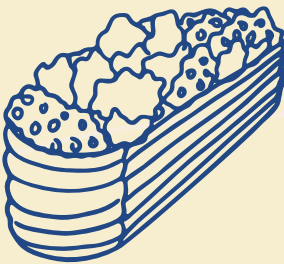
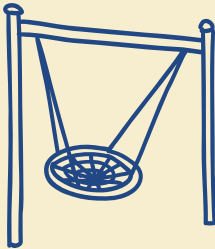
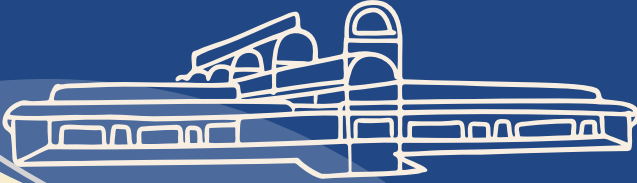


# Living in our area guide

---





## Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which we live, work and play.

We pay our respects to Darkinjung country, and Elders past and present.

We recognise the continued connection to these lands and waterways and extend this acknowledgement to the homelands and stories of those who also call this place home.

We recognise our future leaders and the shared responsibility to care for and protect our place and people.



## Contents

- 2 Acknowledgment of Country
- 3 How to use this guide
- 5 Our community**
- 6 Area map
- 7 Local information
- 8 Local knowledge
- 10 Our values
- 11 Hello neighbour cards
- 13 Our challenges**
- 14 Bushfires
- 16 Floods and storms
- 18 Mental health
- 19 Connecting with others
- 20 Creating a phone tree
- 22 Mental health services directory
- 23 Be prepared**
- 23 Emergency preparation steps
- 24 Emergency plan template
- 26 Emergency kits
- 27 Emergency GO kit
- 28 Evacuation and animal kits
- 29 Important numbers
- 30 Local business numbers

### Pouches



Map and planning chart  
Emergency info magnet

## How to use this guide

Whether you are a long-term resident or just visiting, this guide will help you to get to know our area better, and also what to do in a time of emergency.

Each section of this guide covers a different aspect of our community (sections are easy to find using the tabs and are also listed in the contents at left).

### Some pages are colour-coded:

-  **Action pages:** things you should know or can do
-  **Resource pages:** useful information and service contact numbers

### Some pages are blank:

The two 'hello neighbour' cards are for you to tear out, fill in and give to neighbours.

The local business numbers page is for you to record details of relevant services such as plumbers, food deliveries etc, and copy as needed.

There are also pouches in the back of this folder containing a fold-out map and planning chart, as well as a magnet with emergency info.

**Now it's up to you to make the most of this guide so you can be prepared, respond and recover.**



## Our community: Southern Tuggerah Lakes

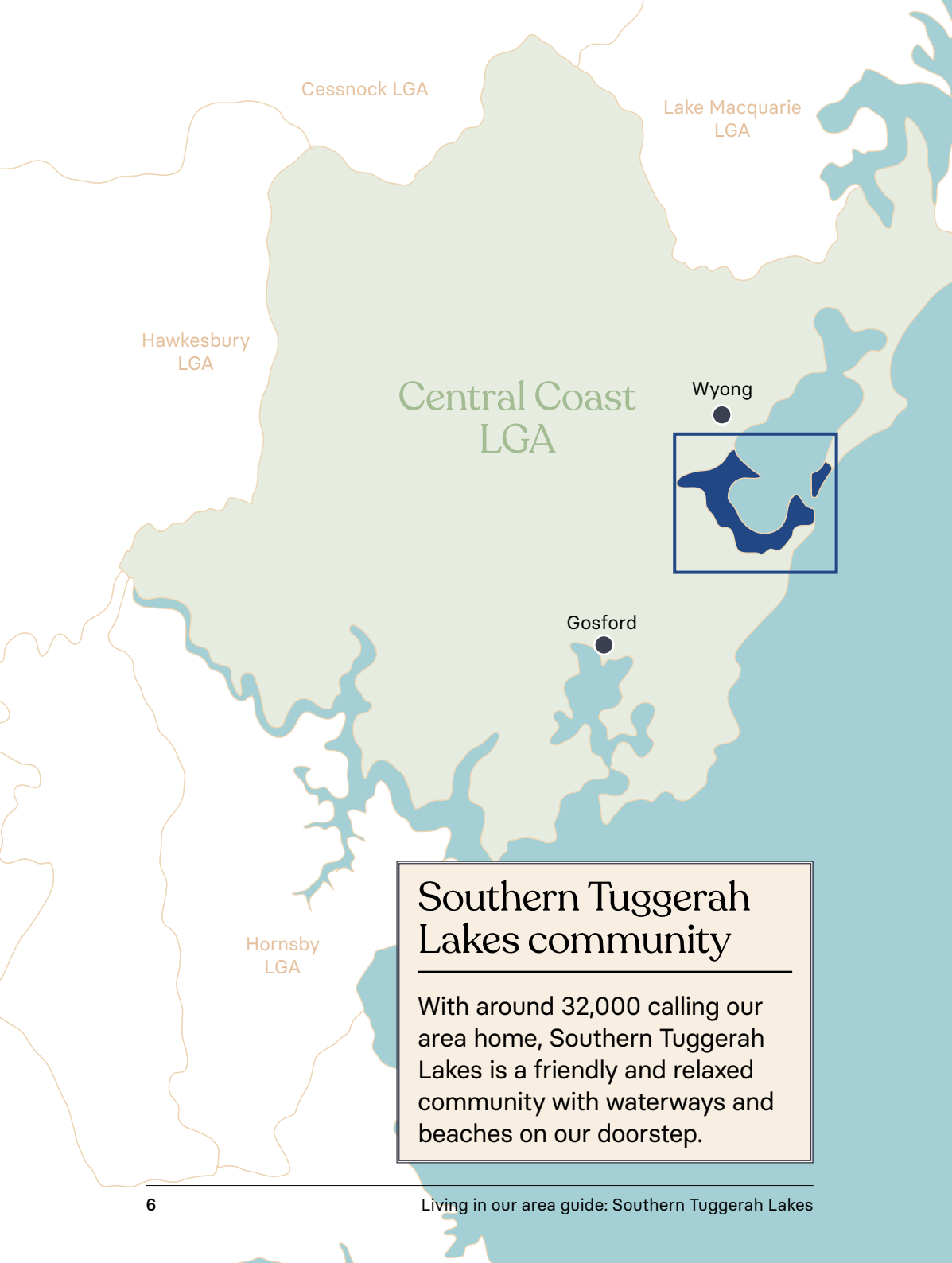
The Southern Tuggerah Lakes community is a resilient, connected and capable community with a lot of experience in responding to and bouncing back after disasters.

