

## Whatever the emergency



HEATWAVE

STORM

FIRE

## Expect the unexpected

Emergencies can be hard to predict and emergency services may be unable to reach you in a disaster.

What will you do for the first 72 hours if you have no services, such as:



NO POWER



NO WATER



NO GAS



NO RECEPTION



NO ROAD ACCESS



LIMITED FOOD

## Be Prepared

Prepare yourself and your family for a stressful emergency situation.

For 24/7 crisis support call Lifeline 13 11 14 or Beyond Blue 1300 22 4636

## Develop a Plan

Use your plan and support network to help you through this time.

### For more information

Scan the QR code or visit [www.strathbogie.vic.gov.au/services/emergency-preparedness](http://www.strathbogie.vic.gov.au/services/emergency-preparedness)



*Strathbogie*  
SHIRE COUNCIL

Funded by the Australian Government through the LEAPing into Resilience Project.

### Collaboration between:

Alpine and Moira Shire Councils

### In conjunction with:

Country Fire Authority  
Victoria State Emergency Service  
Albury Wodonga Ethnic Communities Council

### In consultation with:

Hume Region Municipal Emergency Management Enhancement Group

Thank you to Corangamite, Alpine and Moira Shire Councils for the initial work



## What are you going to do?



## You can handle any emergency better if you are prepared!



# 1. Make an emergency plan



## WHO ...

do I need to consider?  
do I need to tell?

## WHAT ...

do I need to know?  
do I need to do?

## WHERE ...

will I go?  
do I get information?  
do I keep my plan?

## HOW ...

will I get there?  
will I get there - plan B?

## WHY ...

do I need to make a plan?

### TO SUPPORT PLANNING:



To prepare for fire  
[cfa.vic.gov.au](http://cfa.vic.gov.au)



To prepare for flood and storm  
[ses.vic.gov.au](http://ses.vic.gov.au)



Set up a watch zone  
[emergency.vic.gov.au](http://emergency.vic.gov.au)



Rediplan  
[redcross.org.au/prepare](http://redcross.org.au/prepare)

# 2. Back up information



### Important things to save:

- Your emergency plan
- Identification (to prove who you are)

### DOCUMENTS

- Insurance policies
- Property documents
- Medical information and prescriptions
- Financial records

### HOME INVENTORY

- Photos of possessions
- Photos of house assets
- Receipts, warranties etc.

### CONTACT LIST

- Family
  - Utility providers
  - Other:
- 

# 3. Prepare a kit



### Gather and store items ready to support you and your family for 72 hours:



WATER



MEDICATION



RADIO & BATTERIES



TORCH



DOCUMENTS



FOOD



FIRST AID



CLOTHES



TOILETRIES



MONEY



PHONE & CHARGER



PET'S NEEDS



CHILDREN'S NEEDS



GLASSES



WHAT ELSE?

# 4. Stay informed



### WARNINGS AND ADVICE

It is important to tune in to official and accurate information channels to stay informed with the facts before, during and after an emergency.



**VIC EMERGENCY**

[emergency.vic.gov.au](http://emergency.vic.gov.au)  
Hotline: 1800 226 226

Press 9 for interpreter



**EMERGENCY RADIO BROADCAST**

Frequency: **ABC 97.7 FM**

**Warnings** – It's important to read the whole warning for information on evacuations, Emergency Relief Centres and more.



**FLOOD STORM EMERGENCY**  
**132 500**

If life threatening call triple zero 000



# 1. Make an emergency plan

What are you going to do?



What is this plan for:

**WHO ...**

do I need to consider?  
do I need to tell?

- grandma and her walker
- our dog and food bowl
- baby with nappies and food
- visitors staying with you

Who is your support network?

Who knows your plan?

Who am I going to tell if I am evacuating: Write contact number here

**WHAT ...**

do I need to know?  
do I need to do?

What hazards or emergencies might impact me  
Fire, Flood, Heatwave, Pandemic.

Use trusted sources for more information.

## **WHERE ...**

**will I go?  
do I get information?  
do I keep my plan?**

Family or Friends home away from hazard or emergency.

Use Vic Emergency warnings for evacuation advice, relief centre information and what emergency services want me to do

## **HOW ...**

**will I get there?  
will I get there - plan B?**

Travel plans.

