plan and information for carers is
available from Carer Gateway.

1800 422 737
www.carergateway.gov.au



1800 422 737
www.carergateway.gov.au

Notes

Use this space to include any other important information

Carer emergency card

A carer emergency card is a card you can carry in your wallet to let people know that you care for someone.

It's a good idea to carry an emergency card to make sure the person you care for will be looked after if something happens to you.

The person you care for should also carry a card in their wallet to let people know they are being cared for by you.

Instructions

1. Fill in the cards
2. Cut the cards out along the dotted lines
3. Fold the cards in half along the solid line
4. Put the carer card in your wallet
5. Give the other card to the person you care for, to put in their wallet or carry with them



I am a carer

My name: _____

I care for: _____

Relationship to me: _____



Remember to update this card if your details change. Download a new card at www.carergateway.gov.au



In an emergency

Please contact the person below to make sure the person I care for is looked after

Name: _____

Relationship to me: _____

Phone number: _____



I have a carer

My name: _____

My carer: _____

Their phone number: _____



Remember to update this card if your details change. Download a new card at www.carergateway.gov.au



I have a carer

My condition/s: _____

Care I require: _____

Other information:

Appendix C: Evacuation plan (Carers NSW)

Natural disasters

Natural disasters can include bushfire, heatwaves, flooding, thunderstorms, cyclones and tsunamis. When a disaster occurs, you may be at home, at work, studying or on holidays. You may be in a different location to the person you care for.

This plan helps you think about what to do and who can help if you ever needed to evacuate. Depending on the nature and extent of the disaster, you may be unable to return home until it is deemed safe. This means some people may need to leave their homes for 3 to 7 days, if not longer.

This information can be recorded on the one page 'Evacuation Checklist' found in Attachment A.

How to stay updated

ABC is the national emergency broadcaster in Australia. **My local ABC radio station frequency is:** _____

Call **Triple Zero (000)** for all emergencies. You will be asked whether you need Police, Fire or Ambulance.

In a bushfire emergency, call the **Bushfire Information Line** on **1800 679 737**. You can visit the website for more information: www.rfs.nsw.gov.au/firesnearme

Call **State Emergency Service** on **132 500** to learn about storm, flood or tsunami risks. The website has good advice and regular updates. Visit www.ses.nsw.gov.au

If you have a **smart phone** (iPhone or Android) there are some useful apps: Hazards Near Me, My Fire Plan, BOM weather, Live Traffic, and Emergency+.

- *iPhone instructions: go to the App Store on your home screen; search for the app you want; tap the app and then tap 'Get'.*
- *Android instructions: Open Google Play; use the Play Store App on your phone; find the app you want; tap 'Install' for free apps. See detailed instructions here: www.wikihow.com/Download-Apps-on-Android*

Tip: Check your insurance policies are adequate and up to date.

Does the person you support have special needs?

It is helpful to think about any special needs you may have should you need to evacuate. This may help you identify the best place to evacuate to in an emergency.

Please circle “Yes” or “No” in response to the questions below:

Do you need electricity to run medical equipment or devices? E.g. oxygen, feeding pump, communication devices. If yes, describe:	Yes / No
Do you need help to transport the person to a safe location? E.g. wheelchair taxi, modified vehicle, ambulance. If yes, describe:	Yes / No
Do you need equipment to safely move the person you care for into the car? E.g. ramp, handrails, hoist, wheelchair. If yes, describe:	Yes / No
Do you need access to medications or medical supplies? E.g. insulin, pain relief, wound dressings, continence products. If yes, describe:	Yes / No
Do you or the person you support have an assistance dog or companion animal? If yes, describe:	Yes / No

Where can we go?

Some people go to the local library, shopping centre or evacuation centre if they need to leave home in an emergency.

These places may be noisy, crowded and uncomfortable. They may have limited power, food and water. They may not be able to support people with a wide range of abilities. They may not be able to take in animals.

