



# Ready, React, Recover.

Preparing for emergencies  
in the Loddon Mallee region.



Mildura Rural City Council



## Acknowledgment of Country

We acknowledge the traditional owners and custodians of the land, which now comprises the Mildura Rural City municipality. We pay our respects to Elders past and present and celebrate and respect their continuing cultures and acknowledge the memories of their ancestors.



# Have a plan and be ready

## In an emergency, what is your plan?

There are simple and practical steps you can take to protect yourself, the people you love and the things you value the most. Create an emergency plan to:

- Know when you need to leave
- Know where to go to be safe
- Know how to get out.

The following can be used to help create an Emergency Plan:

- Red Cross RediPlan  
[www.redcross.org.au/prepare](http://www.redcross.org.au/prepare)
- Red Cross Get Prepared App  
[www.redcross.org.au/emergencies/prepare/get-prepared-app](http://www.redcross.org.au/emergencies/prepare/get-prepared-app)
- VICSES emergency preparedness booklet for flood and storm  
[www.ses.vic.gov.au/plan-and-stay-safe/create-an-emergency-plan](http://www.ses.vic.gov.au/plan-and-stay-safe/create-an-emergency-plan)

## Access to information is key

It is critical that your most important **personal information, such as identity documents, financial details and contacts** is part of your emergency kit.

Ideally you should save this information on a storage device, such as a USB stick or hard drive. You should password / pin protect the device to keep your information safe and secure. Having these devices in your emergency kit means they are easily accessible if you need to leave home quickly.

Another option is to securely store your documents in a cloud server.

Consider storing your key health information on 'My Health Record', a secure online system linked to your myGov account. You can also create a myGovID, which will assist you to prove who you are when accessing government online services and to help you to replace your identity documents.

## Prepare your emergency kit

Check and update it regularly. Keep it in a safe, but easily accessible place.

Refer to the back of this booklet for a checklist of what should be included in your emergency kit.

## Have a family communication plan

Consider how you will communicate with your family / household members if an emergency occurs and you are not in the same place. Keep in mind that there may be interruptions to the telecommunications network.

Ensure you have an emergency plan and family communications plan that is current, relevant to your circumstances and easily accessible. Ensure that everyone in your household, including children, knows the plans and what to do.

Don't forget to include plans for your animals if you have any.



# Stay informed

Knowing where to get information and advice can be critical in an emergency. Stay informed during high-risk times. The apps and websites listed below will assist you in an emergency.

APP	TV
VicEmergency 	SkyNews TV - 24 Hour TV Channel
BOM Weather 	
Emergency + 	
WEB	RADIO
VicEmergency <a href="http://www.emergency.vic.gov.au">www.emergency.vic.gov.au</a>	<b>Mildura stations:</b>
Bureau of Meteorology (BOM) <a href="http://www.bom.gov.au">www.bom.gov.au</a>	ABC Local 104.3FM
CFA <a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a>	594 AM
VIC SES <a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>	1062 AM
VicRoads website (road closures) <a href="http://www.traffic.vicroads.vic.gov.au">www.traffic.vicroads.vic.gov.au</a>	River 1467 AM
Red Cross <a href="http://www.redcross.org.au/prepare">www.redcross.org.au/prepare</a>	Hit 99.5 FM
ABC <a href="http://www.abc.net.au/emergency">www.abc.net.au/emergency</a>	Triple M 97.9 FM
	PHONE
	VicEmergency Hotline 1800 226 226
	FACEBOOK
	facebook.com/vicemergency
	X (TWITTER)
	@vicemergency

If you require a translator, call the **Translating and Interpreting Service on 131 450**.

If you are deaf or have difficulty hearing or speaking, call the **National Relay Service on 1800 555 677**. Information in a number of community languages and Auslan is also available on most agencies websites.

# Know your warnings

## Australian Warning System

The Australian Warning System represents emergencies using the following symbols:

### Advice (yellow)

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

### Watch and Act (orange)

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

### Emergency Warning (red)

An Emergency Warning is the highest level of warning. You may be in danger and need to act immediately.

Do not rely on an official warning to act if you feel at risk. Emergencies can start quickly and threaten you within minutes.

## Know your risks

Understanding and knowing your risk for each emergency will determine what kind of preparedness activities you should undertake.

Get in touch with reliable sources of information like Council, this booklet or local service providers. Ask about local risks, traditional weather knowledge, hazard seasons and who is responsible for managing emergencies and community recovery. CFA and SES provide fire and flood risk assessments for your area on their websites.

No part of the municipality is immune from emergencies. Preparing your home may not only reduce the impact of an emergency on your property but it could also save your life.

## Hazard Icons

### FIRE



### FLOOD



### STORM



### EXTREME HEAT



### OTHER



# Bushfires



The Loddon Mallee area is susceptible to bushfires in the hotter, dryer months.

While often contained to state and national parks, many of our smaller rural towns are surrounded by bush and scrub and therefore at risk. Larger townships can also potentially be impacted on the urban fringes.

A bushfire can burn quickly and be devastating.

It can destroy homes and buildings, devastate crops and threaten the lives of people and animals. Additionally, bushfires can be the cause of power outages, poor driving conditions due to heavy smoke, respiratory and other health problems.

## Fire Danger Ratings

The Fire Danger Rating for your district is advertised in the media throughout the fire danger period of October to March. It is also available at [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) or by calling 1800 226 226. Fire Danger rating signs are located at most major roads leading into townships.