Vehicle plans.

Is there a support person to call?

Include children and pet's needs.

## **WHY ...**

**do I need to make a plan?**

Why am I making a plan?

What are the consequences if I do or don't?

## SES is the control agency for floods, storms, and earthquakes

☎ 132 500

*This number is for those that need help during a flood or storm. For example, a large tree or branch has fallen and blocked access, your house has been damaged or your property flooded. **If the situation is life-threatening, call 000.***

## Department of Families Fairness and Housing

*The DFFH provides a 24-hour state-wide toll free phone services that can connect you with housing and support workers in your area.*

☎ 1300 475 170

## Disaster Legal Assistance

*Disaster Legal Help Victoria provides free information about legal issues and options for ongoing assistance after an emergency.*

☎ 1800 113 432

🌐 [www.disasterlegalhelp.org.au](http://www.disasterlegalhelp.org.au)

## Vic Emergency Website

*The Vic Emergency website provides information on a range of support services and programs.*

🌐 [www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief)

## Emergency Phone Contacts

**In an emergency: ☎ 000**

## Strathbogie Shire Contacts

### Municipal Recovery Manager (MRM):

*The MRM is the first person you should contact after an emergency if your house is uninhabitable and you require assistance.*

☎ 0456 621 454

### After Hours Emergencies:

***Local Laws** – emergency situation such as stock on roads or dog attacks.*

☎ 5795 0000

***Engineering** – emergency situation such as a collapsed bridge or trees over roads.*

☎ 5795 0000

## Council's duty Municipal Recovery Manager

☎ 0456 621 454

*Call for information on the Fire Danger Rating or other key bushfire information, the location of relief centres, recovery after a bushfire, community information guides and planned burning information.*

If you have trouble understanding this leaflet:



**Translating and Interpreting Service (TIS)**

☎ 131 450

**Vicdeaf**

☎ (03) 9473 1111

# Emergency Assistance Guide



*Strathbogie*  
SHIRE COUNCIL

November 2024

## Emergency Assistance Guide

*This guide has been prepared for those impacted by a disaster on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm or vandalism.*

**If you need support as a result of an emergency, call the Municipal Recovery Manager on 0456 621 454**

*This service is available 24 hours a day.*

*Where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time.*

### Services provided include:

- Accommodation – 2-3 nights motel accommodation
- Clothing – new essential items per household member
- Toiletries and groceries
- Bedding – new essential items per household member
- Emotional support and assistance contacting other organisations when required.

*Council will connect you with the Department of Families Fairness and Housing for an assessment for a Personal Hardship Assistance Payment (PHAP).*

## Relief Assistance Payments

*Emergency Personal Hardship Assistance Payments (PHAP) are available to reduce personal hardship following an emergency. These payments help to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Payments are available to eligible residents up to seven days following an emergency event.*

*Emergency relief assistance is provided on a needs assessment basis, and is available to assist eligible households after house fires, and after the following natural emergency events: bushfires, floods, severe storms and earthquakes*

For further information about your eligibility for assistance, please contact:

### Council's duty Municipal Recovery Manager

📞 0456 621 454

## Crisis Payments – Centrelink

*A Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down).*

Contact Centrelink between 8am–5pm Monday to Friday for more information:

### Exceptional Circumstances Relief Help

📞 132 850

## 24-hour Health Support

**Lifeline:** 13 11 14

**Beyond Blue:** 1300 224 636

**Men's Helpline:** 1300 789 978

**Kid's Helpline:** 1800 551 800

### Victorian Virtual Emergency Department

*Register at [www.vved.org.au](http://www.vved.org.au)*

**Nurse On Call:** 1300 606 024

*For 24-hour health advice for the cost of a local call from anywhere in Victoria.*

**1800 RESPECT:** 1800 737 732

*(Family Violence Support)*

**Red Cross:** 1800 232 969

*Red Cross have trained volunteers across the state that can assist with;*

- Psychological First Aid support for Non-Major Emergencies (NMEs)
- Connections to relevant services to support individuals recovery
- Free support for NMEs

## Further Assistance

**Victorian Council of Churches:**

(03) 9654 1736

**Energy Safe Victoria:** 1800 800 158

**Register. Find. Reunite.**

**Australian Red Cross:** 1800 733 276

**Victorian Legal Aid:** 1300 792 387

**Victorian Flood Recovery Support Hotline:** 1800 560 760

**15<sup>cm</sup> TO FLOAT** 

# Ever thought of driving on a flooded road?

Use our interactive QR code to see what happens



**Driving on flooded roads is dangerous, and it doesn't take much to make your car become unstable, lose traction or wash away.**

A small car can float in just 15 cm of water.\*  
That's the height of an average pen!

