

INFO KIT



USEFUL INFORMATION FOR EMERGENCIES



WHAT IS AN EMERGENCY?



INFORMATION IN AN EMERGENCY



HOUSEHOLD INFORMATION



HEALTH



EMERGENCY NEWS BULLETINS



EMERGENCY KIT CHECKLIST



MY EMERGENCY CONTACTS

CALL 000 FOR EMERGENCY SERVICES

Triple Zero calls are free

WHAT IS AN EMERGENCY?

An emergency is a situation where:

- Someone is seriously injured or in need of urgent medical help;
- Your life or property is being threatened, such as through fire, flood, storm, earthquake, explosion or accident; OR
- You have just witnessed a serious accident or crime.

In all these cases, call Triple Zero (000). Triple Zero calls are free.

When you are out of your service provider's coverage area but are in another carrier's mobile phone network coverage area, your call will be carried on the other carrier's network. If you are in range of another carrier your device will display 'SOS only' or 'Emergency calls only'.

However, it is important to realise that if there is **NO** mobile coverage, you will not be able to reach the Emergency Call Service via a mobile phone.

(Source: Australian Communications and Media Authority)



WHAT IS AN EMERGENCY?



INFORMATION IN AN EMERGENCY

NSW RURAL FIRE SERVICE (RFS) (FOR INFORMATION ON BUSHFIRES)

PHONE	BUSHFIRE INFORMATION LINE: 1800 679 737
WEB	www.rfs.nsw.gov.au or www.myfireplan.com.au
t	@nswrfs
f	www.facebook.com/nswrfs

RFS Multilingual Information: go to the website www.rfs.nsw.gov.au/resources/fact_sheets/translated-fact-sheets

STATE EMERGENCY SERVICE (SES) (FLOODS, STORMS & SNOW)

PHONE	132 500
WEB	www.ses.nsw.gov.au
t	@NSWSES
f	www.facebook.com/nsw.ses

FIRE AND RESCUE (FOR INFORMATION ON HOUSE AND URBAN FIRES)

WEB	www.fire.nsw.gov.au
t	@frnsw
f	www.facebook.com/frnsw

POLICE (TO REPORT AN EMERGENCY CALL 000 NOT YOUR LOCAL POLICE STATION)

PHONE	<i>Katoomba Police Station – 4782 8199</i> <i>Springwood Police Station – 4751 0299</i>
WEB	www.police.nsw.gov.au
t	@nswpolice
f	www.facebook.com/BlueMountainsLAC

EMERGENCY NSW (FOR GENERAL INFORMATION ABOUT EMERGENCIES)

WEB	www.emergency.nsw.gov.au
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LIVE TRAFFIC NSW (FOR LIVE UPDATES AND TRAVELLER INFORMATION)

PHONE	132 701
WEB	www.livetraffic.com

Alternatively, call the NSW RMS (Roads & Maritime Services) on 131 700 or visit www.rms.nsw.gov.au

PUBLIC TRANSPORT (FOR THE LATEST PUBLIC TRANSPORT INFORMATION)

PHONE	131 500
WEB	131500.com.au



INFORMATION IN AN EMERGENCY



HOUSEHOLD INFORMATION

BLUE MOUNTAINS CITY COUNCIL

(FOR INFORMATION ON EVACUATION AND RECOVERY CENTERS IN MAJOR EVENTS)

WEB www.bmcc.nsw.gov.au

ANIMALS

BLUE ARC – LOCAL RESOURCES

WEB www.mcrn.org.au/index.php/emergencies/preparedness/prepare-for-an-emergency

WORLD ANIMAL PROTECTION

(FOR PLANS ON PROTECTING YOUR PET IN A DISASTER)

WEB www.protectyourpet.worldanimalprotection.org.au

WIRES (FOR WILDLIFE RESCUE)

PHONE 1300 094 737 or 4754 2946

WEB www.wires.org.au/rescue/emergency-advice

RSPCA

PHONE 02 6282 8300

UTILITIES

FOR THE BLUE MOUNTAINS

THE ELECTRICAL DISTRIBUTOR IS:

