



# BANYULE HOUSEHOLD EMERGENCY INFORMATION GUIDE

IN AN EMERGENCY DIAL

# 000

FOR POLICE, FIRE & AMBULANCE

FLOOD STORM  
EMERGENCY

# 132 500

VICTORIAN BUSHFIRE  
INFORMATION LINE

# 1800 240 667



VICTORIA POLICE

the  
power  
of  
humanity



↑ BUSHFIRES

↑ HOUSE FIRES

↑ HEAT WAVES

↑ POWER  
FAILURE

↑ FLOODS

↑ SEVERE  
STORMS

↑ INFECTIOUS  
DISEASES

↑ IMPORTANT  
INFORMATION

## EMERGENCY INFORMATION BROADCASTERS

**ABC Melbourne 774 AM, Plenty Valley FM 88.6 FM, 3AW 693 AM, and Sky News** television.

*For a full list of broadcasters - [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au)*

## FLOOD AND STORM INFORMATION

**VICSES Emergency Calls** 132 500

**VICSES Website** [www.ses.vic.gov.au](http://www.ses.vic.gov.au)

**VICSES Information Line** 1300 842 737. *Only available during large-scale emergencies.*

**VicEmergency Website** [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

**Bureau of Meteorology (BoM)** 1300 659 217 [www.bom.gov.au](http://www.bom.gov.au)

## BUSHFIRE INFORMATION

**Victorian Bushfire Information Line** 1800 240 667

**CFA Website** [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

**VicEmergency Website** [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

## NON URGENT MEDICAL ASSISTANCE

**After Hours GP Helpline** 1800 022 222

**NURSE-ON-CALL** 1300 606 024

## BANYULE HOSPITAL EMERGENCY DEPARTMENTS

**Austin Hospital** 9496 5000  
211 Burgundy Street, Heidelberg

**Mercy Hospital for Women** 8458 4000  
163 Studley Road, Heidelberg  
*Emergencies related to pregnancy, gynaecology and new born babies born at MHW.*

**MENTAL HEALTH SUPPORT Lifeline** 13 11 14

**beyondblue** 1300 224 636

## EMERGENCY RELIEF AND RECOVERY ADVICE

**Victorian Emergency Recovery Information Line** 1300 799 232

**Emergency Relief and Recovery Victoria website** [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au)

**Banyule Council Emergency Management Team** 9490 4222

**ANIMALS IN EMERGENCIES Department of Environment & Primary Industries** 136 186 [www.depi.vic.gov.au](http://www.depi.vic.gov.au)

**Wildlife Victoria** 1300 094 535  
*Report sick or injured wildlife* [www.wildlifelifevictoria.org.au](http://www.wildlifelifevictoria.org.au)

## FREE INTERPRETING SERVICES

**TIS National** 13 14 50  
*Access to immediate 24hr telephone interpreting services.*

## EMERGENCY FINANCIAL ASSISTANCE

**Centrelink** 132 850 [www.centrelink.gov.au](http://www.centrelink.gov.au)

**Victorian Emergency Recovery Information Line** 1300 799 232

## ROAD CLOSURES AND TRAFFIC ALERTS

**VicRoads** 13 11 70  
*Traffic hazards and road closures.* [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## PUBLIC HEALTH INFORMATION

**Department of Health** [www.health.vic.gov.au/emergency](http://www.health.vic.gov.au/emergency)

**Banyule City Council Health Services Unit** 9490 4222 [www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)

## POWER OUTAGES

**SP Ausnet** 13 17 99  
*Outer northern and eastern suburbs.*

**Jemena** 13 16 26  
*North and south-western suburbs.*

# DO YOU KNOW WHAT TO DO IN AN EMERGENCY?

Even though it's easy to think that disasters won't happen to you in Banyule, emergency situations can happen anywhere at any time. It's important to have a plan and to know what to do. Experience shows that people who plan and prepare for emergencies can reduce the impact of the emergency and recover quicker.

**This guide provides easy to understand local emergency information, to help you to:**

- 1. Understand your risks**
- 2. Make a home emergency plan and kit**
- 3. Know what to do **BEFORE**, **DURING** and **AFTER** an emergency**

This guide has been produced by Banyule City Council, in consultation with Victoria Police, Red Cross, Ambulance Victoria, Department of Health, Department of Human Services, VICSES, St John Ambulance, CFA and MFB.

**DISCLAIMER:** Information provided is a guide only and should be customised for your individual circumstance, taking into consideration your local risks and family arrangements.

## Are YOU at risk?

Banyule has a history of natural and man-made emergencies and is particularly at risk of:

- **Bushfires**
- **House fires**
- **Heatwaves**
- **Power failures**
- **Floods**
- **Severe storms**
- **Infectious diseases**



Part of being prepared for an emergency is being aware of the kinds of hazards and disasters you may face, as there are things you can do **BEFORE**, **DURING** and **AFTER** an event that are unique to each type of emergency.