Identify a place which is safe, away from a fire or flood area and meets your needs. You may wish to go to a friend or relative's place. You may arrange to go to a local retirement village or nursing home.

Think of two places you could go to in an emergency. You may need a back-up plan as roads may be blocked, busy or too dangerous to drive on.

If needed, we will evacuate to: _____

Our back-up location is: _____

Who can assist us?

Do you or the person you support have **a service provider(s)** who can help? If yes, name and contact number: _____

Do you have **family, friends or neighbours** who can help? If yes,

Name and contact number: _____

Name and contact number: _____

Name and contact number: _____

What do we need to take?

This information can be recorded on the one page 'Carer Go Kit Checklist' found in Attachment B.

Emergency kit

Some people have an emergency kit in case they lose power or need to leave in a hurry. Think about having these items stored in a waterproof storage box.

Tick if applicable:

<input type="checkbox"/> Portable radio	<input type="checkbox"/> First aid kit	<input type="checkbox"/> Candles
<input type="checkbox"/> Torch	<input type="checkbox"/> Spare batteries	<input type="checkbox"/> Waterproof matches
<input type="checkbox"/> Face masks	<input type="checkbox"/> Hand sanitiser	<input type="checkbox"/> Other: _____

Emergency plan

It helps to keep your emergency plan in the one place so you can get to it quickly and easily. Save your plan to your computer or phone. Keep a copy with you. Share it with your emergency contacts. Pack it in your Go Kit.

There are a number of different plans available. One of these may suit your specific needs. Tick if you have any of the following plans:

<input type="checkbox"/> Bush fire survival plan (RFS)	<input type="checkbox"/> Emergency care plan (Carer Gateway)
<input type="checkbox"/> Home emergency plan (SES)	<input type="checkbox"/> RediPlan (Red Cross)
<input type="checkbox"/> Person centred emergency preparedness kit (PCEP)	<input type="checkbox"/> Advance Care Plan or Advance Care Directive
<input type="checkbox"/> Authorised General Care Plan (NSW Ambulance)	<input type="checkbox"/> Authorised Palliative Care Plan (NSW Ambulance)
<input type="checkbox"/> Other: _____	

Animal kit

Pets and assistance animals are an important part of the family. Consider how you will move your animal(s) and what you will need if you evacuate.

Tick if applicable:

<input type="checkbox"/> Cage or pet carrier	<input type="checkbox"/> 3-7 days food, water	<input type="checkbox"/> Can opener, spoon
<input type="checkbox"/> Muzzle, leash, lead	<input type="checkbox"/> Bowl or feed bucket	<input type="checkbox"/> Blankets, bedding
<input type="checkbox"/> Litter and tray for cats	<input type="checkbox"/> Poo bags for dogs	<input type="checkbox"/> Toys
<input type="checkbox"/> Medications, prescriptions	<input type="checkbox"/> Other: _____	

Get ready to go kit

It helps if the things you need are already packed and ready to go at short notice. This is called a go kit. You may have some items packed, with a list of extra items you need to add to your kit. Have a waterproof bag for any paperwork and valuables.

Depending on the nature and extent of the disaster, you may be unable to return home until it is deemed safe. Plan to be away from home from 3 to 7 days. Consider what food, clothing and comfort items you need. Think about important documents like drivers licence, Medicare card, key cards, insurance policies, passports.