Our dedicated community groups such as Berkeley Vale RFS, SES, Ourimbah Residents Association and the Chittaway Flood Response Group lead us in emergency preparedness and response.

We have local businesses that provide spaces for connection and boost our local economy. This includes dog-friendly cafes and local gyms. We also have a number of important spaces that help us to access services and build community connection, including The Entrance Community Centre, Chittaway Point Community Hall and local men's and women's sheds.

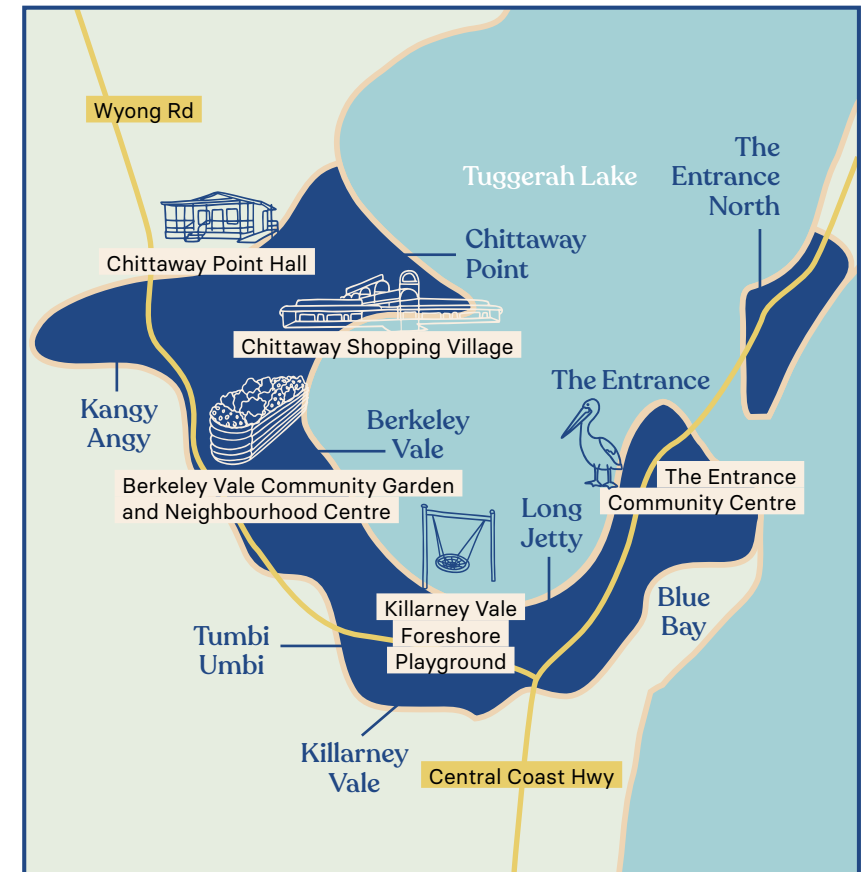
**The following pages give a snapshot of where we are, who we are and what's important to us.**





## Southern Tuggerah Lakes community

With around 32,000 calling our area home, Southern Tuggerah Lakes is a friendly and relaxed community with waterways and beaches on our doorstep.