# HOME EMERGENCY PLANNING

Creating a home emergency plan takes very little time and may help save your life, your family's or your property during an emergency. Things to think about when creating your plan:

1. Who should I include in my plan (e.g. family members, pets and livestock)?
2. What emergencies could affect me? (See page 3)
3. Where will I go and what will I take if I need to evacuate?
4. Where will I find emergency information and warnings?
5. Where will I meet my family if we are separated (e.g. kids are at school)?
6. How can I prepare my property for emergencies?
7. How can I prepare myself financially for emergencies?
8. How will I plan and prepare for my pets and livestock safety?
9. How often I will practise my plan?

***Remember to practise your plan!***

## Where can I get a template home emergency plan from?

The following emergency templates are available.

| RESOURCES AVAILABLE   | WHERE TO GET THEM   |
|---|---|
| <b>Home Emergency Plan</b>  | Banyule City Council<br><a href="http://www.banyule.vic.gov.au">www.banyule.vic.gov.au</a><br>9490 4222 |
| <b>Emergency REDiPlan:</b> Four steps to prepare your household<br><b>Emergency REDiPlan:</b> Household preparedness for seniors<br><b>Emergency REDiPlan:</b> Household preparedness for people with a disability, their families and carers<br><b>Bushfires:</b> Preparing to leave early | Red Cross<br>1800 232 969<br><a href="http://www.redcross.org.au">www.redcross.org.au</a>               |
| <b>VICSES Home Emergency Plan Guide</b>   | VIC SES<br>1800 045 939<br><a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>                   |
| <b>CFA Fire Ready Kit</b>   | CFA<br>1800 240 667<br><a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a>                       |

# HOME EMERGENCY KIT

Every household should have a home emergency kit that contains items you will need during and after most emergencies. Your kit should contain at least these basic items, but should be tailored to suit your needs:

- Portable battery operated radio or wind up radio.
- Battery operated torch or wind up torch.
- Mobile phone and charger.
- Spare batteries.
- Overnight bag with change of clothes.
- Protective items, e.g. strong boots, sun hat, sunscreen, rubber gloves, gardening gloves and insect repellent.
- Woolen blankets and sleeping bags (or have them handy).
- Enough non-perishable food and drinking water for each person (and pets) for three days.
- Special requirements for pets, babies and the disabled.
- Medications and prescriptions.
- First Aid kit.
- Toiletries.
- Valuable items, such as copies of photos on a CD or memory stick.
- Important documents, such as passports, birth and marriage certificates, wills, insurance papers and a copy of your home emergency plan.

## “EVERY HOUSEHOLD SHOULD HAVE A HOME EMERGENCY KIT”

### TIPS

- **Keep your kit in a waterproof box and store it in an easy to access location.**
- **Check your home emergency kit regularly and re-stock any out-of-date items.**



Banyule is impacted by declared fire seasons, which occur every year and last an average of four months (usually December through to April).

The greatest threat of bushfire is from the north and north-west where fire may enter Banyule from the Shire of Nillumbik and/or the City of Whittlesea.

### **Greensborough - Apollo Parkways**

Greensborough - Apollo Parkways is at the southern most part of the Plenty Gorge and has been assessed as having a **VERY HIGH** to **EXTREME** bushfire risk by the Victorian Fire Risk Register.

Greensborough residents should refer to the ***Greensborough – Apollo Parkways Community Information Guide***, available on the CFA website or by contacting the Victorian Bushfire Information Line.

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### **ARE YOU BUSHFIRE READY? PREPARE. ACT. SURVIVE.**

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### **Get your Fire Ready Kit today!**

The CFA Fire Ready Kit helps you to understand your risk, prepare your property and develop a bushfire plan.

For a copy, go to [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) or contact the Victorian Bushfire Information Line.

## **WARNINGS & ALERTS**

### **Radio & TV**

ABC 774 AM, 3AW 693 AM, Plenty Valley FM 88.6 FM and Sky News TV. For a full list of broadcasters [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au).

### **VicEmergency Website**

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

### **CFA and DEPI Website**

[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) and [www.depi.vic.gov.au/fire-and-emergencies](http://www.depi.vic.gov.au/fire-and-emergencies).

### **Victorian Bushfire Information Line**

1800 240 667. Callers who are deaf, hard of hearing, or have a speech/communication impairment can contact this line via the National Relay Service on 1800 555 677.

### **Phone**

In extreme situations you may receive emergency warnings on your phone. See [www.emergencyalert.gov.au](http://www.emergencyalert.gov.au) for more information.

### **FireReady App**

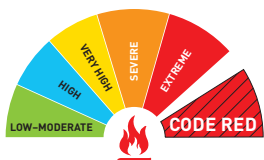
On your mobile phone.

### **Social media**

Twitter @CFA\_Updates and [www.facebook.com/cfavic](http://www.facebook.com/cfavic).