Scan to take the 15 to float challenge.

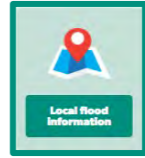
\*According to a float tank experiment using real vehicles at the University of NSW Water Research Laboratory.



**15tofloat.com.au**

# Flood Info Tools for Goulburn Broken Communities

**Local Flood Guides (LFGs)** for several flood prone communities are available on the SES website. LFGs include history of flood events, local impacts, explanations of flood warning levels and how to prepare. Go to [www.ses.vic.gov.au](http://www.ses.vic.gov.au) and click **Local Flood Information** →



**The Goulburn Broken Community Flood Intelligence Portal** allows you to view flood maps, search properties and create a property flood report and flood information including estimated 100-year ARI flood levels. A brief instructional video is also available at the portal website.

The best time to access and understand floodplain maps and property reports is NOW – not during an emergency. Emergencies can happen at any time, with little warning. People who plan and prepare for emergencies reduce the impact and recover faster. Taking the time to make a plan helps you think clearly and have more control to make better decisions when an emergency occurs.

Visit [www.redcross.org.au/prepare](http://www.redcross.org.au/prepare) or use a hardcopy RediPlan to start creating your plan. →



**Prepare at home:**  
Follow the SES steps to prepare at home:  
[ses.vic.gov.au/floodsafe](http://ses.vic.gov.au/floodsafe)  
or scan this QR code:

## Community Flood Intelligence Portal Steps:

### Goulburn Broken Community Flood Intelligence Portal

The Goulburn Broken Community Flood Intelligence Portal allows you to view flood maps, search properties and create a property flood report and flood information including estimated 100-year ARI flood levels.

General Information and User Guide tabs are included in the portal.

The portal has been developed with local councils to help improve the flood resilience of the catchment's community, property, infrastructure and environment.

Click on the image below to access the [Goulburn Broken Community Flood Intelligence Portal \(alternate\)](#).

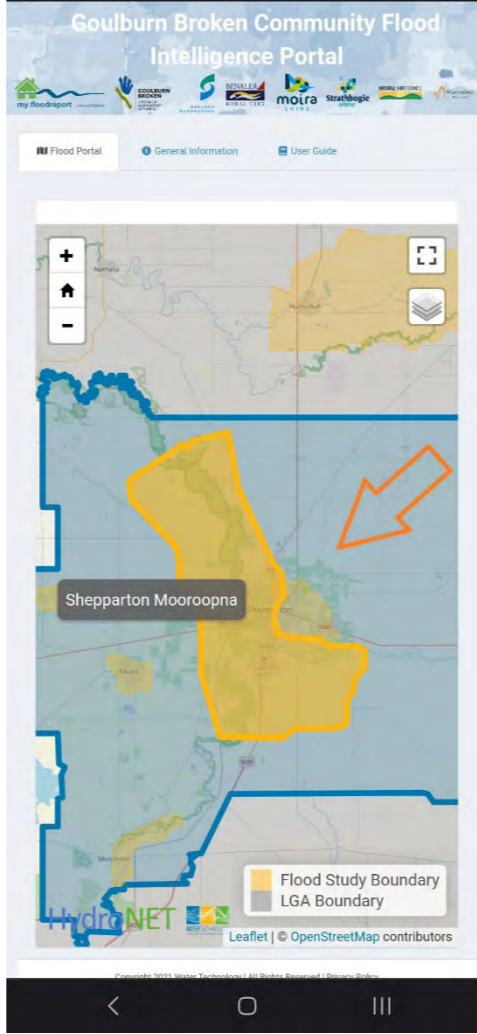
Access a brief instructional video is available [here](#).

A flood is a natural event with many variables and the predictive maps, while based on the best information at the time, may not reflect real time experience (no two floods are the same).

Access the portal at [www.....](http://www.....) or use this QR code.