### DON'T WAIT AND SEE

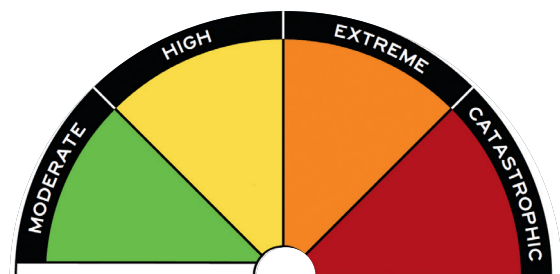
You should never wait and see what happens during a bush fire. Leaving late means you will be on the road when conditions are at their most dangerous or you may not be able to get out at all. The longer you wait to leave, the greater the risk to your life.

## Catastrophic days

Catastrophic is the highest rating on the Australian Fire Danger Rating system. Catastrophic Days have the worst conditions for a bush or grass fire. For your survival, leave bushfire risk areas.

Follow the actions for each rating to ensure your safety. Detailed information on actions for each rating can be found on the CFA website:

[www.cfa.vic.gov.au/warnings-restrictions/fire-bans-ratings-and-restrictions/about-fire-danger-ratings](http://www.cfa.vic.gov.au/warnings-restrictions/fire-bans-ratings-and-restrictions/about-fire-danger-ratings)



**Australian Fire Danger Rating System**



# Bushfires

## Be ready for bushfires - prepare your property

1. Make sure your insurance is current and you have adequate coverage.
2. Clean your gutters.
3. Remove all dry or dead plants from the perimeter of your home or shed.
4. Remove large shrubs next to or in front of windows and under the eave line of your home or shed.
5. Use pebble or rock in your garden instead of wood mulch.
6. Keep all grass cut to less than 10 cm for at least 10 metres away from your home or shed.
7. Remove all dry grass, leaves, twigs, and loose bark from around your home or shed.
8. Remove all flammable items around your outdoor living areas such as boxes, grass doormats, cushions on outdoor furniture and other items which may be easily set a light.
9. Cut back all branches and limbs over hanging your house or shed.
10. Move woodpiles away from the house.



## IF A FIRE HAS STARTED

All residents should consider leaving the area if a **Watch and Act Emergency Warning** has been issued for their area, or they feel threatened or uncomfortable with the situation they are facing.

**Leaving early, before an evacuation order, is the best advice and generally the safest course of action.**



# Neighbourhood Safer Places (Places of Last Resort)

Many towns have Neighbourhood Safer Places (also known as Place of Last Resort). Neighbourhood Safer Places are designated spaces that may afford some protection from radiant heat, the biggest killer during bushfire.

They are a **place of last resort in bushfire emergencies only** when all other plans have failed. They do not offer any food, water, supplies or facilities and should not be confused with relief centres or assembly areas. These sites are not an appropriate destination when leaving early.

A current list of Neighbourhood Safer Places can be found on CFA or Councils website or by calling Council.

## Staying and defending your home

Defending your home is risky and requires at least two able bodied fit and determined adults. Homes are not designed to withstand catastrophic conditions.

General planning and preparation is not sufficient to stay and defend. The CFA provides advice and planning templates if you plan to stay and actively defend your home.

You could be seriously injured, suffer psychological trauma or die. The safest option is to leave early and be well away from any threat.

Visit the CFA website [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) for more details on defending your property.





# Extreme heat



Heatwaves and days of extreme heat occur regularly across the region during the summer months.

Extreme heat can cause people to become ill in the form of heat-stress or heatstroke; these conditions can be fatal.

The elderly, young children, people with existing chronic health conditions, pregnant or breastfeeding women and people who are socially isolated can be most affected by extreme heat.

Visit [www.betterhealth.vic.gov.au/extreme-heat](http://www.betterhealth.vic.gov.au/extreme-heat) for additional information relating to Heat Health.

The most common health impacts are:

- Heat cramps, heat exhaustion and heat stroke
- Dehydration
- Exacerbation of a pre-existing medical condition.

