Health and Wellbeing Emergencies **Handbook**

Be Prepared, Informed and Ready

Hawkesbury City Council

For all disaster and emergency information, visit the
Hawkesbury Disaster and Emergency Dashboard

| Emergency News | NSW Police | SES Flood, Storm or Tsunami | Rural Fire Service | Weather Warnings | Fire and Rescue NSW | Road and Ferry Closures | Fire Danger Ratings and Total Fire Bans |

The Hawkesbury area is no stranger to natural disasters. These disasters can affect our daily lives, health, and money.

Health and wellbeing emergencies can happen anytime and may get worse because of:

Flood

Fire

Isolation or loneliness

Power outage

Water and/or gas shortage

Lack of access to medical care and medications

No internet or phone connection

Road and bridge closures

Emergencies can affect everyone. Those most at risk are our vulnerable in our community.

Those most at risk may include:

- Elderly and those living alone or with a disability

- People with health problems who need electricity, water, or medicine for their medical equipment

- People living in areas subject to flooding, bushfires and landslides – particularly those in remote rural areas

- People who speak a language other than English at home

- Pregnant women and children

Know your risk and ensure you are prepared

First steps - Learn about helpful resources

Discuss both your **Emergency Preparedness Plan** and **Power Outage Plan** with your doctor, <u>before</u> a disaster or emergency happens.

Emergency Preparedness Plan

* **collaborating4inclusion.org/pcep**
  or scan the QR code with your phone

Power Outage Plan

* If you rely on electricity to support your life sustaining equipment or for storing medicines, visit
  lifesupport.poweroutageplan.com.au or scan the QR code with your phone

Next steps - It is important that you prepare an emergency Grab & Go bag

A Grab & Go bag is a bag of important items to take with you in the event of an emergency. These bags need to be stored somewhere that is easy to access and remember.

Below, you can find an extensive list of important items to put in your Grab & Go bag.

1. Copies of important documents

This includes medical records, insurance, bank account details, passport and any other important documents to you.

You can save these on a USB stick and give a copy to someone you trust.

2. Current medications, prescriptions, and mobile medical support equipment

3. Phone and charger

4. Hand cranked radio and torch
Radio and torch (flashlight) that don't need power

5. Toiletries and spare clothes

6. First Aid Kit, water and some food

FIRST AID

7. Complete the "My Information" sheet
You can find the sheet on the back of this booklet.

For more resources visit
yourhawkesbury-yoursay.com.au/prepared

Know your risk and stay informed

In an emergency, it helps to know where to get information. There are many useful websites.

Visit the Hawkesbury City Council Disaster and Emergency Dashboard

The dashboard will give you access to weather radar and warnings, Emergency News, SES, RFS, Fire and Rescue, Road and Ferry Closures, BOM, Fire Ratings and total fire bans, Telstra, power and gas outages and school closures all in one location.

You can visit the Disaster and Emergency Dashboard at **disaster.hawkesbury.nsw.gov.au** or scan the QR code with the camera on your phone.
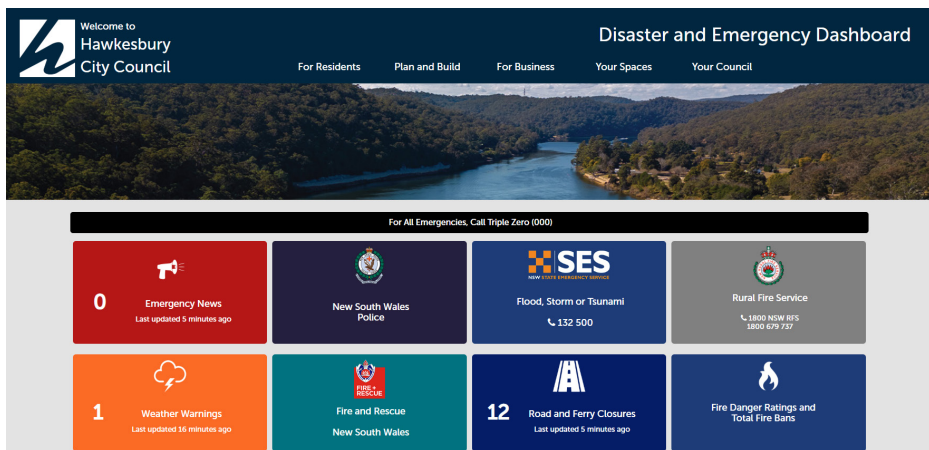
Visit our Hawkesbury City Council "Prepared, Informed and Ready" resource page

Visit our Hawkesbury City Council Prepared, Informed and Ready resource page at **yourhawkesbury-yoursay.com.au/prepared** or scan the QR code with the camera on your phone.