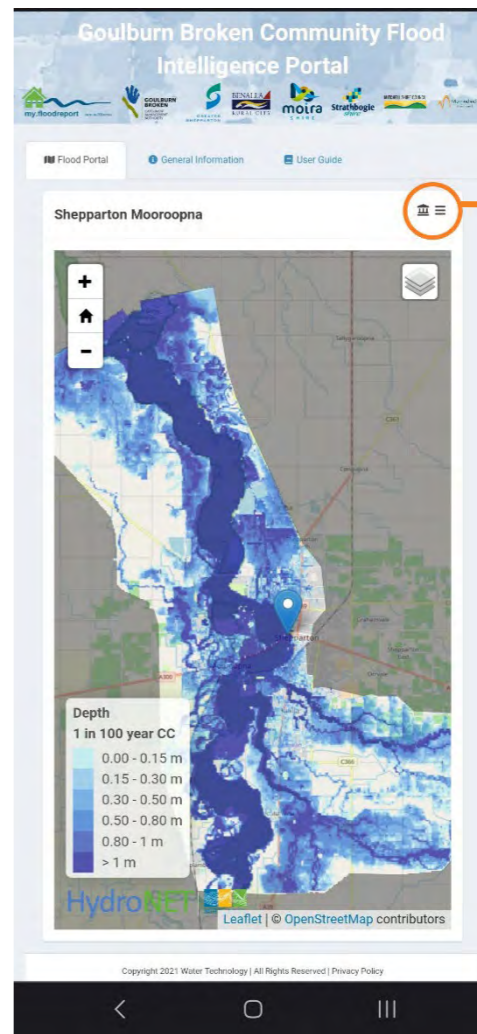


First, click to enter the portal.



Yellow areas on the map show different communities included in the flood study.

Next, click on the yellow area over your community. You may need to zoom in or click twice to enter your community.



Once loaded, select the menu icon (3 lines):

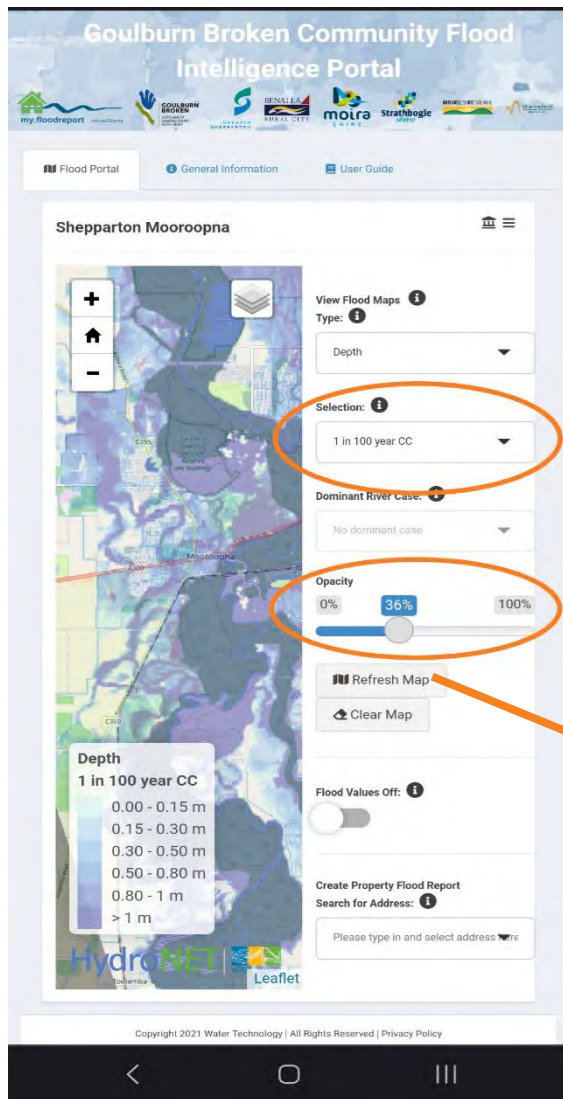


You will know when the portal has loaded the mapping when the spinning wheel stops and you see a dark blue layer which represents the **"1 in 100 year CC"** flood, which means the flood data has been adjusted for Climate Change.

This view shows how far and serious the impacts on roads could be in a very large flood.