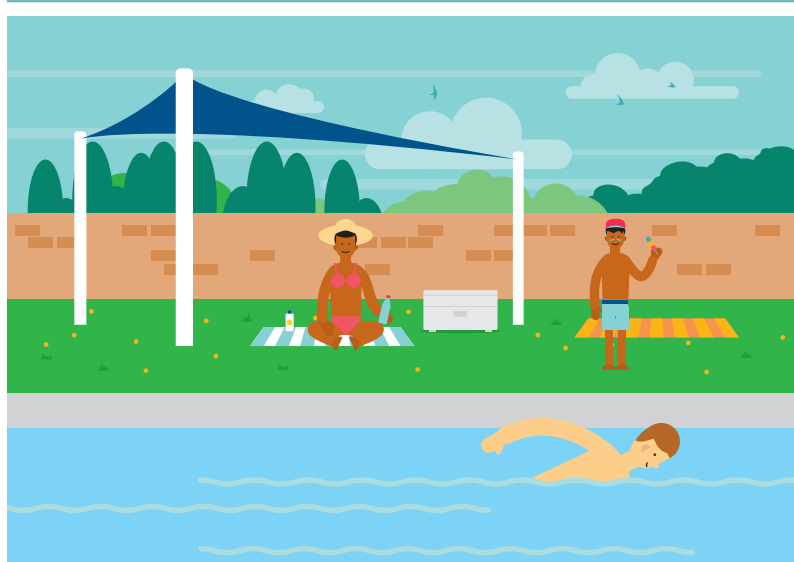
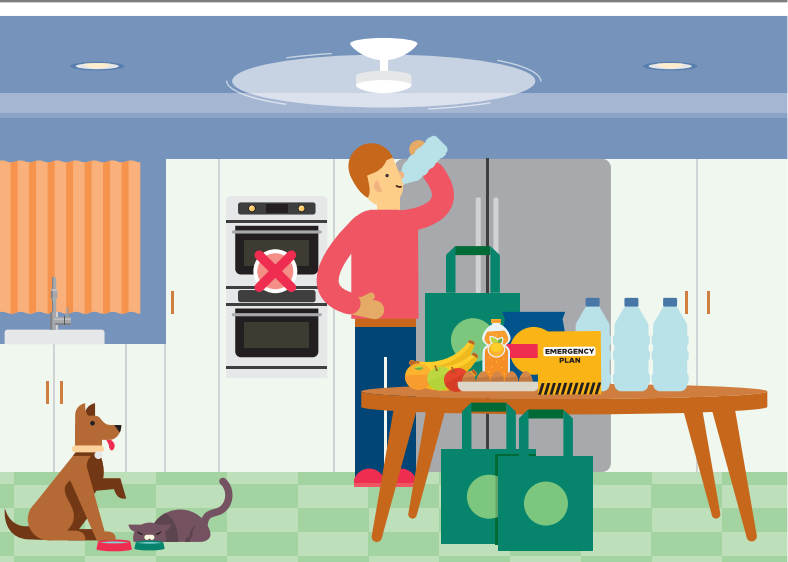
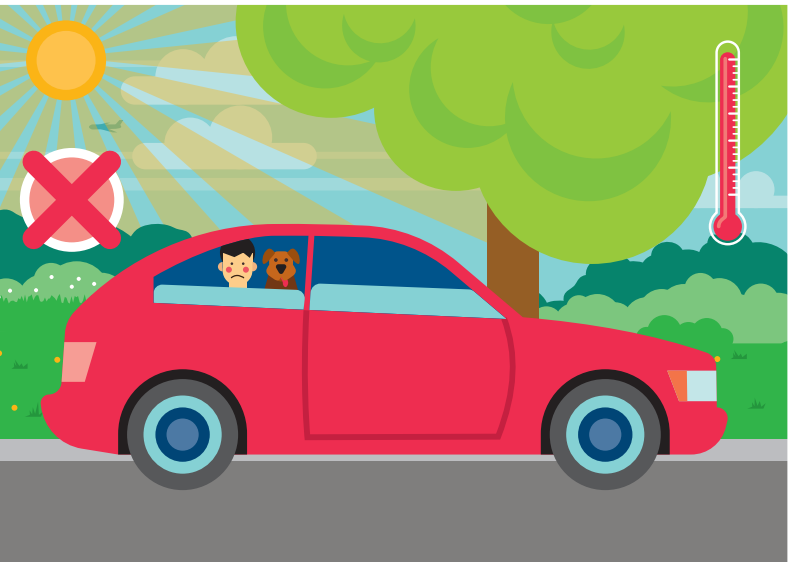
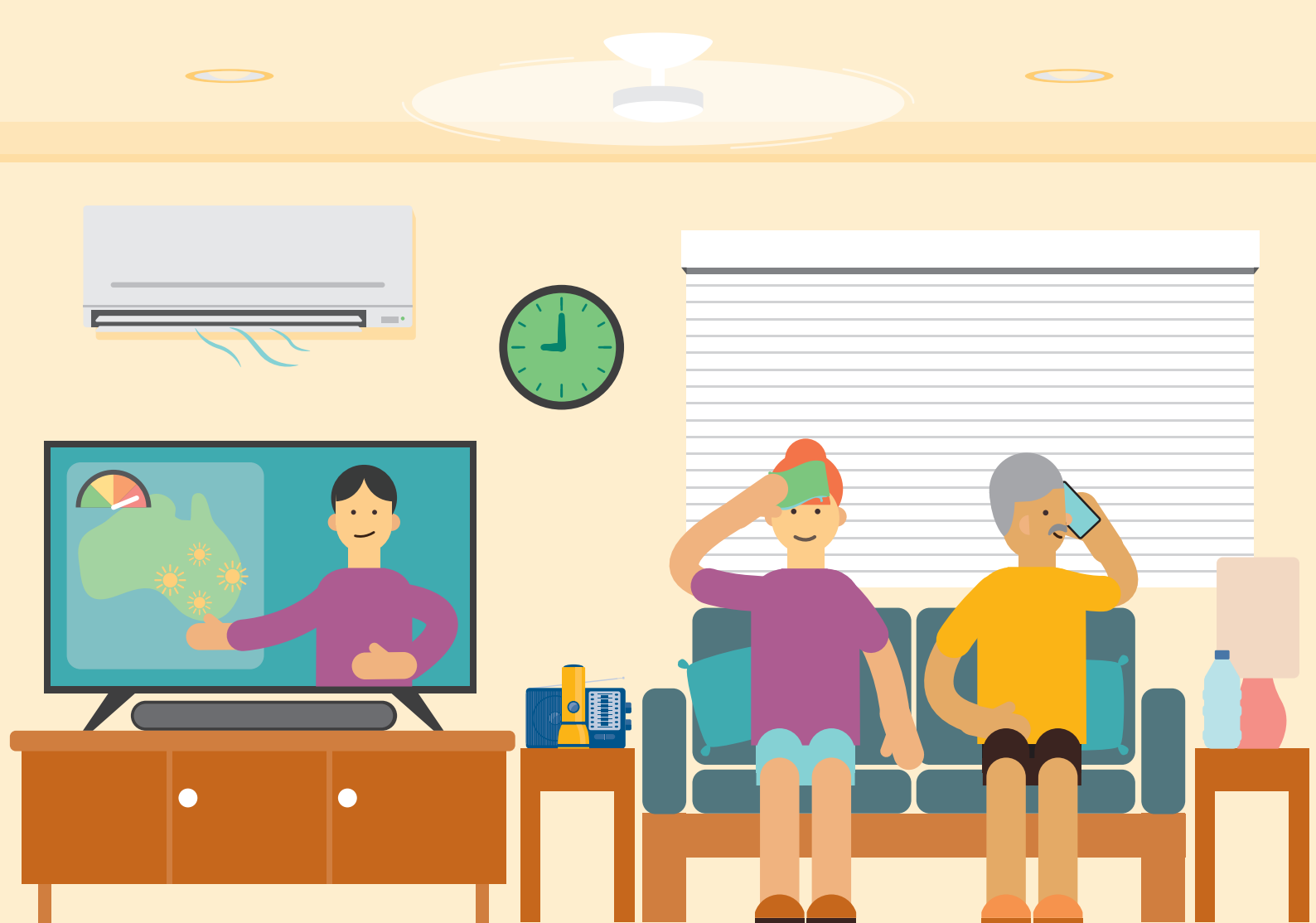
Heatstroke is a medical emergency that can result in permanent damage to vital organs or even death, if not treated immediately.