# FIRE DANGER RATING



**FIRE DANGER RATING**

**Stay aware of the fire danger rating and know what to do.**

**For more information contact:  
1800 240 667  
www.cfa.vic.gov.au**



## WHAT DOES IT MEAN?

## WHAT SHOULD I DO?

|                       |  |  |
|-----------------------|--|--|
| <b>CODE RED</b>       | <p>These are the worst conditions for a bush or grass fire. Homes are not designed or constructed to withstand fires in these conditions.</p> <p>The safest place to be is away from high risk bushfire areas.</p>   | <p>Leaving high risk bushfire areas the night before or early in the day is your safest option – do not wait and see.</p> <p>Avoid forested areas, thick bush and long, dry grass.</p> <p>Know your trigger. Make a decision about:</p> <ul style="list-style-type: none"> <li>– when you will leave</li> <li>– where you will go</li> <li>– how you will get there</li> <li>– when you will return</li> <li>– what you will do if you cannot leave.</li> </ul>  |
| <b>EXTREME</b>        | <p>Expect extremely hot, dry and windy conditions.</p> <p>If a fire starts and takes hold, it will be uncontrollable, unpredictable and fast moving. Spot fires will start, move quickly and will come from many directions.</p> <p>Homes that are situated and constructed or modified to withstand a bushfire, that are well prepared and actively defended, may provide safety. You must be physically and mentally prepared to defend in these conditions.</p> | <ul style="list-style-type: none"> <li>• Consider staying with your property only if you are prepared to the highest level. This means your home needs to be situated and constructed or modified to withstand a bushfire, you are well prepared and you can actively defend your home if a fire starts.</li> <li>• If you are not prepared to the highest level, leaving high risk bushfire areas early in the day is your safest option.</li> <li>• Be aware of local conditions and get information by listening to ABC Local Radio, commercial and designated community radio stations or Sky News TV, going to <a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a> or calling the Victorian Bushfire Information Line on <b>1800 240 667</b>.</li> </ul> |
| <b>SEVERE</b>         | <p>Expect hot, dry and possibly windy conditions.</p> <p>If a fire starts and takes hold, it may be uncontrollable.</p> <p>Well prepared homes that are actively defended can provide safety.</p> <p>You must be physically and mentally prepared to defend in these conditions.</p>   | <ul style="list-style-type: none"> <li>• Well prepared homes that are actively defended can provide safety – check your bushfire survival plan.</li> <li>• If you are not prepared, leaving bushfire prone areas early in the day is your safest option.</li> <li>• Be aware of local conditions and get information by listening to ABC Local Radio, commercial and designated community radio stations or Sky News TV, going to <a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a> or calling the Victorian Bushfire Information Line on <b>1800 240 667</b>.</li> </ul>   |
| <b>VERY HIGH</b>      | <p>If a fire starts, it can most likely be controlled in these conditions and homes can provide safety.</p> <p>Be aware of how fires can start and minimise the risk.</p> <p>Controlled burning off may occur in these conditions if it is safe – check to see if permits apply.</p>   | <ul style="list-style-type: none"> <li>• Check your bushfire survival plan.</li> <li>• Monitor conditions.</li> <li>• Action may be needed.</li> <li>• Leave if necessary.</li> </ul>  |
| <b>HIGH</b>           |  |  |
| <b>LOW - MODERATE</b> |  |  |

# BUSHFIRES

TO REPORT A FIRE DIAL 000

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## Total Fire Bans

Total Fire Bans are declared by district.

**BANYULE IS LOCATED IN THE CENTRAL DISTRICT.**

To find out what you can and can't do during fire danger periods and Total Fire Bans go to the CFA website or call the Victoria Bushfire Information Line.

**No fires are permitted within the open air on days of**

**Total Fire Ban.** Some exemptions do apply, however you will require a permit. Contact your local CFA District Office or CFA headquarters on **9262 8444** for more information.

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## VICTORIAN BUSHFIRE INFORMATION LINE 1800 240 667

**1800 555 667 (National Relay Service)**

**Call for information on:**

- Major bushfires (during and after).
  - Total fire bans and fire restrictions.
  - Key bushfire preparation and planning.
  - Program, publication and services available.
  - Bushfire safety messages.
  - Current fire danger ratings.
  - Community meeting.
- 



## FireReady app

Access up-to-date bushfire warnings and advice when you are out and about. Download the FireReady app on your mobile today!

## Did you know grass fires can be just as dangerous as bushfires?

- Grassfires can start quickly and spread rapidly, catching people off guard.
- Grassfires can produce huge amounts of radiant heat that can kill anyone caught in the open.
- The safest place during a grassfire is well away from the threat.
- If leaving early is not an option, move to a sheltered location three or more blocks back from the fire front if it is safe to do so.  
**YOUR SAFETY IS NOT GUARANTEED.**

## For more information

CFA has a wealth of resources to help you know what to do before and during a bushfire. Visit [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) or contact the Victorian Bushfire Information Line on **1800 240 677**.



## BEFORE

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- Determine if you're in a high risk bushfire area, e.g. near where suburbs meet bush and grassland.
- Use the Household Bushfire Self-Assessment Tool to assess your property risk level.
- Stay aware of the Fire Danger Rating. **LEAVING EARLY IS ALWAYS THE SAFEST OPTION.** See page 7.
- Get a Fire Ready Kit, including Leaving Early Bushfire Survival Planning Template - [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).
- Attend a CFA Fire Ready Victoria briefing in your local area.
- Prepare your property and household considering family, livestock and pets - go to: [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).
- Decide what important items you want to take with you if you need to evacuate.
- Check you have adequate building and contents insurance.
- Get to know your neighbours and those who may need extra help, e.g. those with a disability.