### Location

Southern Tuggerah Lakes is located 6km from Wyong and 100km from Sydney on the traditional lands of the Darkinjung people. Nestled on the southern tip of Tuggerah Lake, we have quick and easy access to a number of different beaches, creeks and of course the lake itself. However, this also means we are susceptible to flooding and coastal erosion.

### Attractions

One of the biggest drawcards of Southern Tuggerah Lakes are the beaches, including the dog-friendly North Entrance Beach. A beautiful waterfront walkway that offers the best views of Tuggerah Lake spans from Lions Park in Chittaway Bay to Killarney Vale foreshore playground. We are also located near creeks including Quondong Gully and Saltwater Creek.



# Local knowledge

Local resident Graham Hankin shares some of his experiences living in the Southern Tuggerah Lakes community — from the sublime to the submerged!

Our local area holds many secrets including abandoned airfields, race tracks, wharfs, bush tracks, man made islands, aboriginal carvings and remnant old forests. And when you want a change of scenery you have some of the most beautiful beaches and headlands in Australia right on your doorstep.

I love to explore what is in our backyard — I regularly kayak up Ourimbah Creek to the first of two freshwater weirs.

On one such occasion I had the most amazing experience when I literally came face to face with a platypus. My immediate thought was not to scare it, however to my surprise the platypus was oblivious to my presence and was more interested in climbing over the rocks in the weir!

Living near so much water can have its drawbacks though. My wife and I have experienced three major floods.

The first was in June 2007, when the tanker Pasha Bulker ran aground on Newcastle's Nobbys Beach.

The main issue for us (in Chittaway Point) was that the floodwaters over-boarded Ourimbah Creek at Sunshine Reserve, which caused the sewer pumps to fail.

More than five thousand foreshore properties were affected but our clean up didn't take long. Council installed emergency diesel generators to restore the sewer system, and our costs were recouped as part of the State Government's natural disaster relief fund.

The second flood we experienced was February 2020, following drought and extensive bushfires. The main channel at The Entrance had become heavily constricted during the drought period.

When the drought broke, the Central Coast was inundated with four days of torrential rain.

On day three, locals realised we would have to act ourselves, coming from far and wide to help dig a channel through the beach berm and open the channel to reduce the anticipated flood levels as best we



**“Locals now understand the early warning signs and the relationship between rainfall, river levels in the catchment and the resulting lake levels, and Council monitoring of these early warning signs are now more astute.”**

could. This flood would prove to be a good lesson for Council about how to mitigate similar future events.

That time came in July 2022. Our river catchments were saturated from the same rain events that had caused the Lismore floods.

This time we were prepared. The main channel at The Entrance was open and we moved our cars to higher ground with plenty of time to spare. Whilst the flood level was the highest since 1964, the impact on our community was far less severe, and much more manageable.

Locals now understand the early warning signs and the relationship between rainfall, river levels in the catchment and the resulting lake levels, and Council monitoring of these early warning signs are now more astute.

Floods are part and parcel of living in our unique environment and most locals, who have already experienced a flood, know when and how to prepare for this temporary inconvenience.



# Our values

Our vision for a connected community involves ongoing development in a few key areas:



We want to be a friendly community with neighbours who come together and support one another.



We want more ways to bring people together; such as parks, trails, markets, activities and events.



We want more people to stay active through using our network of walking and bicycle paths.



We want to provide more affordable housing, aged care facilities, and health centres for our local residents.



We want to preserve and celebrate our precious waterways and semi-rural character.



We want to provide equal access to information to our entire community.



Photo: Fancy Boy Photography



Photo: Fancy Boy Photography



## Good neighbours make great neighbourhoods

**Did you know?** People who know their neighbours are more likely to cope better in emergencies. So give this card to a neighbour and help build a stronger community for all.

My name is/our names are

\_\_\_\_\_  
\_\_\_\_\_

I live

☐ Next door at no. \_\_\_\_\_

☐ Over the road at no. \_\_\_\_\_

☐ Up the street at no. \_\_\_\_\_

You can contact me/us at

Phone \_\_\_\_\_

Email \_\_\_\_\_

I am happy to help with

☐ Putting out the bins

☐ Collecting mail

☐ Watering the garden

☐ Feeding a pet

☐ A friendly chat

☐ Something else

\_\_\_\_\_

\_\_\_\_\_

## Good neighbours make great neighbourhoods

**Did you know?** People who know their neighbours are more likely to cope better in emergencies. So give this card to a neighbour and help build a stronger community for all.