**Call Triple Zero (000)** if you or someone you are with shows any signs of heatstroke (very high body temperature, dry skin (no sweating), rapid pulse, dizziness, confusion).

## Be ready for extreme heat

1. Stay hydrated. Keeping hydrated is important in hot weather.  
Drink plenty of water alternated with electrolyte sports drinks. Avoid alcohol and soft drinks.
2. Keep cool and use a fan and/or air conditioner.  
Draw external and internal blinds and keep doors and windows closed or slightly open according to your air-conditioning type. Avoid running the oven and other appliances that produce heat.  
If the temperature inside is higher than outside open your doors and windows. If you do not have air conditioning consider visiting a place where it's cooler, such as your local library, swimming pool or a shopping centre.
3. Keep yourself cool by using wet towels, putting your feet in cool water and taking cool (not cold) showers.
4. Reduce physical activity and avoid exercise and activities such as gardening in hot weather. If activity is unavoidable schedule it for the cooler part of the day and rest often.
5. Look after your pets and keep them inside where it's cooler if possible. Make sure they have access to plenty of water. Walk them only during a cooler part of the day.
6. Check on elderly family members, neighbours and friends to make sure they are comfortable and safe.
7. Wear lightweight clothing made from natural fibers in light colours. Wear a hat if you must be outside.

Never leave children or animals in the car! Even with open windows or parked in the shade, the temperature inside a parked car can rise very quickly within minutes.



# Flooding



## Riverine Flooding

Occasionally our region experiences riverine flooding, however river floods usually have a lead time and allow us to prepare by sandbagging, blocking pipes and building levees near the riverbanks.

## Flash Flooding

Flash flooding is the inundation of land or property caused by heavy rainfall overwhelming the capacity of drainage systems and can happen quickly.

Flash flooding can happen regardless of whether you are located within floodplains or near a body of water.

There are several ways water can enter properties, including:

- Backing-up through sewer pipes, toilets and sinks
- Seeping through building walls and floors and ceilings
- Accumulating on property and in public areas.

Often debris like leaves, bark chips and rubbish can cause blocked drains, pipes and pumps, which in turn can cause the street or property to flood during rain events. Therefore, it is important to always remove of green waste and litter properly.

Do not sweep leaves or other waste onto roads.

This can help prevent a large number of blockages and urban flooding issues in our area.

## Be ready for flash flooding

1. Make sure your insurance is current and you have adequate coverage.
2. Keep gutters and drains clear of debris.
3. Put your most valuable possessions up high, above possible floodwater height.
4. Identify higher ground on your property or further away from the danger area.
5. If feasible keep material / barriers (eg sandbags) on hand.

If you must drive through water on the road, drive slowly as to not produce any wake. This way you will not splash water into houses that may remain dry otherwise.

A 'road closed' or a 'road flooded' sign means the road is unsafe to travel on. Find alternate ways which are free from floodwater.

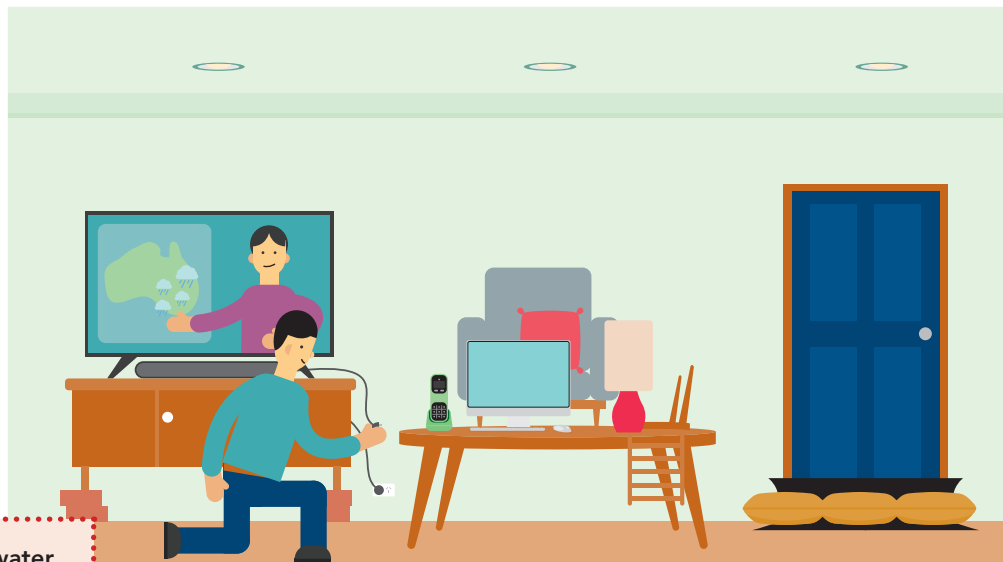
## If flooding is imminent:

