

Flood and storm emergencies

*Get ready, have a plan,
know what to do.*



Why I need to be prepared



ses.vic.gov.au

Before



1 Learn whether you're at risk

➔ To find out whether flooding could impact your home, go to ses.vic.gov.au and download your Local Flood Guide.



2 Set up emergency notifications

Ensure you're notified of emergencies nearby:

- Download the VicEmergency app via **Google Play** or the **Apple store**.
- Follow VicEmergency on social media.
- Learn the frequency of your local emergency broadcaster.

The frequency of my emergency broadcaster is:



3 Keep your property safe

Do a few simple things regularly to help protect your home from preventable damage:

- Clean your gutters, downpipes and drains to remove debris and leaf litter and prevent blockages.
- Check that loose items around your home are safely secured.

➔ For more information and tips go to ses.vic.gov.au

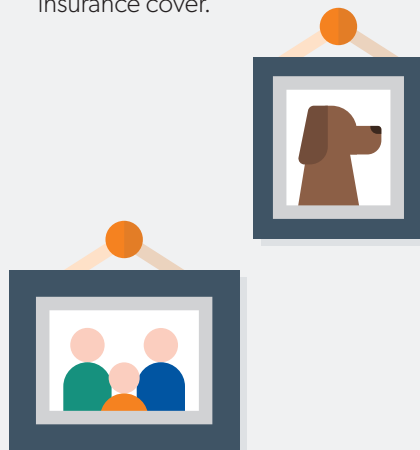


4 Get organised

If you needed to evacuate your home, consider what important information and items you would need to take with you...

- Write down important phone numbers for friends, family, doctors, vets, etc.
- Know where you keep your important documents, including your passport, ID and bank account details.
- Take note of your medical information, including medications.
- Identify the things you can't replace, such as photos, family heirlooms, and important assets.
- Create an 'emergency kit' with the essentials (torches, battery operated radio and phone charger, batteries, water) and store it in a safe place.

- Take steps to protect what's important to you – review your insurance cover.



➔ For more information download the Red Cross 'Get Prepared' app or visit redcross.org.au to download a RediPlan.

the power of humanity



During



1 Stay informed

→ For emergency advice and warnings, go to: [emergency.vic.gov.au](https://www.emergency.vic.gov.au)

→ For weather, forecasts and river levels, go to: [bom.gov.au](https://www.bom.gov.au)



2 Check on those you care about

Get in touch with neighbours, friends, family and those you think may be vulnerable to ensure they know what's happening.



3 Collect important items

Refer to your list (or your 'Get Prepared' app or Red Cross RediPlan) of important documents and items. Start packing the items you wish to protect along with the items in your 'emergency kit'.



It's normal to have reactions to emergency events; the Red Cross RediPlan includes tips for managing reactions with simple breathing and self-talk.

4 If you need to leave...

Remember your emergency kit and also pack your:

- ☐ Medication.

When you need to leave:

- ☐ Tell someone!
- ☐ Turn off the water, gas and electricity at the mains.
- ☐ Tune in to your local emergency broadcaster.

Never drive on flooded roads.



When should I call VICSES during a flood or storm?



After



Be aware of dangers

Take care after an emergency, as conditions may still be dangerous. If your house has been affected by flooding:

- Have your electrical and gas equipment professionally tested before use.
- Wear strong boots, gloves and protective clothing when cleaning.
- Used sandbags may be contaminated. Ask your local council how to dispose of them safely.



Find out where to seek help

Relief and recovery information may be available to support those impacted by an emergency.

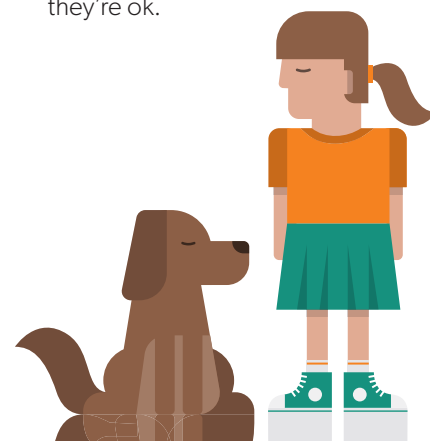
For information:

- Contact your local council
- Contact your insurance company
- Go to the Vic Emergency Relief and Recovery page:
emergency.vic.gov.au/relief
- Call the VicEmergency Hotline:
1800 226 226



Contact those you care about

- Let your family and friends know where you are.
- Get in touch with neighbours, friends, family and those you think may be vulnerable to see if they're ok.



Your important contact details

What	Name	Contact number
Doctor		
School		
Vet		
Insurance Policy #: _____		
Electricity		
Gas		
Water		
Local council		
Landlord/Real Estate Agent		
Other		

EMERGENCY AND SUPPORT SERVICES

Triple Zero

Life threatening medical and emergency assistance

 000

Victoria State Emergency Service

Flood and storm assistance

 132 500

Vic Emergency

Information during and after major emergencies

 1800 226 226

 emergency.vic.gov.au

National Relay Service

Assistance making a phone call if you are deaf or have a hearing or speech impediment

Speak and listen number:

 1300 555 727

Teletypewriter number:

 133 677

SMS relay number:

 0423 677 767

Bureau of Meteorology

Weather forecasts, warnings, and rain radar

 1300 659 217

 bom.gov.au

VicRoads

Road closures and traffic hazards

 13 11 70

 traffic.vicroads.vic.gov.au

Nurse on Call

24hr caring and professional health advice

 1300 60 60 24

Lifeline

24hr crisis support and suicide prevention services

 13 11 14

 lifeline.org.au

Beyond Blue

Information and support for anxiety and/or depression

 1300 224 636

 beyondblue.com.au

Kids Help Line

24hr phone and online counselling service for people aged 5-25

 1800 551 800

 kidshelpline.com.au



Safer Communities - Together