My name is/our names are

\_\_\_\_\_  
\_\_\_\_\_

I live

☐ Next door at no. \_\_\_\_\_

☐ Over the road at no. \_\_\_\_\_

☐ Up the street at no. \_\_\_\_\_

You can contact me/us at

Phone \_\_\_\_\_

Email \_\_\_\_\_

I am happy to help with

☐ Putting out the bins

☐ Collecting mail

☐ Watering the garden

☐ Feeding a pet

☐ A friendly chat

☐ Something else

\_\_\_\_\_

\_\_\_\_\_

## Our challenges

The Southern Tuggerah Lakes community has a long history of natural disasters including floods, bushfires and landslips ... but also great resilience and community spirit.

In recent years we have faced many challenges together, including a global pandemic and frequent climate-related natural disasters. These successive events have impacted our ability to prepare, adapt and bounce back.

Research tells us that for communities to be resilient in the face of emergencies, they need to be connected with each other, their places, and local services.

**The following pages contain important information about how to keep safe during bushfires, floods and storms, and how to care for your mental health.**



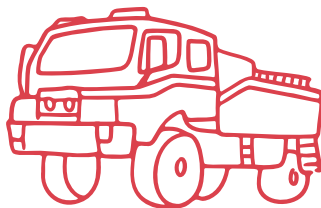
# Bushfires

In 2001, the Black Christmas fires burnt over 73,000 hectares of land and destroyed 109 homes, including some in our community. Almost 20 years later we experienced the 2019-2020 NSW bushfires — some of the worst Australia has ever seen.

But you don't have to live in the bush to be threatened by bushfire, just close enough to be affected by burning materials, embers and smoke. In severe, extreme or catastrophic conditions, bushfires can quickly move long distances, jump containment lines and spot far in front of the main fire line.

It is important to prepare your home and property well before the fire season starts and to have a Bushfire Survival Plan developed and ready to enact should the worst happen.

**People who plan and prepare for a bushfire are more likely survive than those who do not.**



### Prepare

Preparing for bushfire is essential for survival and property protection. For a step-by-step guide to understanding risk levels and how to develop a Bushfire Survival Plan go to [rfs.nsw.gov.au/resources/bush-fire-survival-plan](https://rfs.nsw.gov.au/resources/bush-fire-survival-plan)

### Act

During a bushfire, stay informed to all emergency warning information and enact your Bushfire Survival Plan according to the current Bushfire Warning Level. If your plan is to leave, leave early. If you plan is to stay, ensure you and your property are properly equipped. Ensure all family members know the plan and are prepared for it.

### Survive

Follow your plans to stay alive.  
**If your plan is to leave, leave early.**

# Things you should know: Bushfires

## Bushfire warning levels



### Advice

A fire has started. There is no immediate danger. Stay up to date in case the situation changes.



### Watch and Act

There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.

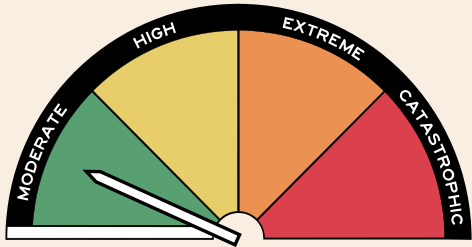


### Emergency Warning

An Emergency Warning is the highest level of Bush Fire Alert. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

## Fire danger ratings

The Fire Danger Ratings give you an indication of the consequences of a fire, if a fire was to start. The higher the rating, the more dangerous the conditions will be. **Knowing what these ratings mean could save your life.**



### Australian Fire Danger Ratings (AFDRS) levels



**Moderate**  
Plan and prepare



**High**  
Be ready to act



**Extreme**  
Take action now to protect life and property



**Catastrophic**  
For your survival, leave bushfire risk areas

If you are at risk of bushfire go to [rfs.nsw.gov.au](https://rfs.nsw.gov.au) for instructions on how to prepare a Bushfire Survival Plan.



# Floods and storms

During flooding events, our community experiences many challenges, including road closures, lack of telecommunications coverage and power outages. This impacts our ability to access emergency information or evacuate to safer spaces, and often leaves community members isolated for days or weeks.

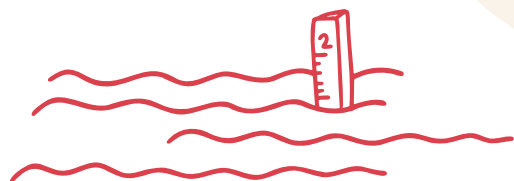
With increasing unpredictable and extreme weather patterns it's important to be flood aware and, if close to areas that are prone to flooding, have a flood plan. Make sure you understand your risks for flood, severe storm or tsunami and prepare and plan for them.