6. Block toilets, bath and drainage holes with sandbags wrapped in plastic bags.
7. Lift valuables, electronics and furniture onto benchtops, tables or higher cupboards.
8. Tie down or bring outdoor items inside that are likely to float and cause damage.
9. Turn off the gas and electricity.
10. Reinforce windows and doors and ensure they are tightly sealed.

**For life threatening emergencies during flooding call 000.**

**For non-life threatening emergency assistance and damage to your property call 132 500** for the State Emergency Services (SES).

Please be mindful that during a larger event many people will be requesting assistance. Emergency responders will do their best to attend to everyone as soon as possible.



Never drive, ride or walk through floodwater.  
Keep children away from stormwater drains.







# Storms and severe weather



Storm events may include torrential rain, strong winds, hail and lightning. Damage can range from un-roofing buildings, damaging trees, power lines and infrastructure such as roads.

During a storm event there can be widespread damage across the municipality affecting many homes and many people may be requesting assistance.

## Be ready for storms & severe weather

1. Make sure your insurance is current and you have adequate coverage.
2. Regularly clean gutters, down pipes and drains and keep them free of debris.
3. Ensure your home is in a good condition. Eg. fix any damage to your roof and seal gaps around windows and door frames.

## If a severe weather warning has been issued:

4. Secure loose items such as outdoor furniture, umbrellas and trampolines.
5. Park your car away from trees and if possible undercover.
6. Ensure you have essential supplies to last for a few days, in case you may be isolated for a period of time. This includes drinking water, food, medications and pet food.
7. Be prepared that you may lose services including power, water, sewerage and gas.

## During the storm event:

8. Shelter indoors and away from windows.
9. If outdoors, shelter away from trees, powerlines and drains.
10. Avoid travel if possible. If you must travel be alert to dangerous road conditions including low visibility, fallen and damaged trees and powerlines and flash flooding.

**For life threatening emergencies during a storm call 000.**

**For non-life threatening emergency assistance and damage to your property call 132 500 for the State Emergency Services (SES).**

Please be mindful that during a larger event many people will be requesting assistance. Emergency responders will do their best to attend to everyone as soon as possible.

# Power disruptions

Unintended power disruptions are not uncommon in our region and can occur anytime. They can be caused by equipment failures, fallen trees or road accidents. Other causes are storms, bushfires and heatwaves.

## Be ready for power disruptions

1. Have ice packs and / or plastic containers with water in your freezer.
2. If you have medication that requires refrigeration plan ahead and speak to your pharmacist or physician. Most medication will be safe in a closed refrigerator for several hours.
3. Keep your car tank at least half full. Petrol station bowsers are powered by electricity and will not work during a power disruption.
4. Know where the manual release lever of your electric garage door opener is located and how to operate it.

If you require an uninterrupted supply of power because you:

- Are on life support equipment
- Have a medical condition that requires continuous power supply
- Have any other special needs

You should report your needs to your electricity retailer so they can contact you in the event of an outage. Make sure they have your up-to-date contact details.

## During a power disruption:

5. Stay clear of any fallen powerlines.
6. Use flashlights for emergency lighting. NEVER use candles during a blackout due to the risk of fire.
7. Turn off or disconnect appliances, equipment (like air conditioners) or electronics. They may be damaged by power surges, as power is being reconnected. DO NOT run a generator inside your home or garage. Only use generators outside in a well-ventilated area. DO NOT connect a generator to your home's electrical system.
8. Take steps to remain cool if its hot outside. Consider going to a public or friends place if they have power. Take extra care when traveling, as road signals may not be working. Put on layers of warm clothing if it is cold outside. DO NOT burn solid or liquid fuel heaters inside your home unless in a professionally installed and flued combustion heater or fire place.
9. Avoid opening the freezer or fridge door to keep contents cool.

Be safe with food and follow the 2 hour / 4 hour rule to ensure food safety.

- If the power was out for less than 2 hours, it's okay to consume the refrigerated food.
- If the power was out between 2 and 4 hours, the food is okay to consume but don't put it back in the refrigerator.
- If the power was out for more than 4 hours, discard the food.

Visit [www.health.vic.gov.au](http://www.health.vic.gov.au) for more information around food safety.



# Hazardous Material accidents



A Hazardous Material accident typically involves uncontrolled or unintended exposure to dangerous chemicals and/or gases. These can have extremely harmful effects on humans, animals and environment. They often occur as result of accidents and without warning and are therefore difficult to prepare for.