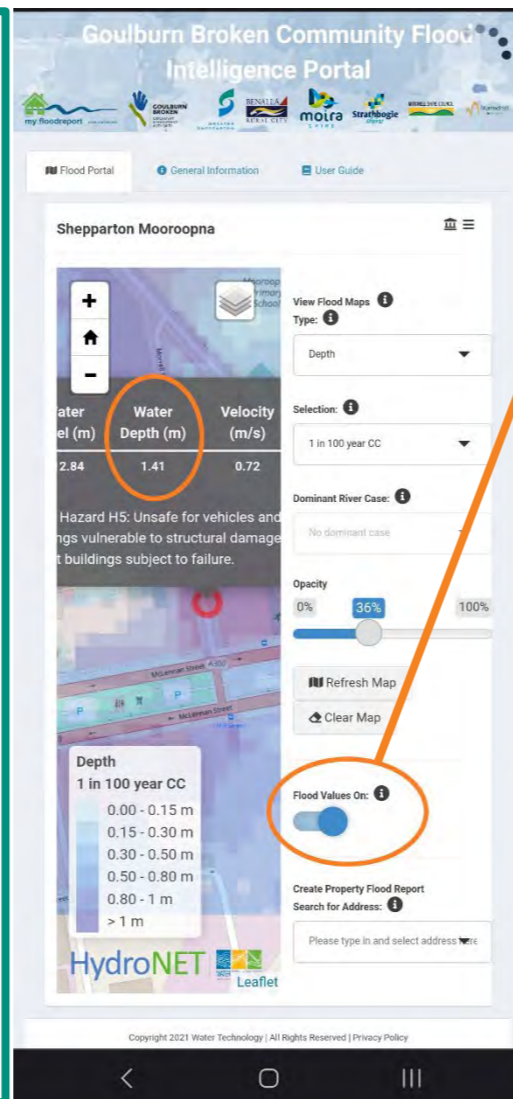


**From the menu you can:**

- choose different flood layers to show in the "Selection" box.
- adjust the opacity slider to see through map layers clearly.

Before you zoom in to your address, use this view to notice the extent and depth of flood impacts on local roads, homes and infrastructure around town.

**Each time you choose a new option – click "Refresh Map" to load your changes.**

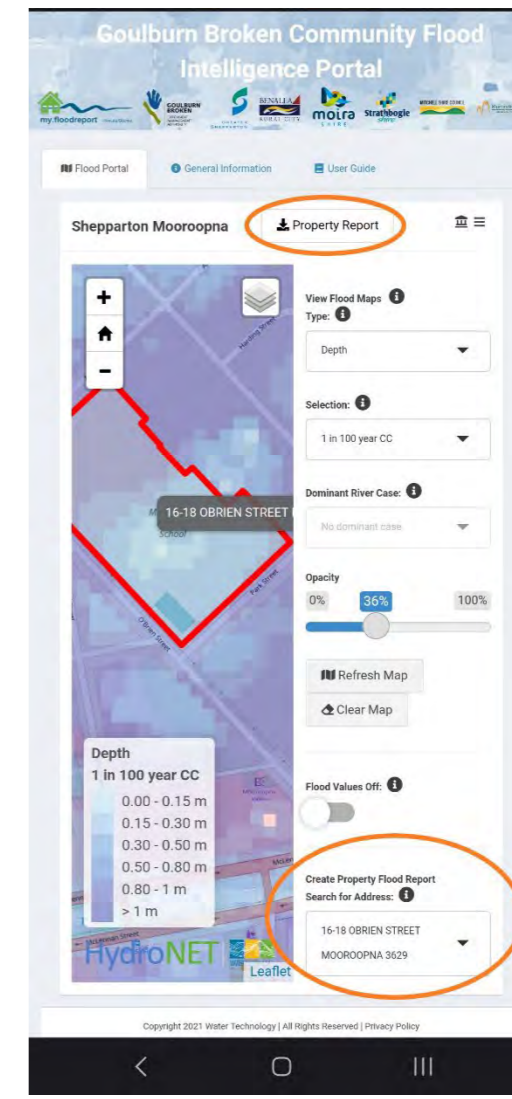


**Try a quick depth check for your home, work, school, roads you use, and other places of interest to you.**

**Switch on "Flood Values" and click a spot on the map.**

A dark pop-up will tell you the depth (and other stats) for the flood selected.