Tick if applicable:

<input type="checkbox"/> Cash, credit cards	<input type="checkbox"/> Clothing, footwear	<input type="checkbox"/> Mobile phone
<input type="checkbox"/> Fresh food and water, non-perishable food	<input type="checkbox"/> Hearing aids, glasses	<input type="checkbox"/> Phone charger, power bank
<input type="checkbox"/> Medications, prescriptions	<input type="checkbox"/> Toiletries	<input type="checkbox"/> Toys, family games
<input type="checkbox"/> Special dietary requirements like thickened fluids, feeding tubes (add):		
<input type="checkbox"/> Medical supplies like wound or continence products (add):		
<input type="checkbox"/> Medical equipment like glucometer, oxygen therapy (add):		
<input type="checkbox"/> Mobility equipment like walking frame, wheelchair (add):		
<input type="checkbox"/> Important documents like identification, insurances, banking, housing, medical (add):		
<input type="checkbox"/> Photos, videos, valuable items (add):		
<input type="checkbox"/> Comfort items like soft toy, pillow, blanket (add):		

Who do we need to call?

If you need to leave home in a hurry, **who will you call** to let them know you are leaving, and that you have arrived safely? Think of family, friends, and neighbours:

Do you need to place any **services and supports** on hold? If so, add their name and contact numbers:

Appendix D: Evacuation checklist (Carers NSW)

EVACUATION CHECKLIST

LEAVING HOME

I am going to: _____

I am getting there by: _____

Name: _____ ph: _____

Name: _____ ph: _____

Name: _____ ph: _____



BEFORE LEAVING



Turn off power,
gas, water



Check you have
everyone



Lock the doors
and windows



Let family,
friends,
neighbours know



Check for any
road closures



Cancel service
providers

KEEP IN TOUCH

ABC radio: _____

Family: _____

Friend: _____

GP: _____

PHONE APPS



Hazards Near Me



Live Traffic



Flood or StormSafe



Get Prepared



Service NSW

ITEMS TO PACK



Cash, credit cards



Medications,
prescriptions



Emergency plans,
contact details



Medical
supplies



Mobility aids



Mobile phone,
charger



Non-perishable
food, water



Clothing, footwear,
toiletries



Important
documents



First aid kit,
torch



Companion
animals



Valuables

My extra items

☐ _____

☐ _____

☐ _____

☐ _____

Emergency 000 | Bushfire Information Line 1800 679 737 | State Emergency Service 132 500 | Carer Gateway 1800 422 737 | Lifeline 13 11 14

Appendix E: Resources list

Resources list

Carer Gateway

<https://carergateway.gov.au> Tel: **1800 422 737** weekdays 8am till 5pm

Carer Gateway is a national support service funded by the Australian Government. It offers tailored supports and services to help you manage challenges, reduce stress and plan ahead.

Carers NSW

www.carersnsw.org.au Tel: **02 9280 4744** weekdays 9am till 5pm

Carers NSW is the peak non-government organisation for carers in NSW. Carers NSW provides information, resources, education, training, and support to improve the lives of carers.

National Home Doctor Service

<https://homedoctor.com.au> Tel: **13 SICK (74 25)**

To request an after-hours, bulk billed, doctor home visit. Booking lines open from 6pm weekdays and all-day Saturday, Sunday, and public holidays.

Healthdirect

www.healthdirect.gov.au Tel: **1300 022 222**

A free helpline run by registered nurses 24/7 to provide advice when you are not sure what to do.

Mental health 24-hour emergency support

- Beyond Blue **1300 22 4636** <https://beyondblue.org.au>
- Kids Helpline **1800 551 800** <https://kidshelpline.com.au>
- Lifeline **13 11 14** www.lifeline.org.au
- Mensline **1300 789 978** <https://mensline.org.au>
- NSW Mental Health Line **1800 011 511**
- **1800 RESPECT (737 732)** www.1800respect.org.au

My Aged Care

www.myagedcare.gov.au Tel: **1800 200 422** weekdays 8am till 8pm, Sat 10am till 2pm

My Aged Care is a national support service for older people. My Aged Care offers a range of tailored supports and services to help older Australians maintain their quality of life as they get older.

NDIS

www.ndis.gov.au Tel: **1800 800 110** weekdays 8am till 8pm

The National Disability Insurance Scheme (NDIS) is a new way of providing individualised support for people with disability, their families, and carers