

# Home Emergency Plan

## 2024

To help your household  
prepare for floods, storms  
and tsunami



FOR EMERGENCY HELP IN FLOOD,  
STORM AND TSUNAMI CALL

**132 500**

In life-threatening emergencies call 000 (triple zero)



FloodSafe



StormSafe



TsunamiSafe



## Welcome to your Home Emergency Plan

The NSW SES is responsible for the emergency management of floods, storms and tsunamis in NSW.

This Home Emergency Plan is specifically targeted to these events but the advice can be useful for other hazards.

Being prepared now can significantly reduce:

- Loss of life
- Loss of property
- Loss of possessions

Being prepared now can also help you respond better and recover faster when these events happen.



## Possible Hazards

### Possible hazards where I live:

- Storms
- Flash Floods

These hazards can have devastating impacts on people, property and possessions.

Even if you are not directly impacted by floods, storms or tsunamis, you may still be affected by these events as roads may be damaged or flooded, access to areas may be restricted, amenities may be lost, you may become isolated, areas you are planning to travel to may be impacted and family or friends may be affected.



## Prepare NOW

8 tips you can do now to prepare for floods, storms and tsunami, as well as for other disasters:

### 1. Know your risk

- ☐ Know if where you live could be at risk from floods, storms or tsunami, as well as other disasters

Know your storm risk

- ☐ Visit the NSW SES StormSafe website [www.stormsafe.com.au](http://www.stormsafe.com.au) for StormSafe information and read the StormSafe Guide
- ☐ Talk with neighbours and people who have lived in the area for a while about the local storm history

Know your flood risk

- ☐ Find out about your local flood history and visit the NSW SES FloodSafe website [www.floodsafe.com.au](http://www.floodsafe.com.au) and read the FloodSafe Guides relevant to your area
- ☐ Talk with neighbours and people who have lived in the area for a while about the local flood history
- ☐ Know the heights your area is affected by floods. Your local council may be able to provide you with specific information on how floods affect your property
- ☐ Be aware of the natural signs of flooding such as heavy rainfall and rushing or pooling water



## Prepare NOW

Know your tsunami risk

- ☐ Visit the Bureau of Meteorology website [www.bom.gov.au](http://www.bom.gov.au) to find out what a tsunami is, how they are generated, what warning systems are in place and what warning products exist
- ☐ Know what to do when these warnings are issued

To find out your bushfire risk, visit the NSW Rural Bushfire Service [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)

To find out your urban fire risk, visit Fire and Rescue NSW [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)

For information on earthquakes, heat waves and other disasters, visit the Australian Emergency Management Institute [Emergency Management](#)

### 2. Know where to go

- ☐ Have a plan of where you will go if you need to evacuate

### 3. Know your plan

- ☐ Use this Home Emergency Plan to document what you will do before, during and after flood, storm and tsunami
- ☐ Practice and update your plan regularly

### 4. Get your kit together

- ☐ Put together an emergency kit which is suitable for your household needs



## Prepare NOW

### 5. Check your insurance

- ☐ If insurance is available, check the cover is adequate for where you live and make sure it is current

### 6. Prepare now to act early

- ☐ Know the triggers for what you need to do and when you need to do it
- ☐ Practice your Home Emergency Plan regularly and keep it up-to-date
- ☐ Maintain a sufficient level of supplies in case you become isolated
- ☐ Know what to do if you have no amenities

### 7. Listen to local radio

- ☐ Know the local radio station you need to listen to for information, updates and advice
- ☐ Know the ABC radio frequency in your area

### 8. Know who to call

- Keep a list of emergency numbers near your phone, on your mobile or on your fridge



## Know who to Call

NSW SES 132 500

Life-threatening emergencies 000

NSW SES Facebook [www.facebook.com.au/NSW.SES](http://www.facebook.com.au/NSW.SES)

NSW SES twitter [www.twitter.com.au/#!/NSWSES](http://www.twitter.com.au/#!/NSWSES)



#NSWSES



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## Get your kit together.

Put together an emergency kit today!

An emergency kit can help save precious time in an emergency situation. It provides items you might need if you lose power or need to leave your home in a hurry.

## Your emergency kit contents:

- ☐ Portable radio with spare batteries
- ☐ Torch with spare batteries
- ☐ First aid kit (with supplies necessary for your household)
- ☐ Candles and waterproof matches
- ☐ Important papers including emergency contact numbers
- ☐ Copy of any Home Emergency Plans
- ☐ Waterproof bag for valuables





### When leaving or evacuating your property, place in your emergency kit:

- A good supply of required medications
- Any special requirements and supplies for babies, the disabled, infirm and/or elderly
- Appropriate clothing and footwear
- Fresh food and drinking water

Keep your emergency kit in a waterproof storage container.

There may be other items you need to place into your emergency kit depending on what risks there are in your area. Check with the NSW Rural Fire Service and Fire & Rescue NSW for specific items you may need to place in your emergency kit if you are at risk of bushfire or urban fire.

Check your emergency kit on a regular basis and remember to check use-by dates on batteries and gloves. Re-stock any items if you need to.



## Notes

Use this page to detail any preparation notes you need to make.

These notes can include triggers for action, other actions specific to your situation, flood heights you need to be aware of or safe evacuation routes in your area.