In this example, we can see floodwater could be 1.41 metres deep on Mill Street, Mooroopna, in a "1 in 100 year CC" flood.



**For a more detailed look, switch the "Flood values" off again and select an address either by clicking on it (a red border will appear), or by typing the address into the search box at the bottom of the menu.**

**Once the address is confirmed, click the "Property Report" button to download the report.**



**Community Flood Intelligence Portal**  
Goulburn Broken CMA / Greater Shepparton City  
Shepparton Mooroopna

my.floodreport.com.au/Gbcma/?fp=Shepparton



**FLOOD PREPAREDNESS TABLE**

Scenario	Gauge Level: Goulburn River @ Shepparton (m)	Flood Class / Design Level <sup>(1)</sup>	Water Level <sup>(2)</sup> (m AHD)	Water Depth over floor <sup>(2)</sup> (m)
Goulburn Dominant	9.5	~ Minor	-	-
	10.1	-	-	-
	10.7	~ Moderate	-	-
	10.9	-	-	-
	11.1	1 in 5 Year (Major)	-	-
	11.3	1 in 10 Year	-	-
	11.7	1 in 20 Year	111.78	-0.83
	12.1	1 in 50 Year	112.39	-0.22
	12.2	1 in 100 Year	112.51	-0.1
	12.3	1 in 100 Year CC	112.81	0.2

To understand when your property floor level may be flooded, find the Flood Preparedness Table on the second page and carefully compare the gauge levels in the second column with the water depth's in the last column. In the example above, we could expect this property to have floodwater just 1cm below floor level in a 1 in 100 year flood event.

Wherever you see "1 in 100 Year CC", this means the data is adjusted to account for the more severe impacts of climate change. In a future 1 in 100 year flood, this property can expect to have floodwater about 2cm **over** the surveyed floor level.



# Bushfire Survival Plan



This planning template is designed for people who have a disability, chronic or acute medical condition or who are older.

As you fill this out, think about how your abilities and support needs affect your plan to leave early. This includes assistive technology, assistance animals and specific health management.

For an accessible word version or to print or download this template, go to [www.cfa.vic.gov.au/leaveearly](http://www.cfa.vic.gov.au/leaveearly)

CFA can visit you for free to provide advice about your property. Request a visit via email: [communityprograms@cfa.vic.gov.au](mailto:communityprograms@cfa.vic.gov.au)

Please complete the following details:

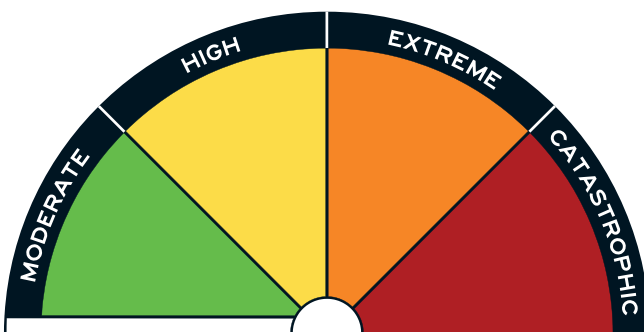
This Bushfire Survival Plan is for:

When living at:

My Fire Weather District is:

My plan was completed on: (dd/mm/yyyy)

## 1. My Fire Danger Rating trigger to leave is



### CATASTROPHIC

Night before  Early in the morning

### EXTREME








Night before  Early in the morning



Catastrophic days are the worst conditions for fire.

Homes are not designed or constructed to withstand these conditions.

## 2. I will find out the daily Fire Danger Rating from

	<input type="checkbox"/> My neighbour, relative, friend, support worker or carer		<input type="checkbox"/> Monitoring the VicEmergency app or website <a href="http://www.emergency.vic.gov.au">www.emergency.vic.gov.au</a>
	<input type="checkbox"/> Listening to ABC Local Radio or my designated community radio station		<input type="checkbox"/> Watching Sky News TV
	<input type="checkbox"/> Calling <b>VicEmergency Hotline 1800 226 226</b>  If you are deaf, hard of hearing or have a communication impairment contact VicEmergency via the <b>National Relay Service 1800 555 677</b>  If you do not speak English, call the <b>Translating and Interpreting Service 131 450</b> for translated information from VicEmergency		