These links give you helpful information, templates, and tips to get ready for emergencies.

Where to find **key information**

Welcome to
Hawkesbury City Council

For Residents   Plan and Build   For Business   Your Spaces   Your Council

Disaster and Emergency Dashboard

For All Emergencies, Call Triple Zero (000)

0 Emergency News — Last updated 5 minutes ago	New South Wales Police	**SES** Flood, Storm or Tsunami — 132 500	Rural Fire Service — 1800 NSW RFS 1800 679 737
1 Weather Warnings — Last updated 16 minutes ago	Fire and Rescue New South Wales	**12** Road and Ferry Closures — Last updated 5 minutes ago	Fire Danger Ratings and Total Fire Bans

Websites

- Hawkesbury Council Disaster and Emergency Dashboard:
  disaster.hawkesbury.nsw.gov.au

- Hawkesbury City Council Prepared, Informed and Ready resource page:
  yourhawkesbury-yoursay.com.au/prepared

- Live Traffic NSW: **livetraffic.com**
  - Road closures and transport updates.
- ABC Radio 702 am or **abc.net.gov.au**
  - Alerts and advice

Apps

- Hazards Near Me app:
  www.nsw.gov.au/emergency/hazards-near-me-app
  This website shows local emergencies like bushfires or floods, and what to do to stay safe.

Where to find key contacts

Emergency Contacts

- Emergency – life threatening situations: **Call 000**

- NSW Rural Fire Service (RFS) - Bushfire Information Line: **1800 679 737** or **rfs.nsw.gov.au**

- NSW SES: **132 500**

Medical and Wellbeing Emergency Contacts

- Health Direct - 24 Hour advice over the phone: **1800 022 222**

- Urgent Care Clinic, North Richmond – 8am–8pm, open 7 days: **1800 022 222**

- PBS - 8am - 5pm weekdays. Pharmaceutical and medication questions, weekdays: **1800 020 613**

- Medicare Mental Health Services - Free mental health advice and Support - 8:30am–5pm, weekdays: **1800 595 212**

- Beyond Blue - Support and Information - 24/7: **1300 224 636**

- Lifeline – Crisis Support and suicide prevention services - 24/7: **13 11 14**

- Dr Closed Website - Health Information including afterhours pharmacies: **www.doctorclosed.com.au**

- MyHealth Records - Ask to set this up with your doctor - Access your key health information including scripts, tests and more: **www.digitalhealth.gov.au/initiatives-and-programs/my-health-record**

- Active Script List - Set up Active Script List – Ask to set this up with your pharmacist. Your doctor and pharmacist can then access your scripts in an emergency.

Food and Emergency Relief Services

- www.yourhawkesbury-yoursay.com.au/info

For Condition-Specific Support

- There are lots of condition-specific support and resources available to help you know your health risks on the Nepean Blue Mountains Primary Health Network website: **www.nbmphn.com.au/ Community/Disasters-and-Emergencies**

Interpreting assistance is available for any information on these pages by contacting the Translating and Interpreter Services please call **13 14 50**.

My information

Complete and place booklet in your grab and go bag

Basic Information

Name:

Address:

Emergency contact name:

Emergency contact phone:

Medical Information

Medicare number:

Pension/concession card number:

Private health insurance name:

Private health insurance phone number:

Private health insurance member number:

GP/doctors name:

GP practice name and suburb:

GP practice phone number:

Pharmacy name and address:

Pharmacy phone number:

My information

Complete and place booklet in your grab and go bag

My Medications

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Other Important Information

NDIS Number:

Aged Care ID:

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My information

Complete and give to a trusted friend/ family member

Basic Information

Name:

Address:

Emergency contact name:

Emergency contact phone:

Medical Information

Medicare number:

Pension/concession card number:

Private health insurance name:

Private health insurance phone number:

Private health insurance member number:

GP/doctors name:

GP practice name and suburb:

GP practice phone number:

Pharmacy name and address:

Pharmacy phone number:

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My **information**

Complete and give to a trusted friend/ family member

My Medications

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Other Important Information

NDIS Number:

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Aged Care ID:

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This booklet has been made by Hawkesbury City Council in collaboration with WSHA and PHN.

Western Sydney Health Alliance
For healthy communities in the Western Parkland City
An initiative of the Western Sydney City Deal

phn
NEPEAN
BLUE MOUNTAINS
An Australian Government Initiative

Wentworth Healthcare
Blue Mountains | Hawkesbury | Lithgow | Penrith