## DURING

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- Implement the bushfire survival requirements of your home emergency plan.
- Continue to stay informed and monitor conditions. See Warnings and Alerts, page 6.
- Be prepared to evacuate. See page 22.
- **Leaving early is always the safest option.** Always follow advice provided by emergency services. If you have lost this option due to imminent fire threat, consider taking shelter in a well prepared home or move further away from the fire threat, e.g. further into the urban area. **YOUR SAFETY IS NOT GUARANTEED.**
- If you have time, check your neighbours are monitoring the situation.
- If you are suffering smoke exposure, seek medical advice or call NURSE-ON-CALL **1300 606 024**.
- Contact a family member or friend and tell them what you plan to do now.

## AFTER

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- Listen to ABC radio or other emergency broadcasters for updates.
- For relief and recovery information contact Banyule City Council (**9490 4222**), the Victorian Bushfire Information Line or the Victorian Emergency Recovery Information Line - **1300 799 232**.
- Contact your insurance company immediately and take photos of damage.
- Be aware of road hazards like debris and damaged roads, bridges and power lines.
- Burnt buildings can leave potential hazards such as asbestos, ashes (especially from treated timbers) and damaged electrical wiring. Follow Department of Health advice to reduce risk of injury and illness.
- For financial assistance to help ease the personal hardship call the Victorian Emergency Recovery Information Line - **1300 799 232**.
- Check on your neighbours and contact family and friends to let them know you are ok.

# HOUSE FIRES

## TO REPORT A FIRE DIAL 000

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House fires can start and take hold within seconds, so it's vital to pay attention. Stay on the lookout for everyday risks, such as cooking left unattended or clothes left too close to a heater. On average, there are 4,500 house fires in Victoria per year and most could be prevented by taking simple precautions.

### SMOKE ALARMS

#### EVERY 10 YEARS

All smoke alarms including those connected to mains electricity need to be replaced.

#### YEARLY

Change the battery in your smoke alarm and gently dust around the outside cover.

#### MONTHLY

Press the test button on the smoke alarm every month and wait for the beep, beep beep.

All Australian fire services recommend photoelectric smoke alarms.

### Basic treatment for burns

- Cool the burn under running water for 20 minutes. Never use oil, butter or ointment.
- Remove or cut clothing around the burn, unless it has stuck to the skin.
- Cover the cooled burn with a lint free clean cloth or cling wrap and keep the patient warm.
- See a doctor if the burn is blistered, larger than a 20 cent coin, or on the face, hands, feet or genitals.

**For major burns call 000 for an ambulance immediately.**

### Tips for preparing your home fire escape plan

- Identify the quickest, safest way to get out of the house from every room, including upper floors.
- Agree on a place to meet outside (letter box or nature strip) and practise evacuating.

### For more information

For more home fire safety advice visit:  
[www.homefiresafety.com.au](http://www.homefiresafety.com.au), [www.mfb.vic.gov.au](http://www.mfb.vic.gov.au) and  
[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au).



## BEFORE

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- Book a licensed gas-fitter to check your gas heater.
- Check chimneys, flues and fire boxes for cracks, rust and debris.
- Check electric blankets for kinks in the wiring and appliances for visibly frayed or damaged wiring.
- Clean the lint filter in your dryer (and continue to do this after each load).
- Have an appropriate fire extinguisher and fire blanket near your cooking area.
- Check BBQ gas bottles to see if their test date is current.
- Have working smoke alarms properly installed in your home, including outside sleeping areas.
- Decide what important items you want to take with you if you needed to evacuate.
- Have a home emergency plan and kit prepared. See page 4 – 5.
- Practise your home fire escape plan regularly.
- Check you have adequate building and contents insurance.

## DURING

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### **Stop, drop, cover and roll.**

- If your clothes catch fire - stop, drop, cover your face with your hands and roll to smother the flames.
- To help someone else, throw a woollen blanket over them to extinguish the flames.

### **Get down low and go go go!**

- In a fire, the safest area for breathing is near the floor where the air is cooler and cleaner, so remember to crawl low in smoke.

### **Check doors for heat before opening.**

- Use the back of your hand to check for heat.
- Close doors behind you if possible. If the door is hot, use another exit.
- Get everyone out of the house as quickly as possible.

### **Call the fire brigade – 000.**

- Call the fire brigade from a neighbour's house, public or mobile phone and wait for them to arrive.
- Never go back inside for any reason.

## AFTER

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- Contact your insurance company immediately and follow instructions.
- Burnt homes can leave potential health hazards such as asbestos, ashes (especially from burnt treated timbers) and damaged electrical wiring. Follow Department of Health advice to reduce risk of injury and illness.
- After extended power failure (e.g. 4 hours or more), consider food spoilage. See Power Failure – page 14.
- For financial assistance to help ease personal hardship caused by an emergency call the Victorian Emergency Recovery Information Line – **1300 799 232**.
- Contact family and friends and let them know you're ok.



# HEATWAVES

NURSE-ON-CALL 1300 60 60 24

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A heatwave is an extended period of abnormally and uncomfortably hot and humid weather where heat related illness and death increase substantially. During the 20th century heatwaves have caused more deaths in Australia than any other natural hazard.