PHONE ENDEAVOUR ENERGY: 131 003

THE GAS DISTRIBUTOR IS:

PHONE JEMENA GAS: 131 909

OTHER SUPPLIERS:

PHONE SYDNEY WATER: 132 090

ORIGIN ENERGY: 132 461

ENERGY AUSTRALIA: 133 466

ENDEAVOUR ENERGY: 131 003

AGL: 131 245

AUSGRID: 131 388

ESSENTIAL ENERGY: 132 080

AGL SYDNEY HOT WATER EMERGENCY: 131 766

JEMENA GAS NETWORKS: 131 909

JEMENA ELECTRICITY: 131 626





HEALTH

NSW HEALTH

PHONE Call 1300 066 055 to find the public health centre nearest you

HOSPITALS

KATOOMBA HOSPITAL

PHONE 02 4784 6500

ADDRESS Cnr Great Western Highway & Woodlands Road,
Katoomba

NEPEAN HOSPITAL

PHONE 02 4734 2000

ADDRESS Derby Street, Kingswood

LITHGOW HOSPITAL

PHONE 02 6350 2300

ADDRESS Cnr Col Drewe Drive & Great Western Highway,
Lithgow

HAWKESBURY HOSPITAL

PHONE 02 4560 5555

ADDRESS 2 Day Street, Windsor

COMMUNITY HEALTH CENTRES

During office hours, call the nearest Community Health Centre near you:

SPRINGWOOD

PHONE 02 4751 0100

ADDRESS 282-292 Macquarie Road, Springwood

LAWSON

PHONE 02 4759 8700

ADDRESS 8-12 Honour Avenue, Lawson

KATOOMBA

PHONE 02 4782 2133

ADDRESS 93 Waratah Street, Katoomba

PENRITH

PHONE 02 4732 9400

ADDRESS Soper Place, Penrith

HAWKESBURY

PHONE 02 4560 5714

ADDRESS 2 Day Street, Windsor

LITHGOW

PHONE 02 6350 2750

ADDRESS Lithgow Hospital, Col Drewe Drive, Lithgow

COUNSELLING SERVICES

PHONE COMMUNITY COUNSELLING:	1800 222 608
LIFELINE:	131 114
NSW MENTAL HEALTH:	1800 011 511
KIDS HELPLINE:	1800 551 800

OTHER HEALTH SERVICES

PHONE ASTHMA AUSTRALIA:	1800 278 462
BLUE MOUNTAINS WOMEN'S HEALTH & RESOURCE CENTRE:	02 4782 5133



HEALTH



EMERGENCY NEWS BULLETINS

RADIO STATIONS – EMERGENCY BROADCASTING

ABC 702 AM is the local emergency broadcaster

As part of your emergency kit remember to have a radio with fresh batteries in case the electricity is cut.

USEFUL APPS FOR YOUR SMART PHONE

- FIRES NEAR ME** Provides fire information on bushfire incidents in NSW
- MYFIREPLAN** Bush Fire Survival Plan App - a mobile and smartphone version of the Bush Fire Survival Plan
- EMERGENCY+** A smartphone app that provides the caller with information about when to call 000
- GET PREPARED** This useful app builds on the Red Cross RediPlan, and provides a simple set of tools to complete an emergency plan

WEBSITES

RURAL FIRE SERVICE

WEB www.rfs.nsw.gov.au

ABC EMERGENCY

WEB www.abc.net.au/news/emergency/state/nsw

ABC NEWS

WEB www.abc.net.au/news

BUREAU OF METEOROLOGY

WEB www.bom.gov.au

FIRE AND RESCUE NSW

WEB www.fire.nsw.gov.au

THE SYDNEY MORNING HERALD

WEB www.smh.com.au

BLUE MOUNTAINS AUSTRALIA

f www.facebook.com/BlueMountainsAustralia

BLUE MOUNTAINS GAZETTE

f www.facebook.com/bluemountainsgazette

BLUE MOUNTAINS LAC (LOCAL AREA COMMAND)

f NSW Police Force: www.facebook.com/BlueMountainsLAC

BLUE MOUNTAINS FIREWATCH

f www.facebook.com/groups/BlueMountainsFirewatch



EVACUATION CENTRES AND RECOVERY CENTRES – WHAT’S THE DIFFERENCE?