## Floods

Know your risk — Central Coast Council have online flood mapping tools to help you determine your property flood risk. You can see these at [maps.centralcoast.nsw.gov.au/public/](https://maps.centralcoast.nsw.gov.au/public/)

To learn more about preparing for floods and to develop your own flood plan visit SES FloodSafe at [ses.nsw.gov.au](https://ses.nsw.gov.au)

And remember — NEVER drive or walk through floodwaters, even if they are low-level.



## Storms

The Central Coast is prone to both summer tropical storms and east coast lows. Both of these events can endanger lives and cause extreme wind and rain damage to property. If storm or extreme weather events are forecast, ensure your property is well prepared and you and your family have a plan to ensure safety.

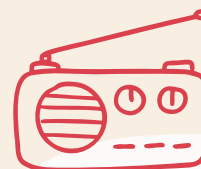


The State Emergency Service (SES) can be contacted on 132 500 for assistance in non-life threatening emergency situations, 24 hours a day, 7 days a week.

# Things you should know: Floods and storms

## General flood advice

- Listen to local radio: ABC 92.5FM / 702AM
- Check Bureau of Meteorology updates
- Prepare property and home
- Be prepared to evacuate
- Identify your safest route to safety
- Act early before roads are closed by floodwater
- Never drive or walk through floodwaters
- Have supplies of food and drinking water
- Prepare for power outages especially for communication, lighting and cooking



## Before the storm

- Clean out gutters and downpipes
- Secure or put away loose items in your yard or on your balcony
- Check your roof is in good repair
- Cut back overhanging trees and branches
- Prepare and place protective sandbags
- Stay informed of the situation
- Have supplies of food, drinking water
- Prepare for power outages — especially for communication, lighting and cooking

## After the storm has passed

- Watch for dangerous trees and live powerlines — Report to Ausgrid on 13 13 88
- Check on neighbours and vulnerable community members

## Useful numbers

### Life-threatening emergencies

Police/fire/ambulance

000  
(triple zero)

### Non life-threatening emergency assistance

NSW SES

132 500

### Power outages and damaged powerlines

Ausgrid

13 13 88



# Mental health

Following a disaster or traumatic event, it's normal not to feel like your usual self, but it's important to be aware of the signs to seek further support if needed.

Common reactions to stress, grief and emotional upheaval will often resolve over the weeks and months following the event, as you come to terms with your experience. Reactions can include:

- sadness, fear and anger
- sleep disturbance
- increased anxiety
- change in appetite
- feelings of guilt.

During this time remember to take care of yourself physically, mentally and emotionally. Some ways you can do this include:

- taking some time out (but try not to isolate yourself)
- spending time with loved ones
- journaling and meditation
- maintaining a health routine including exercise and eating well
- be gentle on yourself — it's OK if you need time to readjust!



If you experience any of the following you may need to seek professional help:

- recurrent dreams or nightmares
- flashbacks/intrusive memories
- persistent low mood
- avoiding people, places, activities or objects
- increased emotional distress
- feeling on edge and alert to danger (hypervigilance)
- irritability and/or aggression
- exacerbation of a pre-existing mental illness
- increased substance use
- insomnia or sleep disturbance
- problems concentrating
- distress if reminded of the event
- suicidal thoughts or thoughts of self-harm
- feelings of hopelessness or worthlessness.

If these signs persist or impact your day-to-day ability to function you should speak with a health care provider or mental health support service (you can find some numbers on the mental health services directory and useful numbers pages in this guide).

## Things you can do: Connecting with others

**It can be challenging to prioritise connection, yet research shows that maintaining stable relationships boosts our resilience.**

Social pressure is often exerted on people (especially men) to 'soldier on' alone through difficult times. But emotionally isolating ourselves is counterproductive, often leading to more distress in the long term.

### The courage to reach out

Drawing on existing networks such as family, friends, colleagues and medical professionals can help us navigate hard times. Being honest about who we are and what we need is not always easy. But being vulnerable with other people brings us closer together.

Here on the Central Coast, there are plenty of opportunities to meet new people with shared interests through sport and hobby-related clubs and other social groups.

### Community is also within

Even if you don't have a lot of close social contacts, you can generate a sense of connection within yourself. Research shows that self-care activities like meditation, yoga and journaling yield some of the same health benefits as social interaction.

The same goes for chatting with neighbours, staff in shops and other people who cross your path every day.

Simply sharing a smile can help you feel happy and connected to the people in your life. It costs nothing, but the rewards can be tremendous.