## 3. What I will take

<input type="checkbox"/> <b>Personal items</b> (mobile phone, money, keys, identification, glasses, jewellery)	<input type="checkbox"/> <b>Essential items for daily living</b> (mobility aids, communication aids, assistive technology devices and chargers)
<hr/>	<hr/>
<input type="checkbox"/> <b>Medical equipment, medications and prescriptions</b>	<input type="checkbox"/> <b>Important documents</b> (will, insurance papers)
<hr/>	<hr/>
<input type="checkbox"/> <b>Other</b>	<input type="checkbox"/> <b>My emergency kit is stored</b>
<hr/>	<hr/>

## 4. I will stay at

Details	Option 1	Option 2
Name		
Telephone		
Mobile number		
Address		
I am able to stay more than one night	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 5. I will get there by

	<input type="checkbox"/> Driving my car	Always make sure you know alternative routes and have plenty of fuel
	<input type="checkbox"/> Public transport	Ensure you have a current timetable and that the service is operating
	<input type="checkbox"/> Taxi or other ride share options	Company _____ Telephone _____
	<input type="checkbox"/> My neighbour, relative or friend picking me up Always make sure to call the day/night before to confirm they are still picking me up	Name _____ Telephone _____

## 6. What I will do with my pet(s) or assistance animal

<input type="checkbox"/> Pet(s) will come with me (with their leads, food, bedding, crate etc.)	<input type="checkbox"/> Pet(s) will be left with neighbours or in a kennel (with lead, food, bedding, vaccination certificates)
<input type="checkbox"/> Pet(s) will be left at home (with fresh water and food)	Name of kennel _____
<input type="checkbox"/> I have an assistance animal that travels with me	Telephone _____



Some fires can continue for many days, even weeks. It is important to factor this into your plan for your pets in case you cannot come back to your home.

## 7. I will tell these people that I am leaving early

Details	Name	Telephone or email
Personal contacts		
Service providers		

## Returning home

I will return home when the Fire Danger Rating is of lower risk. I will know this through the information I receive from my preferred source of information as noted in this plan.

## Backup plan

There may be some circumstances where a safe evacuation is not possible and you will be told it's too late to leave. You may need to seek another shelter option.

### If I am unable to leave as planned, I will

**Go to a nearby well-prepared property**  
(if previously discussed)

Address

---

---

---

**Go to a Place of Last Resort**  
– Designated Neighbourhood Safer Place  
or Community Fire Refuge

Location

---

---

---

**Actively shelter at home**

---

---

---

Route(s) I will take to get there

---

---

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Version 2 | June 2022

**Remember, leaving early is always the safest option. You must plan your own survival.**

- When the Fire Danger Rating is Extreme or Catastrophic, leaving the night before or early in the morning is the safest option for your survival.
- Sheltering in an unprepared house without active defence is extremely dangerous.
- Disruptions to services such as power and water are common during bushfires. Expect interruptions to your NBN, electricity, telephones, mobile phones or mains water.
- CFA cannot guarantee a fire truck will come to your home.
- Older people, children and people with a disability should not remain in a bushfire-prone area during dangerous fire weather or a bushfire.
- Never wait to receive a warning, you may not get an official warning about a bushfire before its too late.
- You will not be told when to leave or assisted to leave during a bushfire. You must follow your plan.

**You must plan for your own survival.**



# YOUR REDIPLAN

\_\_\_\_\_ 'S RediPlan.

## MY EMERGENCY INFORMATION

Name of household member	Medicare number	Centrelink number	Passport number	Tax file number	Driver Licence number	Car registration

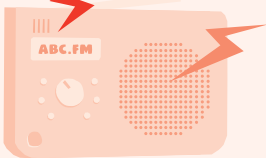
## MY IMPORTANT NUMBERS

	Name	Relationship	Phone	Address
Member of support network				
Member of support network				
Member of support network				
Out-of-town contact #1				
Out-of-town contact #2				
Other:				

## MY IMPORTANT SERVICES

	Company	Account number	Contact details
Electricity			
Gas			
Water			
Internet			
Phone			
Roadside assistance			
Other:			

abc.net.au



MY LOCAL ABC FREQUENCY: \_\_\_\_\_

MY AGREED MEETING PLACE: \_\_\_\_\_

## MY ALTERNATIVE PLACE TO STAY IN AN EMERGENCY

Name	Phone	Address



See **Step 2** for more information about staying connected during an emergency, including identifying an out-of-town contact, an agreed meeting place, and an alternative place to stay in an emergency.

