



Lithgow Emergency Handbook

Are you prepared to manage your health in a disaster or emergency? Plan ahead to stay safe and well.

Expect the unexpected

Often emergencies will be followed by other risks such as power outages and roadblocks which can result in assistance delays. Services could stop for extended times.



Key websites, apps and alerts



NSW
Government
Emergency Apps
nsw.gov.au/prepare



Lithgow Council
Emergency
Dashboard
lithgow.disasterdashboards.com

How to emotionally prepare for a disaster or emergency

Being emotionally prepared for disasters or emergencies can boost your confidence and help you feel more in control. This can improve your emergency planning and reduce stress which may also lower the risk of long-term mental health issues caused by the trauma of the disaster or emergency.

The Australian Psychological Society outlines 4 steps to being psychologically prepared, using the acronym '**AIME**' (for **Anticipate. Identify. Manage. Engage**).

Anticipate

A

Anticipate that you will feel worried or anxious and remember these are normal responses to a possible life-threatening situation.

Identify

I

Identify the exact physical feelings associated with anxiety and whether you are having any scary thoughts that are adding to the fear.

Manage

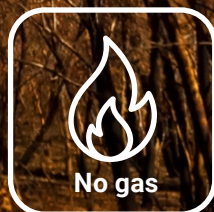
M

Manage your responses using controlled breathing and self-talk to stay as calm as possible so you can focus on the practical tasks that need your attention.

Engage

E

Engage with at least one person you trust to help you feel connected, more supported and less alone.



Look after your mental health. Your mental wellbeing can take a battering during a disaster or emergency. You can access mental health support at medicarementalhealth.gov.au or call **1800 595 212** during business hours. Lifeline provides 24/7 crisis support by calling **13 11 14**.

Accessing medication

If you leave home without your prescriptions or medicines, or they are lost:

Contact your doctor	Your doctor can send a prescription to a nearby pharmacy.
Speak to a pharmacist	In a declared emergency pharmacists can provide a 3-day emergency supply of many medicines without a prescription or call your doctor for a verbal prescription.
Active Script List	Set up Active Scripts with your pharmacist to store your prescriptions electronically. Your pharmacist or GP can then access these scripts in an emergency. For more information www.digitalhealth.gov.au
Request an eScript	Your doctor can send an electronic prescription up to 7 days.
Use telehealth	If you can't visit your doctor, find a telehealth provider using the healthdirect service finder.
Emergency kit	Keep medications, prescriptions and health cards in your emergency survival kit.
Contact details	Write down your doctor's contact details in case you need a new prescription.



If your regular GP is not available there are other options:

- Visit the healthdirect website to find a doctor near you healthdirect.gov.au or call healthdirect on **1800 022 222** to speak with a health professional for advice. If your matter is urgent they may direct you to an Urgent Care Service such as the centres in Hawkesbury or Penrith.














Install the "my health" app on your mobile device and ask your GP to store your medical information on My Health Record. In an emergency, health professionals can access your health records through My Health Record. My Health Record securely stores your medical history, allergies and medications online.



1. Prepare an emergency kit

It is important to prepare an emergency kit in the event that you need to leave your home in a hurry.

Things that you need to pack in your kit

Your emergency preparedness plan 	Copies of important documents (Bank card, ID, passport and birth certificate, insurance documents, USB stick and photos) 	Torch & spare batteries 		
Battery operated radio 	Medication 	Phone & charger 		
Speak to your GP about E-scripts 	Clothes 	Toiletries 	Medical records 	First aid kit 

2. Stock your emergency kit with essential foods

During an emergency, access to groceries may be limited or cut off and current supplies will be quickly used. Planning for a two-week period of staying at home (potentially without utilities) involves stocking up on pantry essentials and regularly rotating them, to ensure they are in date.

Essential pantry items may include

Dried long life food 	Ready to eat canned foods 	Water 	Baby food 	Snack foods 	Pet food 
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3. Go digital

Taking time to scan and save your documents in digital form will ensure your family and possessions are protected and you will be in a better position to recover after a crisis.

Important things to save digitally

Documents 	Contact list 	Insurance policies 	Photo of assets 
Property documents 	Receipts & warranties 	Home inventory 	Photos of possessions 

Pets

You can make a plan for your animals at [Animal safety | NSW SES](#). This plan covers what you will need to pack if you need to evacuate, how you would contain and transport your animal and where you would take your animal/s.



Managing chronic conditions during a disaster

Disasters like heatwaves, floods, or bushfires can be harder if you have a chronic condition such as diabetes, asthma or arthritis. Planning ahead helps you stay safe.