## People most at risk

Anyone can suffer from heat related illness, but the people most at risk are:

- People over 65 years, particularly those living alone or without air conditioning.
- Babies and young children.
- Pregnant and nursing mothers.
- People who are physically unwell, especially with heart disease, high blood pressure or lung disease.
- People on medications for mental illness.

## Common symptoms of heat stress

- Deterioration in existing medical conditions.
- Heat rash.
- Heat cramps.
- Dizziness and fainting.
- Heat exhaustion - sweating, rapid heart rate, muscle cramps, headache, nausea and vomiting, dizziness or fainting.
- Heat stroke – this is a medical emergency and requires urgent attention.

## WARNINGS & ALERTS

### Chief Health Officer Heat Health Alert

[www.health.vic.gov.au/chiefhealthofficer/alerts/](http://www.health.vic.gov.au/chiefhealthofficer/alerts/).

### Bureau of Meteorology

[www.bom.gov.au](http://www.bom.gov.au).

### Radio & TV

ABC 774 AM, 3AW 693 AM, Plenty Valley FM 88.6 FM and Sky News TV. *For a full list of broadcasters -*  
[www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au).

## For more information

For more information about heat related illness speak to your doctor or visit the Better Health Channel website  
[www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).



## BEFORE

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- Get your home ready - draw your curtains, blinds and awnings at the start of the day to keep as much sun out of your home.
- Check your home cooling systems are working properly and have your air-conditioner serviced, if necessary.
- Look after your pets - ensure they have plenty of shade and cool water to last the entire day and regularly check on them.
- Get to know your neighbours - establish who in your neighbourhood is most at risk and may need extra help.
- Choose the coolest place in the house for babies or young children to sleep and make sure the air can circulate around the bassinette or cot (remove any liners or padding).

## DURING

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- Stay cool - Dress in light, loose clothing and turn on cooling systems. If you don't have a fan or air conditioning, spend the day in a shopping centre, library or other cool public place. Use a cool damp cloth or towel to keep you cool at night.
- Regularly check on family, friends and neighbours, particularly those most at risk.
- Look for symptoms of heat stress. Seek medical help immediately if you show any symptoms of heat stress, such as extremely heavy sweating, headache, vomiting, confusion and swollen tongue.
- Stay hydrated - keep drinking water, even if you don't feel thirsty. Check with your doctor if you are on limited fluids.
- Avoid the sun - avoid being out in the sun for extended periods. If you have to be outside seek shade, wear sunscreen, a shirt, hat and sunglasses.

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**DON'T LEAVE CHILDREN OR PETS IN PARKED VEHICLES FOR ANY PERIOD OF TIME**

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## AFTER

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- Stay hydrated - keep drinking water, even if you don't feel thirsty. Check with your doctor if you are on limited fluids.
- Seek medical help immediately if you show any symptoms of heat stress including extremely heavy sweating, headache and vomiting, confusion, swollen tongue.
- Check on your neighbours, family and friends and let them know you are ok.
- Once the outside temperature has dropped, open your windows to allow cool air to circulate and cool your home.

### Where to get help

- In an emergency - call **000**.
- Emergency department of your nearest hospital, e.g. Austin Hospital.
- Your doctor.
- NURSE ON CALL **1300 606 024**.
- Maternal and Child Health Line - **132 229** (24 hours).

# POWER FAILURE

An emergency, such as a severe storm, may last a day but your power can stay out for a week or more. An extended power outage can mean shivering or sweating in the dark and in some cases, threaten your health and safety. The key to staying safe and comfortable is preparing and knowing what to do when the lights go out and stay out.

## Who can help restore power?

Your electricity distribution company is responsible for the poles and wires carrying electricity to your home and normally organises for the power to go back on. They can be contacted on the faults and emergencies number on your most recent electricity bill.



## FOOD SAFETY AFTER POWER FAILURE

- Try to keep cold and frozen food cold. Move food from the fridge to the freezer. If food is still cold to touch, less than 5°C, it is safe to use.
- Once refrigerated or frozen food is no longer cold to touch, 5°C or above, it can be kept and eaten for up to 4 hours and then it must be thrown away or, if it is raw meat, it should be cooked and eaten.
- Eat hot food within 4 hours of it being hot or throw it away.
- If power is restored when frozen food is still solid the food is safe to refreeze.
- If power failure lasts more than 1 hour and there is bagged ice available, put it under food packages and trays stored in freezers and fridges.
- Place an insulating blanket over cold or frozen food where possible.
- Only open fridge and freezer doors when absolutely necessary as this will keep the food and air temperature colder for longer.

**For more advice on food safety contact Banyule Council's Health Services Unit on 9490 4222.**

## BEFORE

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- If anyone uses electrically powered life-support equipment or medical equipment, be sure to ask your doctor about emergency battery backup systems.
- Prepare a home emergency plan and kit. See pages 4 – 5.
- Have your power distribution company's phone number available.
- Regularly check the size and health of trees growing near to powerlines. If the tree is on your property call a qualified tree clearing professional and if it's in the street, call Council to safely prune or assess the tree.
- Get to know your neighbours – establish who in your neighbourhood may need extra help, e.g. those with a disability.
- Make sure you and your family know where your safety switch is located.