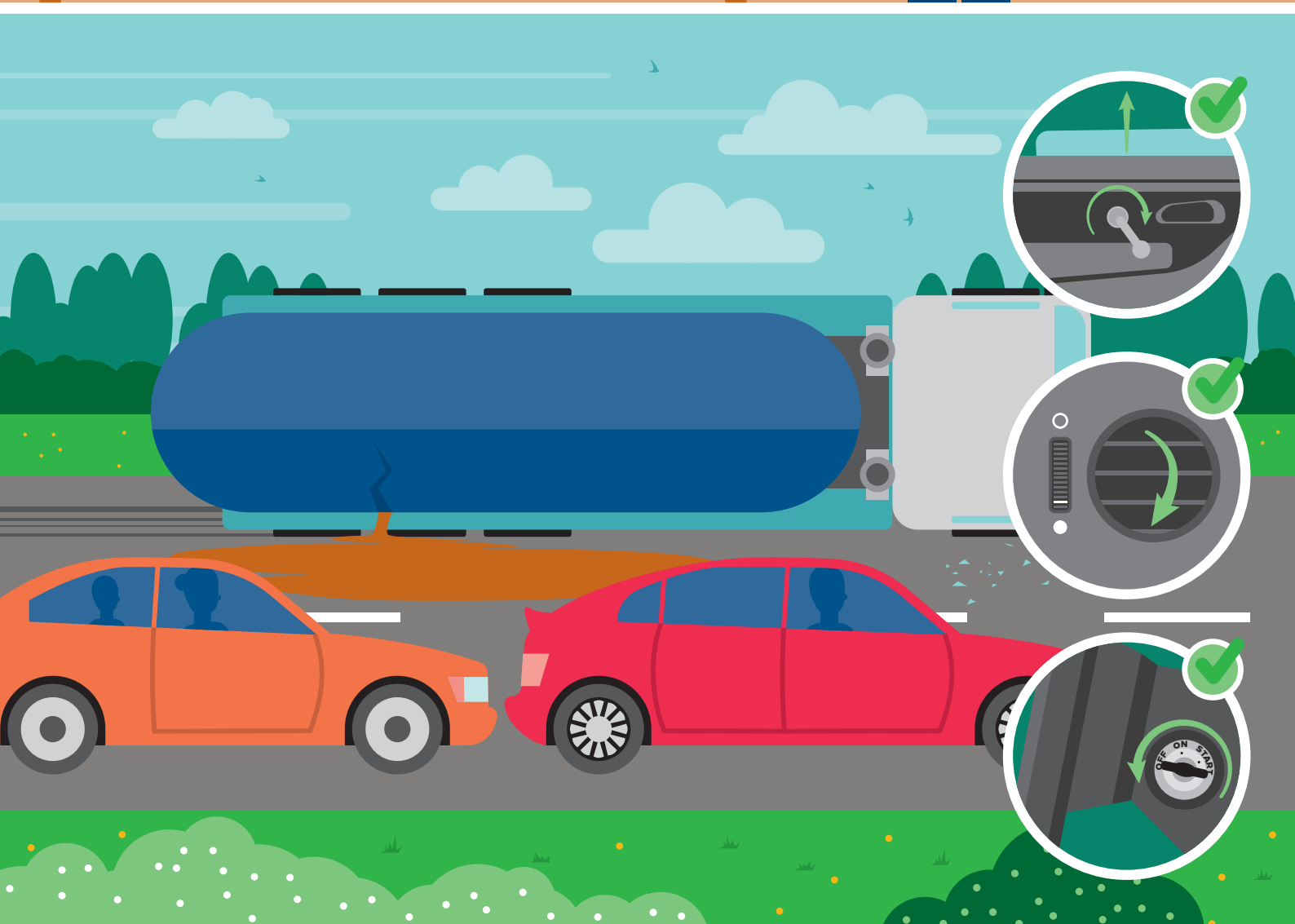
## During a Hazmat incident

If a hazardous material accident occurs information from the emergency services, broadcast via radio or telephone will be key to your decision as to what you should do to remain safe. Follow those instructions at all times.

There are different courses of action, depending on the proximity and level of threat:

- a. Evacuate to a safe location, if you have been advised by emergency services to do so. Follow their instructions on which route to take. Having your emergency kit ready at all times will help you if you need to evacuate quickly.
- b. Shelter in place, if you have been advised by emergency services to do so. A lot of times, you can remain safe by remaining indoors with the air-conditioning turned off and the windows closed. Reinforce windows and doors by further sealing them with wet towels, tape or plastic.
- c. Shelter in a Car. Most hazardous material accidents occur as a result of a transport accident. If you can, try to leave the area immediately. If you are unable to, close all windows, turn off the engine, turn off the air conditioning and close all air vents.





# Decision time:

STAY

or



Evacuations are more common than many people realise. It is important to know your risks and having a plan to respond. In most circumstances, leaving early is the right course of action.

When evacuations become necessary local officials will provide relevant information through the media. In some circumstances other warning methods, such as text message alerts, telephone calls or door knocks may be used.

The amount of time you have to leave will depend on the hazard. If the event is weather related such as a flood, you might have a day or two to get ready. However, many emergencies allow no time for people to gather even the most basic necessities, which is why **planning ahead and having an emergency kit ready at all times is essential**.

## Planning ahead for evacuation

- Plan where you will go in different situations. Think about how you will communicate with your family members if you are not in the same location. Ensure you have a family communication plan.
- Choose several destinations in different directions so you have options and know the routes. Follow recommended evacuation routes. Be alert for road hazards such as road damage, flood water and / or downed power lines.
- Leave early.
- If you do not have a car, plan how you will leave if you have to. Make arrangements with family, friends or neighbours.
- Take your emergency kit.
- Grab your wallet and ID documents.
- Take your pets with you, but understand that only service animals may be permitted in public shelters. Plan how you will care for your pets in an emergency.