Be prepared:

Everyone should fill in a [Redi plan](#)
redcross.org.au/rediplan



Create your plan on your phone or device with the [Get Prepared App](#)
redcross.org.au/prepare



If you have a disability, rely on specific equipment to live week to week, or have other specific health or care needs you can complete a [Person-Centred Emergency Preparedness \(P-CEP\) plan](#). Include essentials like glucose monitor, insulin, medications, food, water and glucose tablets.

collaborating4inclusion.org/PCEP



Power outages:

- Have ice packs ready for insulin.
- Plan for any equipment that needs electricity.
- Check. Plan. Do. Power Outage Plan.
poweroutageplan.com.au



Stay connected:

- Tell emergency staff about your condition.
- Carry a list of your medications.
- Arrange for someone to check in on you.

Discuss your plans with your doctor

It is important to talk through your plans with your doctor, especially if you or someone you care for has a chronic health condition or other vulnerability.

There is condition-specific support and resources, such as the Diabetes Disaster Plan and lots more available on the NBMPHN Planning for your health condition page.

nbmpnhn.com.au/Community/Disasters-and-Emergencies



Support for people at-risk

There are certain people who are more at risk from disaster and emergency events:

- People who have a disability
- People who rely on electricity for life-sustaining and assistive technology
- Older people
- People with chronic health conditions
- People who live by themselves or have limited social connections
- Aboriginal and Torres Strait Islander peoples
- People from Culturally and Linguistically diverse backgrounds
- Pregnant women, and children
- Those with limited finances

Health Service Directory

Wentworth Healthcare, Nepean Blue Mountains Primary Health Network	Specific tips and resources to help keep you and those you care for safe and well. nbmphn.com.au/DisastersandEmergencies	
healthdirect – provides 24-hour advice over the phone and online	Phone: 1800 022 222 healthdirect.gov.au Opening hours: 24-hours	
National Diabetes Services Scheme	Phone: 1800 637 700 ndss.com.au	
PBS – Pharmaceutical and medications questions	Phone: 1800 020 613 Monday to Friday from 8.30am to 5.00pm (AEST)	
After Hours Service – Lithgow Medical Clinic	Phone: (02) 6352 5588 Mon-Fri 6.00pm to 8.00pm Sat 12.00pm to 5.00pm Sun 9.00am to 5.00pm Public Holiday 9.00am to 1.00pm	

Community Links

Beyond Blue	Provides support and information to help everyone achieve their best possible mental health Open 24/7 Phone: 1300 224 636
Medicare Mental Health	Free mental health advice and support Open 8.30am to 5.00pm weekdays (except public holidays) Phone: 1800 595 212
Lifeline	Provides crisis support and suicide prevention services – Lifeline Australia: Open 24/7 Phone: 13 11 14
Emergency (life-threatening situations):	Phone: 000



Knowing your risk, being prepared and staying informed

- NSW State Emergency Service (SES): ses.nsw.gov.au 132 500
- NSW Rural Fire Service (RFS): www.rfs.nsw.gov.au 1800 679 739

Both SES and RFS offer a range of resources to help you identify your risk and help you plan and prepare for emergency and disaster events. You can also contact your local brigade for expert knowledge and advice.

- NSW Fire and Rescue fire.nsw.gov.au 000
- Lithgow Fire and Rescue 58 Cook Street, Lithgow 6339 8563

NSW Fire and Rescue offer Home Safety visits for at-risk residents.

How to stay informed

- ABC Radio for trusted emergency updates. abc.net.au/emergency
- Lithgow Council Disaster Dashboard alerts.lithgow.nsw.gov.au

You can find links to all of these resources on the Wentworth Healthcare community pages.
nbmphn.com.au/DisastersandEmergencies



Wentworth Healthcare acknowledges the kind support of Western Sydney Health Alliance and Camden Council in the development of this resource.



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

My information

Name	
Address	
Emergency contact name	
Emergency contact phone	

Medical information

Medicare number	
Pension/concession card	
Private health insurance name	
Private health insurance phone number	
Private health insurance member number	
GP/Drs name	
GP practice name and address	
GP practice phone number	
Pharmacy name and address	
Pharmacy phone number	

My medications

Medication name	
Dosage	
Frequency	
Medication name	
Dosage	
Frequency	
Medication name	
Dosage	
Frequency	

Other important information

NDIS number	
Other	



disaster@nbmphn.com.au



(02) 4708 8100



nbmphn.com.au/DisastersandEmergencies