## MY MEDICAL PLAN

Medical support list	Name	Phone	Out of hours contact	Address
Doctor				
Local hospital with 24-hour emergency				
Chemist				
Optometrist				
Dentist				
Other:				

## MEDICAL CONDITIONS

	Y	N	Plan to manage condition during and after an emergency
Heart disease			
Diabetes			
Asthma			
Migraines			
Fainting spells			
Anxiety			
Epilepsy			
High blood pressure			
Thyroid problems			
Dizziness			
Other:			



Consider getting a medical alert system that can easily call for help if you are immobilised in an emergency. Most alert systems require a working phone line, so have a back-up plan, such as a mobile phone or pager, in case landlines are disrupted.





## Current medications

Write down below any medication you are currently taking.

Remember to attach copies of concession cards, health insurance cards and prescriptions to this plan. You may also want to identify where you keep the medication in your home in case you have to evacuate quickly or someone needs to get it for you.

### CURRENT MEDICATIONS

Medical condition	Medication	Dosage	Times taken	Prescribing doctor (include contact details)	Location of medication in the home

### MEDICAL AIDS

	Y	N	Details	Plan to manage equipment in the case of an emergency
Do you use any equipment to assist you				
Style and serial numbers of medical devices				
Allergies and/or sensitivities (food, medication etc)				
Blood type				



Plan to have all the things you'd need with you for a week or two. This includes any medications you take regularly or specialised equipment (wheelchair, glasses, hearing aid) and supplies (patch kit for a wheelchair tyre or extra batteries). See **Step 4** for more information about packing a survival and recovery kit.

## DISABILITY

	Y	How my disability might affect my ability to respond to an emergency	Support plan
Intellectual			
Learning			
Speech-related			
Sensory			
Physical			
Neurological			
Other:			

## MY WILL

	Solicitor/s	Address	Phone
Location of my Will			

## MY POWER OF ATTORNEY:

## MY INSURANCE

	Insurer	Contact details	Policy number
Home and contents			
Health			
Car			
Life			
Income protection			
Business			



Consider your particular needs and how your support network might best assist you during an emergency. If you require help to evacuate, include written instructions and ensure your support network is aware of your plan. For example, “I am diabetic. Please take my insulin from the refrigerator”, “My service animal may legally remain with me”.

## MY IMPORTANT ITEMS LIST AND PLAN

Item	Location	Plan for protection

See **Step 3** for more information about how to identify and protect important items.

## MY ANIMAL PLAN

Animal name	Breed	Microchip number	Vet/Kennel contact details	Emergency safe place	Equipment required	Plan



In planning for emergencies you'll also need to think about your pets and animals and what they would need over the course of a week or more, including food, identification, medication, transport and accommodation.



# MY IMPORTANT NUMBERS

## EMERGENCIES

Police Fire Ambulance	000
SES	132 500
Poisons Info Line	13 11 26
Lifeline	13 11 14
BeyondBlue	1300 22 46 36

## MY IMPORTANT CONTACTS

Doctor		Home Care Agency	
Dentist		Local Radio Frequencies ABC	
Vet		Local Radio Frequencies Other	
Solicitor		Out-of-Town Contact	
Council		Power of Attorney	
Gas		Insurer	
Telco		Bank	
Power		Roadside Assistance	
Water			

Your Emergency  
**RediPlan**

[redcross.org.au/prepare](http://redcross.org.au/prepare)



**Australian  
Red Cross**



# MY IMPORTANT NUMBERS

## MY HOUSEHOLD NUMBERS

Name	Work	School	Mobile

## MY NEIGHBOURS / PERSONAL CARE NETWORK NUMBERS

Name	Work	Mobile

## OTHER IMPORTANT NUMBERS

Name	Work	Mobile



### Tip:

Store these numbers in your phone and take a picture of the card so you will have all your important details available in one place. You may also want to send a copy to friends or relatives to have on file in case of an emergency.