## DURING

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- Check your neighbour's house to see if they have lost power. If your neighbour has power on, then check to see if your safety switch has been tripped.
- Contact your power distribution company to see if they know the reason and expected outage time.
- Use torches, where possible, rather than candles or other open flames.
- Make sure appliances are turned off because they could come back on when you are not there.
- In hot weather, stay cool and drink plenty of fluids to prevent heat-related illness. See pages 12 – 13.
- In cold weather, wear layers of clothing, which help to keep in body heat.
- Make sure you keep your food safe. See Food Safety After Power Failure [above].
- Check and offer support to neighbours and relatives, particularly those with special needs.

## AFTER

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- Check all appliances that may have been left on, e.g. lights, heaters, stove, central heating units, etc.
- Assess your refrigerated and frozen food stocks.
- Reset equipment affected by power failure.
- Check on your neighbours.
- If your power has been cut because of storm damage to your house, have a licensed electrician ensure it is safe before any other home repairs are carried out.

Flooding can happen anywhere in Banyule and can be caused by more than just rain. Even if you don't live near a river or creek, different types of flooding can still happen in your area from other causes. Banyule is particularly prone to flash flooding, which can happen very quickly when lots of heavy rain falls over a short period of time. Such events occur more frequently in the summer months, with little warning.

## FLASH FLOODS OCCUR WITH LITTLE OR NO WARNING AND CAUSE MORE DAMAGE THAN ANY OTHER TYPE OF FLOODING

### What are some of the possible effects of flooding?

- Injury and loss of life.
- Damage to homes and businesses.
- Damage to public transport, roads and community facilities.
- Clean-up costs for property owners.
- Lost earnings because of disruption.
- Emotional suffering.
- Loss of irreplaceable items.
- Increased risk of disease.
- Increase in respiratory problems from wet materials and mould growth.

## WARNINGS & ALERTS

### Bureau of Meteorology

1300 659 217 or [www.bom.gov.au](http://www.bom.gov.au).

**Radio & TV** - ABC 774 AM, 3AW 693 AM, Plenty Valley FM 88.6 FM and Sky News TV. *For a full list of broadcasters visit [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au).*

### VicEmergency website

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

### Phone

In extreme situations your landline or mobile phone may be used to deliver a critical warning. For more information visit - [www.emergencyalert.gov.au](http://www.emergencyalert.gov.au).

### VICSES Information Line

1300 842 737. *Only available during large-scale emergencies.*

## For more information

For more information visit [www.ses.vic.gov.au](http://www.ses.vic.gov.au) or contact the Victorian State Emergency Services Central Region Office: **1800 045 939**.

**Never walk, play, ride or drive in floodwater!**





## BEFORE

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- Monitor weather conditions and listen to radio or news bulletins for warnings and alerts.
- Maintain your roof. Clean gutters, spouting and downpipes regularly, fix loose tiles, roofing iron and ridge capping.
- Trim or remove trees or branches overhanging your home.
- Keep your yard or porch free of clutter.
- Have a home emergency plan and kit prepared. See pages 4 – 5.
- Check you have adequate building and contents insurance.
- Ensure everyone knows where, how and when to turn off mains power, water and gas in case of emergency and evacuation.
- Ensure your house number is visible from the street.
- Get to know your neighbours – establish who in your neighbourhood may need extra help, e.g. those with a disability.

## DURING

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- Continue to monitor weather conditions and listen to the radio or news bulletins for warnings and alerts. See page 16.
- Bring pets inside and secure them so they can't escape or create havoc indoors.
- Be prepared to evacuate if advised by authorities. See page 22.
- Raise belongings by placing them on tables, beds and benches, or move them to higher ground.
- Block toilets, household drains and sinks with plugs to stop sewage backflow.
- Tie down objects likely to float and cause damage. Raise poisons, oils and chemicals well above floor level.
- Turn electricity and gas off at the mains.
- Wear protective clothing such as strong boots and gloves as flood water is likely to be contaminated.
- Check and offer support to neighbours and relatives, particularly those with special needs.

## AFTER

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- For emergency assistance due to flood damage call the SES on **132 500** for help.
- Contact your insurance company immediately and take photos of damage.
- Be aware of road hazards, such as floodwater, debris and damaged roads or bridges.
- For relief and recovery information contact Banyule City Council (**9490 4222**), the Victorian Emergency Recovery Information Line (**1300 799 232**) or visit [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au).
- Dispose of food and medicines that were in contact with flood water.
- Dry out and clean buildings straight away. Follow Department of Health advice to reduce mould growth and mosquito breeding. Go to [www.health.vic.gov.au/emergency](http://www.health.vic.gov.au/emergency).
- Flooding may cause sewage to overflow into your home. Contaminated areas must be disinfected. Keep children and pets away until clean-up is completed.
- Contact family and friends to let them know you are ok.

# SEVERE STORMS

FLOOD STORM  
EMERGENCY **132 500**

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Severe storms can occur in Banyule and do so more frequently than any other major natural hazard. Although severe storms can occur at any time, they are most common from October to April. Severe storms can cause damage from lightening, hail, thunderstorms, strong winds, tornadoes, heavy rain and flash flooding.