### If time allows:

- Call or message an out of area contact. Tell them where you are going.
- Secure your home by closing and locking doors and windows.
- Unplug electrical equipment such as radios, televisions and small appliances. Leave freezers and refrigerators plugged in, unless there is a risk of flooding.
- Shut off water, gas and electricity.
- Wear sturdy shoes and clothing that provides some protection such as long pants, long-sleeved shirts made out of cotton and a hat.
- Check with neighbours who may need a ride.



# Sheltering In-Place

There may be situations when it is best to stay where you are and avoid uncertainty outside. Use information from emergency services and common sense to assess the situation and determine if there is immediate danger.

## If sheltering in place follow advice from Emergency Services which may include:

- Bring your family and pets inside.
- Lock outside doors and close windows and air vents.
- Turn off fans and air conditioning.
- Go into an interior room with few windows, if possible.
- Leave all inside doors open.
- Avoid using the telephone, except for emergencies, so that you can be contacted by emergency response personnel.
- Stay tuned to local radio and television for possible information updates.
- Even if you see people outside do not leave until told to do so. Wait for an 'all clear' message from emergency personnel.
- Call 000 if you are in immediate danger or fall seriously ill.





# Safety and wellbeing

## STAYING SAFE IN THE IMMEDIATE AFTERMATH OF AN EMERGENCY

Although each emergency brings its own challenges, the information below outlines some general steps you can take.

- Check the area around you for safety.
- Have injuries treated. Wash small wounds with soap and water. Use bandages and replace them if they become soiled, damaged or wet, to prevent infection.
- If you had to leave your home, return only when local authorities advise that it is safe to do so. Have photo ID available, as only people who live in an emergency-affected area may be permitted back into the area.
- Avoid using the phone. Emergency responders need to have phone lines available to coordinate their response. During the immediate post-emergency period, only use the telephone to report life-threatening conditions and call your out-of-town emergency contact to let them know that you are safe.
- Remain calm. Pace yourself. You may find yourself in the position of taking charge of other people. Listen carefully to what people are telling you and deal patiently with urgent situations first.
- Except in extreme circumstances or unless told to do so by emergency officials, avoid driving during the immediate post-emergency. Keep roads clear for rescue and emergency vehicles.
- Listen to your radio or television station for instructions from local authorities. Information may change rapidly after a widespread emergency, so continue to listen regularly for updates. If the power is still out, listen to a battery-powered radio or car radio.
- If the area was flooded warn children to stay away from storm drains, culverts and ditches. Children can get caught and injured in these areas.
- Never drink tap water after an emergency until authorities have advised it's safe. Until then drink the bottled water from your emergency kit.

During larger scale incidents Council will open Emergency Relief Centres to provide immediate and basic services to people affected by an emergency. This can include shelter, basic medical assistance, information and referrals for recovery assistance.

Council will advertise Relief Centre locations via media channels if required.



# Recovery

## Managing stress

Emergencies are stressful and potentially traumatic experiences for everyone involved. Strong reactions and feelings are common and understandable.

These reactions can include:

- Feeling physically and mentally drained
- Having difficulty making decisions or staying focused on topics
- Becoming easily frustrated on a more frequent basis
- Arguing more with family and friends
- Feeling tired, sad, numb, lonely or worried
- Experiencing changes in appetite or sleep patterns.

Try to accept whatever reactions you may have. Recognise that others, even those that you may look to for guidance and assistance, can experience those emotions. It is important to acknowledge this, ask for help, support each other and remember your strength and ability to cope.

Look for ways to take one step at a time and focus on taking care of your emergency-related needs and those of your family.

Many supports are available following an emergency, including psychosocial assistance. Council will collate information about support available and share it on their website, social media or at a relief centre.

**If at any time you are worried about your mental health, the mental health of a loved one or would like more information, please see the following useful numbers / links.**

- Lifeline - 13 11 14
- Beyond Blue  
[www.beyondblue.org.au](http://www.beyondblue.org.au)
- Better Health  
[www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)
- Headspace  
[www.headspace.org.au](http://www.headspace.org.au)
- Australian Red Cross  
[www.redcross.org.au](http://www.redcross.org.au)

## Recovering financially

In addition to the physical and emotional impact of a disaster, you may also face financial challenges.

After ensuring everyone's physical safety you can begin to take these practical steps to recover your financial wellbeing:

### Insurance claims

- Contact your insurance company, or landlord if renting, as soon as you can. Provide a description including how, when and where damage occurred.
- Prepare a list of damaged or lost items and provide receipts if possible. Consider photographing the damage to support your claim.
- If possible, keep damaged items until the claims adjuster has visited your home.
- Keep receipts for all additional expenses that you may incur such as alternative accommodation, repairs or supplies.
- Make copies of all documents and pictures given to your claims adjuster or insurance company.

### Cash flow, bills and debt

- Stop unnecessary expenses. If your home is temporarily uninhabitable or destroyed, notify utility and service providers (eg power, gas, phone), so they can stop billing.
- Prioritise your bills. Paying your insurance premiums and rent / mortgage should be your top priority.
- Call any creditors and ask for more time to pay. Most creditors will be willing to assist, especially if you notify them before a payment is due.

Often financial supports are available following larger scale emergencies. Council will collate information about support offered in your area and share it on their website and social media.

Replacing your identity documents (eg Passport, drivers license, medicare card) following an event should be a priority. This is usually free if they were lost in a natural disaster.