### How to communicate what you need

**Never assume that people who know you well will know how you feel—you need to tell them! If you're unsure how to, try these:**

- 1** Spend time doing something active with the other person—not focussed exercise, but perhaps a leisurely walk or playing cards—anything where you participate together, without being focused on what you are trying to say.
- 2** Spend some time alone reflecting on what you'd like to speak to the other person about beforehand.
- 3** Talk to a third party—someone neutral who can just listen without necessarily giving advice. This might be a helpline.



And don't forget to use your 'hello neighbour' cards!



## Things you can do: Creating a phone tree

A phone tree is a simple system used to help spread a message quickly to a large number of people—for instance to warn of bushfire threat. Here's how to set one up (a template is on the next page).

1

### Gather contact details

Make a list of people who want to be included. From that list, ask reliable people to be coordinators, who will be responsible for calling the other people on the list or making sure group calls take place as agreed.

2

### Create call groups

Divide the list into smaller groups (between 3–8 people) and allocate each group to a coordinator.

3

### Create a structure

Draw up an organisation chart. The key is to ensure that everyone is contacted by at least one person regularly, and there is a way to check in on this. In general—the simpler the better!

4

### Create some ground rules

Consider if you need any points for guidance, for example: what happens when you can't get hold of someone? What do you do if someone needs help? Or what are the key questions you might want to ask and be asked when talking to each other?

5

### Communicate

Make sure all coordinators have copies of the organisational chart and the master contact list, and are clear on how it works. You could also circulate the organisation chart and/or contact list amongst the entire tree if appropriate.

6

### Collaborate

Whilst the idea of a phone tree might be one person's, the way it's structured works should ideally be a collaborative effort between the organiser, coordinators and others in the community. Every community is different, see what works for you.

## Sample call structures

**Linear:** The organiser calls each coordinator, who in turn each call a small group of people.

**Circular:** Coordinators start a chain where people take turns calling the next person in their group, until the call is returned to the coordinator (there may or may not also be a central organiser).

## Phone tree template

Copy and use as needed

**Phone tree for** (community title)

### Organiser

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Tel 2: \_\_\_\_\_

### Coordinator 1

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_

### Coordinator 2

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_

### Coordinator 3

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_

### Coordinator 4

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_

### For coordinator: your group

Group number: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_ Tel 2: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_ Tel 2: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Tel 1: \_\_\_\_\_

Tel 2: \_\_\_\_\_ Tel 2: \_\_\_\_\_



# Mental health services directory

Produced by the CCLHD Mental Health Disaster and Adversity Response Team

Tear out this page to stick on the fridge, or download an extra copy at [www.centralcoast.nsw.gov.au/resilience](http://www.centralcoast.nsw.gov.au/resilience)

## Face-to-face counselling and psychological service

### Lifeline Central Coast:

Access free face-to-face counselling and support. For more information phone 4320 7400 or visit [www.lifelinedirect.org.au](http://www.lifelinedirect.org.au)

## Telephone support services

### NSW Mental Health Line:

1800 011 511 (24/7)

Kids Helpline: 1800 55 1800 (24/7)

LifeLine: 13 11 14 (24/7)

### LifeLine Bushfire Recovery:

13 43 57 (24/7)

### Suicide Callback Service:

1300 659 467 (24/7)

Health Direct: 1800 022 222 (24/7)

Beyond Blue: 1300 22 46 36 (24/7)

If an emergency response is required, call 000 or go to your nearest emergency department.

## Your General Practitioner

Speak to your GP about accessing a psychologist or counsellor via the Better Access to Mental Health program (up to 10 sessions per year with a qualified mental health specialist subsidised via Medicare). Your GP can also refer you to other specialist mental health practitioners and services including a psychiatrist if needed.

## Online counselling and information

### [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

Digital tools & Apps, fact sheets and an online clinic.

### [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

A range of support options and information.

### [www.beyondblue.org.au](http://www.beyondblue.org.au)

Support information, online forums and online chat support.

### [www.lifeline.org.au](http://www.lifeline.org.au)

You are not alone, we're here to listen.

# Be prepared: Being emergency-ready

Don't wait for a disaster to happen before you think about how you and your family are going to survive, and then cope with the aftermath — both physically and mentally. Here are six simple steps you can take to be prepared.

1

### Understand your risks

Think about the area you live in, your circumstances and the types of disasters that could affect you.

2

### Be aware and informed

Know in advance where to find critical information in the lead up to, or during an emergency event, and download key emergency apps.

3

### Make your family an Emergency Plan

Plan NOW for what you will do before bushfires, flooding and other emergencies that affect your area. You can start doing this over the page.



Scan the QR code for more detailed tips and tricks.

4

### Prepare your home

Finding out what you can do to prepare your home in advance can reduce the impact of a flood or fire — it will reduce worry if you are asked to evacuate.