## Just BEFORE the emergency

### BEFORE all emergencies:

Warnings are issued by the Bureau of Meteorology for floods, severe weather, thunderstorms, tropical cyclones and tsunami through their website [www.bom.gov.au](http://www.bom.gov.au)

- ☐ **Activate this emergency plan**
- ☐ **Listen to your local radio station for information, updates and advice**
- ☐ **Check to see if neighbours are aware of the warning and need assistance**
- ☐ **Locate and check your emergency kit**
- ☐ **Follow all advice and instructions given to you by emergency services**

It is safer to be away from areas which are going to be impacted by these events.

When flash flooding is likely the best action to take is to leave low-lying areas (evacuation) well before it may happen, but only if it is safe to do so. If you are trapped by rising floodwater, seek refuge in the highest part of a sturdy building. Stay there and call 000 (triple zero).



## Just BEFORE the emergency

### BEFORE Storms:

When a Severe Weather Warning or a Severe Thunderstorm Warning is issued by the Bureau of Meteorology:

- ☐ Secure or put away any loose items from around your home, property or balcony that could become dangerous in storms
- ☐ Stay indoors away from windows
- ☐ Park vehicles under solid shelter away from trees and power lines
- ☐ If driving, pull over to the side of the road away from gutters, drains, trees and power lines
- ☐ Reconsider non-essential travel

Sometimes there can be little or no warning of storm activity.



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## EVACUATING:

Evacuation Warnings and Evacuation Orders are issued by the NSW SES for floods, storms and tsunami through the NSW SES website [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au) and local media.

When an Evacuation Warning is issued:

- ☐ **Locate important papers, valuables and mementos. Put them in your Emergency Kit**
- ☐ **Keep listening to your local radio station for information, updates and advice**
- ☐ **Follow instructions given to you by emergency services**

When an Evacuation Order is issued, staying inside a property, even one which you think is safe, may be very dangerous. If you are warned to evacuate it is always safest to move to a location away from the affected area early:

- ☐ **Turn off the electricity and gas at the mains before you leave and turn off and secure any gas bottles**
- ☐ **Take your emergency kit**
- ☐ **Take your pets with you**
- ☐ **Never enter or travel through floodwater**
- ☐ **Keep listening to your local radio station for information, updates and advice**
- ☐ **Follow your Home Emergency Plan or Business FloodSafe Plan**
- ☐ **Follow all instructions given to you by emergency services**
- ☐ **Wear appropriate clothing**

You should leave well before roads and evacuation routes are cut off or closed.



## EVACUATING:

Stay with family or friends away from the affected area. Evacuation centres may also be established by welfare services in your area. Help may include:

- Temporary accommodation
- Financial help
- Personal support
- Refreshments and meals
- Clothing and personal needs
- Help in contacting family and friends





## DURING all emergencies:

Stay with family or friends away from the affected area. Evacuation centres may also be established by welfare services in your area. Help may include:

- Temporary accommodation
- Financial help
- Personal support
- Refreshments and meals
- Clothing and personal needs
- Help in contacting family and friends

### DURING emergencies

- For emergency help in floods, storms and tsunamis, call the NSW SES on 132 500
- In life-threatening emergencies, call 000 (triple zero)
- Check that your neighbours have received all warnings and advice

☐

**Keep listening to your local radio station for information, updates and advice**

☐

**Follow all advice and instructions given to you by emergency services**



## DURING all emergencies:

### DURING storms:

- ☐ Stay clear of creeks, drains, causeways, gutters, streams, fallen trees, power lines and damaged buildings
- ☐ If driving, put on your hazard lights and pull over to the side of the road, keeping clear of drains, causeways, streams, creeks, trees and power lines
- ☐ If outdoors, seek secure shelter away from drains, causeways, streams, creeks, trees and power lines



## AFTER an emergency

### AFTER all emergencies:

If outside the impacted areas:

- Do not enter these areas until an official 'All Clear' has been issued

If inside impacted areas:

- Be aware of health and safety issues

- ☐ Keep listening to your local radio station for information, updates and advice
- ☐ Check to see if your neighbours need help
- ☐ Do not go sightseeing as this may hinder recovery efforts or put yourself and others at risk



## AFTER an emergency

### AFTER storms:



#### Check your house or property for damage

- Stay clear of creeks, drains, causeways, gutters, streams, fallen trees, power lines and any damaged buildings

The NSW SES can assist with temporary measures to make your property safer. Any damage needs to be assessed and repaired by qualified tradespeople.



## RECOVERY

The aftermath of a natural hazard can affect people in different ways. Sometimes we may be exposed to things that are distressing.

The NSW SES has developed a Recovery Guide to assist people recover from floods, storms and tsunamis.

The guide is available from both the FloodSafe and StormSafe websites - [www.floodsafe.com.au](http://www.floodsafe.com.au) and [www.stormsafe.com.au](http://www.stormsafe.com.au)

Here are a few tips from the guide:

- If you can, contact family or friends to let them know that you are OK or if you need help
- Follow all instructions given to you by emergency services
- Update your plan with what you have learned from this disaster

NSW Rural Fire Service and NSW Fire and Rescue can also provide information on recovering from bushfire and urban fire - [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au) and [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)

Natural disasters can damage property and people, but they can also often help build a sense of community.

Talk to people in your community and help each other where possible. Seek out information and share it with those around you.



## RECOVERY

As part of the recovery from natural disasters, communities and Government are also supported by the non-Government sector. Community partners such as the Salvation Army, ADRA, Anglicare, St Vincent De Paul and the Red Cross provide a range of assistance to support people and communities in time of need.

Disaster Recovery Centres may be established following some disasters. Recovery centres may provide a range of welfare services including financial assistance, personal support, organising temporary accommodation and providing information and referrals. If you have been affected by floods and require assistance, contact Disaster Welfare Services on 1800 018 444