# Prepare an emergency 'Grab and Go' kit

Prepare an emergency kit and keep it in a strong waterproof container. Store it in a safe place in your home that you can get to easily. Mark your kit clearly and add reflective tape so it can be seen easily in the darkness. Check and update the contents of your kit regularly.

Use the below list help you pack the essentials, which should be in your kit at all times. If you have time to evacuate, consider packing additional items like food and toiletries. Think about your situation and pack a kit that is right for you!

IMPORTANT DOCUMENTS (HARDCOPIES AND / OR A USB DRIVE CONTAINING ELECTRONIC COPIES):	SUPPLIES
Birth, death and marriage certificates <input type="checkbox"/>	Torch <input type="checkbox"/>
Diplomas and academic transcripts <input type="checkbox"/>	Battery operated radio (mark the frequency of your local ABC radio station on the dial) <input type="checkbox"/>
Medical data: medications, medical history and contact information for your doctor(s) <input type="checkbox"/>	Spare batteries <input type="checkbox"/>
Financial data: Account information, contact details and policy numbers for your insurances (house, car, life etc), banks, credit cards, stocks and recent tax returns <input type="checkbox"/>	Mobile phone charger and fully charged powerbank / portable charger <input type="checkbox"/>
Contacts: a list containing addressess and phone numbers of friends, family and service providers <input type="checkbox"/>	Bottled water <input type="checkbox"/>
Family photos <input type="checkbox"/>	Medication and prescriptions <input type="checkbox"/>
Household emergency plan / RediPlan <input type="checkbox"/>	First Aid Kit <input type="checkbox"/>
Household communications plan <input type="checkbox"/>	Cash <input type="checkbox"/>
	Sturdy shoes or boots and hat <input type="checkbox"/>
	Clothes made from natural fibres <input type="checkbox"/>
	Special need items for infants (eg nappies, formula, carrier) <input type="checkbox"/>
	Special need items for elderly or people with disabilities <input type="checkbox"/>

IF YOU HAVE PETS:
Leash and carry cage <input type="checkbox"/>
Food <input type="checkbox"/>
Current vaccination certificate, registration and other identification <input type="checkbox"/>
Medication and vet contact details <input type="checkbox"/>

Remember to take your mobile phone, wallet, ID documents, Visa / Passport and keys when you evacuate!



Set an annual reminder in your phone or calendar to check your emergency kit.

# Emergency contacts and information

**IN AN EMERGENCY DIAL 000  
FOR POLICE, FIRE & AMBULANCE**

**MILDURA RURAL CITY COUNCIL**  
(03) 5018 8100

## **EMERGENCY INFORMATION**

VicEmergency  
1800 226 226  
[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)

Agriculture Victoria  
136 186  
[www.agriculture.vic.gov.au/farm-management/emergency-management](http://www.agriculture.vic.gov.au/farm-management/emergency-management)

## **FLOOD AND STORM INFORMATION**

State Emergency Services (SES)  
132 500  
[www.ses.vic.gov.au](http://www.ses.vic.gov.au)

## **BUSHFIRE INFORMATION**

Country Fire Authority (CFA)  
[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

Fire Rescue Victoria (FRV)  
[www.frv.vic.gov.au/bushfire-safety](http://www.frv.vic.gov.au/bushfire-safety)

Forest Fire Management Victoria  
[www.ffmpeg.vic.gov.au](http://www.ffmpeg.vic.gov.au)

## **NON-URGENT MEDICAL ASSISTANCE**

After Hours GP Helpline  
1800 022 222

NURSE-ON-CALL  
1300 606 024

## **MENTAL HEALTH SUPPORT**

Lifeline  
131 114

beyondblue  
1300 224 636  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

## **EMERGENCY RELIEF AND RECOVERY ADVICE**

Victorian Emergency Recovery Information Line  
1300 799 232  
[www.recovery.vic.gov.au](http://www.recovery.vic.gov.au)

Agriculture Recovery Team  
0427 694 185

Flood recovery hotline  
1800 560 760

## **ANIMALS IN EMERGENCIES**

Animal Welfare Victoria  
136 186  
[www.agriculture.vic.gov.au](http://www.agriculture.vic.gov.au)

Wildlife Victoria  
Report sick or injured wildlife  
(03) 8400 7300  
[www.wildlifevictoria.org.au](http://www.wildlifevictoria.org.au)

## **INTERPRETING SERVICES**

TIS National  
131 450

## **NATIONAL RELAY SERVICE**

1300 555 727

## **EMERGENCY FINANCIAL ASSISTANCE**

Services Australia  
132 850  
[www.servicesaustralia.gov.au/natural-disaster](http://www.servicesaustralia.gov.au/natural-disaster)

VicEmergency hotline  
1800 226 226 (press 9 for an interpreter)  
[www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief)

## **ROAD CLOSURES AND TRAFFIC ALERTS**

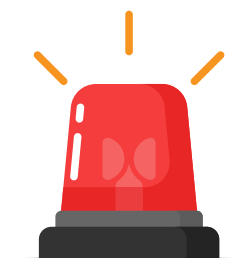
VicRoads  
131 170  
[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## **PUBLIC HEALTH INFORMATION**

Department of Health  
[www.health.vic.gov.au](http://www.health.vic.gov.au)  
1300 650 172

## **FAMILY VIOLENCE SUPPORT SERVICES**

The Orange Door  
1800 290 943  
[mallee@orangedoor.vic.gov.au](mailto:mallee@orangedoor.vic.gov.au)  
113 Madden Ave Mildura





Mildura Rural City Council