5

### Pack an emergency kit

An emergency kit including important documents should be put together before a disaster happens. An emergency kit should provide you with provision to sustain you through a period of isolation, no power or prolonged evacuation.

6

### Connect with people around you

Don't wait for an emergency to build community networks with neighbours. Chat to neighbours about previous emergencies and talk about how you are planning. See if they need help to plan.

**Connected communities are resilient communities.**



# Emergency plan template

Tear these pages out and put them somewhere prominent, like on the fridge. For more detailed plans visit [myfireplan.com.au](http://myfireplan.com.au) or [ses.nsw.gov.au](http://ses.nsw.gov.au) or see the planning chart on the fold-out map for more suggestions.

## About our property

Y | N

### Risks

- ☐ ☐ We have prepared our property for fire or flood
- ☐ ☐ We have a backup power supply
- ☐ ☐ We have independent access to safe drinking water

### People who live at our property

- ☐ ☐ We have kids or other dependents
- ☐ ☐ Someone needs care or has a health condition

### Animals we own or care for

- ☐ ☐ We have adequate animal transport in case of emergency
- ☐ ☐ Our animals are vaccinated

In case of emergency we will take our animals to: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## What we will take

Y | N

### Emergency kits (see page 27)

- ☐ ☐ We have an Emergency GO kit
- ☐ ☐ We have an evacuation/isolation kit

Our kit/s is stored: \_\_\_\_\_

### Documents and belongings

- ☐ ☐ Important documents are in a waterproof folder (eg passports, medicare card, insurance, photos)

Our documents are stored: \_\_\_\_\_

- ☐ ☐ We have packed our essential personal items

### Health and medications

- ☐ ☐ We (or our pets) have prescription medications or medical apparatus

Medications/apparatus are stored: \_\_\_\_\_

- ☐ ☐ We have a current first aid kit
- ☐ ☐ We have support service phone numbers handy

## Staying or leaving

Y | N

### When do we leave?

- ☐ ☐ If there is a bushfire risk
- ☐ ☐ If there is a flood or storm risk

If we leave we will go to (eg friend's place, shopping centre): \_\_\_\_\_

If we stay or leave we will notify: \_\_\_\_\_

on: \_\_\_\_\_

### Transport

If we leave, the road we will take is: \_\_\_\_\_

Our alternative route in case the road we want to take is blocked: \_\_\_\_\_

- ☐ ☐ We need someone to drive us: \_\_\_\_\_

- ☐ ☐ We need to give a lift to: \_\_\_\_\_

### Communication

Our nearest neighbour is: \_\_\_\_\_

Their phone number is: \_\_\_\_\_

- ☐ ☐ Our emergency kit contains a battery-operated radio
- ☐ ☐ Our emergency kit contains a charger, powerbank and cables

## Alternative plan

If our original leaving plan is not possible, our nearest community safe place is (find current locations at [ses.nsw.gov.au](http://ses.nsw.gov.au)):

The road we will take: \_\_\_\_\_

Alternative route in case the road we want to take is blocked: \_\_\_\_\_

### IF WE CANNOT LEAVE

The safest location to shelter is: \_\_\_\_\_

If we cannot leave we will contact: \_\_\_\_\_

 **Tip:**  
Give a copy  
of your plan  
to your  
neighbour



## Emergency kits


In preparation for disasters you should have the following emergency kits packed and ready to go.




## Top tips

As well as having your emergency kits packed, checked and ready to go there are a few things you can do any time to make sure you're better prepared for emergencies:




 Keep your emergency kits in waterproof storage boxes and check items regularly (eg for mould and use-by dates) and restock as needed.




 Make sure your letterbox is in a good condition and the position is a good spot for the postie to reach.




 Load up your caravan to take with you as extra storage (or shelter!).



 Go 'flood shopping' — every week get a couple of extra food items to stock in case of isolation.



 If you do become isolated, use it as an opportunity to switch off from the stresses of everyday life. You can even organise get-togethers with your near neighbours.

## Emergency GO kit

The need to evacuate may occur with little notice. Preparing this kit beforehand can help save precious time in a emergency situation, which could in turn save your life.