## What are some of the possible effects of severe storms?

- Injury and loss of life.
- Damage to homes and businesses.
- Damage to public transport, roads and community facilities.
- Clean-up costs for property owners.
- Lost earnings because of the disruption.
- Emotional suffering.
- Loss of irreplaceable items.

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**EACH YEAR IN AUSTRALIA SEVERAL PEOPLE DIE AND MILLIONS OF DOLLARS WORTH OF DAMAGE IS CAUSED BECAUSE OF SEVERE STORMS**

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## WARNINGS & ALERTS

### Bureau of Meteorology

1300 659 217 or [www.bom.gov.au](http://www.bom.gov.au).

**Radio & TV** - ABC 774 AM, 3AW 693 AM, Plenty Valley FM 88.6 FM and Sky News TV. *For a full list of broadcasters visit [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au).*

### Phone

In extreme situations your landline or mobile phone may be used to deliver a critical warning. For more information visit - [www.emergencyalert.gov.au](http://www.emergencyalert.gov.au).

### VICSES Information Line

1300 842 737. *Only available during large-scale emergencies.*

## For more information

For more information visit [www.ses.vic.gov.au](http://www.ses.vic.gov.au) or contact the Victorian State Emergency Services on **1800 045 939**.



## BEFORE

---

- Monitor weather conditions and listen to radio or news bulletins for updates and warnings.
- Maintain your roof. Clean gutters, spouting and downpipes regularly, fix loose tiles, roofing iron and ridge capping.
- Trim or remove trees or branches overhanging your home. Inspect and fix fences.
- Keep your yard or porch free of clutter.
- Have an emergency plan and kit prepared. See pages 4 – 5.
- Check you have adequate building and contents insurance.
- Ensure your house number is visible from the street.
- Ensure everyone knows where, how and when to turn off the main power, water and gas in case of emergency and evacuation.
- Get to know your neighbours – establish who in your neighbourhood may need extra help, e.g. those with a disability.

## DURING

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- Continue to monitor weather conditions and listen to the radio or news bulletins for warnings and alerts. See page 18.
- Stay indoors and away from windows.
- Bring children and pets indoors. Secure pets so they can't escape or create havoc indoors.
- Take extreme care when driving. Beware of fallen trees and power lines.
- Lightning can be deadly. Avoid using the telephone and if outdoors seek shelter but never shelter under a tree.
- Power blackouts can happen during storms. Turn off and unplug all non-essential electrical items, e.g. TV, air conditioner.
- Put vehicles under solid cover well away from trees, power lines and waterways.
- Use a torch instead of candles.
- Check and offer support to neighbours and relatives, particularly those with special needs.

## AFTER

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- For emergency assistance due to storm damage (e.g. roof blown off) call the SES for help on **132 500**.
- For relief and recovery information contact Banyule City Council (**9490 4222**), the Victorian Emergency Recovery Information Line (**1300 799 232**) or visit [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au).
- Check your home and property for damage.
- Contact your insurance company immediately and take photos of damage.
- Be aware of road hazards, such as floodwater, debris and damaged roads or bridges. Do not drive through affected areas unless it is necessary.
- After extended power failure (e.g. 4 hours or more), consider food spoilage. See Power Failure – page 14.
- Check on your neighbours and contact family and friends to let them know you are ok.

# INFECTIOUS DISEASES

Banyule residents are susceptible to public health emergencies caused by infectious diseases with the potential to kill or cause life threatening illnesses for thousands or millions of people worldwide. These threats can occur locally, such as outbreaks of measles and pertussis (whooping cough) or be widespread, such as an influenza pandemic.

## Immunisation

Immunisation can prevent many infectious diseases in children and adults. **Vaccines are available for a range of conditions and infectious diseases** like flu, measles and hepatitis. Vaccines are available from your doctor and Banyule City Council (excluding travel vaccines). To **locate your nearest public immunisation sessions**, contact Banyule City Council on **9490 4222**.

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## THE SINGLE MOST IMPORTANT HEALTH INITIATIVE NEXT TO CLEAN WATER IN PREVENTING DISEASES IS IMMUNISATION

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### For more information

For more information about immunisation and infectious diseases speak to your doctor or visit the Better Health Channel website at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).

## Influenza (flu)

Seasonal influenza strikes every year. Older people, pregnant women and those with an underlying medical condition are more likely to develop serious complications because of the flu. Complications can include secondary bacterial pneumonia, primary influenza pneumonia and inflammation of the brain and heart.

### Symptoms

Generally, flu symptoms develop one to three days after infection and include:

- High fever, chills and sweating,
- Sore throat,
- Weakness,
- Headache,
- General muscle and joint pains (in the legs and back),
- A non-productive, dry cough that can later become more severe and productive.

Influenza viruses change every year, therefore the best way to prevent influenza is to practise good hygiene and by getting the flu vaccination each year.

**THE FLU IS MORE THAN JUST A COLD!**

## BEFORE

- Have your annual flu vaccine, preferably between March and May (before the onset of the flu season).
- Have good personal hygiene.

### Good personal hygiene is vital to help stop the spread of flu

1. Cover your nose and mouth with a tissue when you cough or sneeze.
2. Throw your tissue in a plastic-lined rubbish bin after use.
3. Wash your hands with soap and water or an alcohol-based hand cleaner after you cough or sneeze.
4. Avoid touching your eyes, nose or mouth as germs spread this way.
5. Don't go to work if you are unwell and don't send your children to school or childcare if they are unwell.