EVACUATION CENTRES

Evacuation Centres provide people affected by disaster with immediate basic needs such as food, clothing, blankets, accommodation, personal support as well as financial and other immediate assistance. The location of evacuation centres are determined at the time of an emergency.

RECOVERY CENTRES

Disaster Recovery Centres are established to help affected communities rebuild their lives. The Recovery Centres are staffed by government and non-government agencies and provide a range of services from one location as a ‘one stop shop’. These may include welfare services, insurance companies, financial assistance, personal support, organising temporary accommodation and information and referral.

FIRE DANGER RATING	WHAT SHOULD I DO?
CATASTROPHIC	<ul style="list-style-type: none">•For your survival, leaving early is the only option.•Leave bush fire prone areas the night before or early in the day – do not just wait and see what happens•Make a decision about when you will leave, where you will go, how you will get there and when you will return.•Homes are not designed to withstand fires in catastrophic conditions so you should leave early.
EXTREME	<ul style="list-style-type: none">•Leaving early is the safest option for your survival.•If you are not prepared to the highest level, leave early in the day.•Only consider staying if you are prepared to the highest level – such as your home is specifically designed, constructed or modified, and situated to withstand a fire, you are well prepared and can actively defend it if a fire starts.
SEVERE	<ul style="list-style-type: none">•Leaving early is the safest option for your survival•Well prepared homes that are actively defended can provide safety – but only stay if you are physically and mentally prepared to defend in these conditions•If you’re not prepared, leave early in the day
VERY HIGH	<ul style="list-style-type: none">•Review your Bush Fire Survival Plan with your family.
HIGH	<ul style="list-style-type: none">•Keep yourself informed and monitor conditions.
LOW-MODERATE	<ul style="list-style-type: none">•Be ready to act if necessary

EMERGENCY KIT CHECKLIST

Bare Essentials:

- Photo ID (eg Driver’s License), and debit/credit card
- Essential medications (for at least 3 days) or prescriptions
- Pet essentials (leads/carriers/restraints, food/water bowls)
- Mobile phone & charger

Consider packing in advance for each person/pet in your household, at least:

- Food (canned/non-perishable/snacks) & water (1.5 litres/ day per person) for at least 3 days
- Any necessary prescriptions (eg blood pressure/epilepsy medications, insulin)
- Essential equipment (eg extra glasses, CPAP machine, extra hearing aids & batteries)
- Basic hygiene needs (soap, tissues, brush or comb, toothbrush & toothpaste)
- Torch – with extra batteries
- Communication devices (eg tablet & charger so you can contact friends & family via Facebook; radio & spare batteries)
- First Aid kit
- At least one change of clothes (plus strong shoes, hat, strong gloves – for clean-up on return home)
- Valuables (eg irreplaceable items such as family mementos, photo albums)
- Valuable documents/photos (eg passport, Will, marriage & birth certificates, photos of valuables in house, insurance documents, title deeds of house, passwords) – ideally, use a scanner to keep electronic copies of these on a USB stick/smartphone, or load them to the Cloud
- Computer back-up ideally either an external hard-drive with your back-up on it, or a back-up stored on the Cloud
- Entertainment (games, books, cards, tablets – with charger) – it might be a long while before you can go home

All of the ‘perishable’ items in your emergency kit (eg water, food, medicines, spare batteries) should be checked during the year to ensure they are still up-to-date. Water in sealed containers can be kept for up to 12 months.



EMERGENCY KIT CHECKLIST



**Useful Information For Emergencies
INFO KIT**



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