## Essential supplies

- ☐ Cash
- ☐ Waterproof matches
- ☐ Candles/lantern
- ☐ Torch with spare batteries
- ☐ Sealed snack food items
- ☐ Bottled water

## Babies and children

- ☐ Baby formula and food
- ☐ Nappies
- ☐ Special items eg teddy, blanket
- ☐ Books or games

## Clothing

- ☐ Single change of clothes including warm jumper or jacket
- ☐ Wet weather gear
- ☐ Sandals or thongs for wearing in communal amenities



## Health

- ❑ Medications and apparatus, prescriptions and spare glasses
- ❑ First aid kit and hand sanitiser
- ❑ Personal hygiene and toiletries

## Documents

- ❑ Copy of Emergency Plans
- ❑ Important documents in waterproof pouch eg passport, birth certificate, will, insurance

### Personal belongings

- ☐ Valuables such as small items of jewellery
- ☐ Mementos such as family photos (in waterproof bag)
- ☐ A book to read or write in

## Communication

- ☐ Mobile phone, charger, power bank and cables
- ☐ Battery or wind up radio
- ☐ Hard copy of important contact numbers eg family, friends emergency services, mental health support
- ☐ Notepad and pen



## Evacuation/isolation kit

These items are in addition to your emergency GO kit

- ☐ Water for 3 days (measured at 3 litres per person per day)
- ☐ Non-perishable food supplies
- ☐ Lantern
- ☐ Blankets/sleeping bag/pillow

- ☐ Camp cooker/stove
- ☐ Utensils including can opener
- ☐ Camp bowl/cup/cutlery
- ☐ Garbage bags
- ☐ Antibacterial handwash/soap
- ☐ Additional clothes
- ☐ Spare batteries for everything

## Animal kit

Animals need to go with you if you have to evacuate. It is safer for them and for you. You should pack enough to last your animals for 3–7 days. For more information go to [getreadyanimals.nsw.gov.au](http://getreadyanimals.nsw.gov.au)

### Essentials

- ☐ Lead, collar and name tag
- ☐ Food, water and bowl
- ☐ Medications
- ☐ Toys and bedding
- ☐ Vaccination/registration papers
- ☐ Photo (in case animal gets lost)

Microchipping your animal and registering them with the NSW Pet Registry at [petregistry.nsw.gov.au](http://petregistry.nsw.gov.au) will help reunite them with you if separated during an emergency.

### Where to take animals

- ☐ Family/friend's property
- ☐ Private kennel/farm/facility
- ☐ Other: \_\_\_\_\_

### Transport

Check you have enough crates, carriers, cages and leads. Also work out with your transport how many trips you will need to take. Remember to secure/contain your animals asap, so they are safe while you get ready and close at hand so you can leave quickly.

- ☐ Crate/carrier/cage or other container
- ☐ Car/float
- ☐ Arrangements to use a friend's vehicle if you can't fit everyone and everything into yours
- ☐ Arrangements to use a friend's vehicle if you can't fit everyone and everything into yours

Location address: \_\_\_\_\_

Phone number: \_\_\_\_\_

# Important numbers

## Emergencies

000

Triple Zero (Police/Fire/Ambulance) for life threatening emergencies

## Floods, storms and fires

132 500

State Emergency Service (SES) for non-life threatening emergencies

[ses.nsw.gov.au](http://ses.nsw.gov.au)

SES website

1800 679 737 (1800 NSW RFS)

RFS Bush Fire Information Line

[rfs.nsw.gov.au](http://rfs.nsw.gov.au)

RFS website (where you can download the Hazards Near Me app)

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

Bureau of Meteorology (BOM) weather information and warnings

[bom.gov.au/nsw/flood/rain\\_river.shtml](http://bom.gov.au/nsw/flood/rain_river.shtml)

BOM river gauges

[australianwarningsystem.com.au](http://australianwarningsystem.com.au)

Information on national warning levels for hazards

## Property and transport

13 13 88

Ausgrid

[foodauthority.nsw.gov.au](http://foodauthority.nsw.gov.au)

Food safety information

[facebook.com/CentralCoastCouncil](https://www.facebook.com/CentralCoastCouncil)

Local updates during emergencies

[livetraffic.com](http://livetraffic.com)

Live Traffic app for updates on hazards and road closures

## 24/7 telephone support services

### Mental health

1800 011 511

NSW Mental Health Line

1800 55 1800

Kids Helpline

13 11 14

LifeLine

13 43 57

LifeLine Bushfire Recovery

1300 659 467

Suicide Callback Service

1800 022 222

Health Direct

1300 22 46 36

Beyond Blue

## Family and domestic violence

1800 737 732 (1800 RESPECT)

Family and domestic violence and/or sexual assault counselling, support and information

1800 385 578

Full Stop Australia: Trauma specialist counselling for people impacted by violence and abuse

## Face-to-face mental health support service

4320 7400

LifeLine direct



## Local business numbers

Copy and use as needed

Enter the details of local businesses such as handyman, plumber, electrician, water delivery, cleaner, arborist or any other service you regularly use.

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_

**Business:** \_\_\_\_\_

Name: \_\_\_\_\_

Tel 1: \_\_\_\_\_ Email: \_\_\_\_\_







**Australian Government**



The Disaster Risk Reduction  
Fund (DRRF) is jointly funded  
by the Australian and  
New South Wales Governments

Central  
Coast  
Council