## DURING

- Have good personal hygiene.
- Clean surfaces. If a member of your household has the flu, you should regularly clean surfaces, such as tables, benches, fridge and door knobs.
- Don't share personal items, e.g. eating and drinking utensils.

### The recommended treatment for mild or moderate flu is to:

- Stay in bed and rest until your body temperature has been in the normal range for 48 hours.
- Drink enough fluids.
- Take paracetamol to control fever, aches and pains (adults can use aspirin). Early use of antiviral medication may shorten the length and severity of illness. Discuss treatment with your doctor.
- Avoid exposure to dust, alcohol, fumes and tobacco smoke as much as possible.
- Consult your doctor if you develop further symptoms, such as difficulty in breathing, coughing up green or yellow phlegm (mucous) or severe headache.

## AFTER

- Have your annual flu vaccine, preferably between March and May (before the onset of the flu season).
- Have good personal hygiene.

### Where to get help

- In an emergency – call **000**.
- Emergency department of your nearest hospital, e.g. Austin Hospital.
- Your doctor.
- NURSE ON CALL **1300 606 024**.
- Maternal and Child Health Line - **13 22 29** (24 hours).
- Banyule Council Immunisation Service – **9490 4222**.
- Immunisation Program, Department of Health – **1300 882 008**.

# COMMUNITY EVACUATION INFORMATION

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Victoria Police is responsible for co-ordinating an evacuation, which will only be recommended if it can be done safely and there is an imminent threat to you.

## How will I know when to evacuate?

In fast-moving emergencies you may not receive a warning or a recommendation to evacuate. If you do, you may receive an emergency warning from a number of sources, such as:

- telephone emergency alert (fixed line and sms),
- emergency broadcasters (radio and television),
- emergency service websites,
- door knocking,
- police vehicle loudspeaker.

For more information, refer to the **Warnings & Alerts** information provided in this Guide.

## The presence of police or other emergency services during an evacuation cannot always be guaranteed



VICTORIA POLICE

## What do I do when I am advised to evacuate?

Follow ALL directions and instructions from emergency services. If time permits, secure your premises and collect any valuables, including your emergency kit (see page 5).

## What do I do about my animals?

You need to pre-plan for pets and livestock in the event of an emergency. Leave early with your pet emergency kit (see [www.depi.vic.gov.au](http://www.depi.vic.gov.au)).

## What if I require assistance to evacuate?

If you require assistance to evacuate take this into account as part of your planning. If you do not have transport to leave the area, have an alternative plan in place, such as leaving with neighbours or arranging for family to help you.

## Where should I go?

You should go to the safe location advised in the warning. Once you have evacuated to the safe location (such as an emergency relief centre) you may be required to register your personal information. See page 23 - Register.Find.Reunite for registration details. DO NOT RETURN UNTIL YOU ARE ADVISED THAT IT IS SAFE TO DO SO.

## Where can I find out about relief and recovery assistance?

For relief and recovery advice, as well as emergency relief centre locations, you can contact Banyule City Council (**9490 4222**), the Victorian Emergency Recovery Information Line (**1300 799 232**) or visit [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au).

## Register.Find.Reunite

### What is Register.Find.Reunite?

Register.Find.Reunite. is a voluntary registration and enquiry service, managed by Red Cross, for people impacted by a major emergency. It registers, finds and reunites family, friends and loved ones through a computer based filing and retrieval system.

### Register an enquiry

People can register and enquire about their loved ones using the following methods:

- Online - [www.redcross.org.au](http://www.redcross.org.au).
- By phone - a hotline will be promoted via media during an emergency.
- In person - at a local emergency relief centre.

People registering with the service can choose whether information about their whereabouts is made available to their family, friends and loved ones. People concerned about the safety of their family in emergency-affected areas can make an enquiry by providing information about the people affected.



## BASIC FIRST AID - DRSABCD

If you find a person unconscious, it is important to take action immediately. Your approach should always be the same – **DRSABCD**.

- D DANGER:** Ensure the area is safe for yourself, others and the patient.
- R RESPONSE:** Check for response - ask name and squeeze shoulders.  
No response - send for help.  
Response - make comfortable and check for injuries.
- S SEND FOR HELP:** Call 000 for an ambulance.
- A AIRWAY:** Open mouth. If foreign material is present, place in recovery position and clear airways with your fingers.  
Open airways by tilting head with a chin lift.
- B BREATHING:** Check for breathing - look, listen and feel.
- C CPR:** Start CPR - 30 chest compressions (2 per second), followed by 2 breaths. Continue CPR until help arrives or patient recovers.
- D DEFIBRILLATION:** Attach defibrillator (if available) as soon as possible and follow voice prompts.



FOR MORE INFORMATION  
AND ASSISTANCE

**BANYULE CITY COUNCIL  
EMERGENCY MANAGEMENT TEAM**

**9490 4222**

**[enquiries@banyule.vic.gov.au](mailto:enquiries@banyule.vic.gov.au)**

**[www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)**