Emergency Information Guide

In a life threatening emergency CALL

📞 Triple Zero ‘000’
☎️ Mobiles 112
📞 Hearing impaired 106 TTY

For more emergency contacts see Pages 21-24
Acknowledgements

This guide has been made possible with the assistance of the Department of Health (HACC Services) and the Office of Emergency Services Commissioner. Indigo Shire Council also acknowledges the input of SES, CFA, Victoria Police and the Department of Health and Community Services into the development of this document.
Be Prepared

Plan ahead
You and your family need to have a plan about what to do before, during and after emergencies such as bushfires, heatwaves, floods and storms. While emergency services aim to assist you, this may not always be possible. Having a plan guides you step by step, helping you to stay calm and make the best decisions.

Make sure you include special plans for those most at risk; like children, the elderly and neighbours who might need your help. Pets and animals are also an important part of your emergency plan. Make sure that you and your family prepare and practice your emergency plans and have enough insurance to clean up, recover and rebuild if necessary.

Contact the Country Fire Authority (CFA) and State Emergency Service (SES) for advice on developing bushfire, flood and storm plans. Visit the CFA website to see the bushfire Community Information Guides, formerly Township Protection Plans, for Beechworth, Stanley, Chiltern, Allans Flat and Yackandandah.

Pets
Planning for pets will help you to make decisions calmly during an emergency:
- Make sure pets are properly identified
- Bring pets inside and secure them with a lead or basket
- Some emergency relief centres might not have facilities for pets.

Livestock
Well organised plans will make a difference in an emergency:
- Move livestock early to a safer place such as high ground during a flood; or a bare or ploughed paddock in a bushfire
- Consider shifting animals to another region away from the fire or flood
- If animals stay, shut external gates but consider leaving internal gates open. This gives your animals the best chance of keeping themselves out of danger without them becoming a traffic hazard
- For more information on plans for animals in emergencies contact the Department of Primary Industries.

Stay informed
Keep watch and listen to news and weather reports. Be alert for potential emergencies. Know if your property is at risk to hazards such as bushfire and flooding; or the risk of being isolated or cut off by blocked roads during emergency events.

During high risk periods listen to your local emergency radio station. Emergency services will try to provide warnings and advice about emergencies, but this may not always be possible. Do not just rely on receiving a warning and NEVER wait for a warning to take action.

Keep a check on what is happening outside your home and in surrounding communities. Remember to have a normal fixed landline phone available during an emergency. Cordless phones do not work without electricity.

During the summer fire season, the Fire Danger Rating will be broadcast or available on the CFA website, so you can plan ahead for the predicted fire conditions. This rating predicts how a fire would behave if one started and how difficult it would be to put out.

Before floods or storms, the Bureau of Meteorology (BoM) sends out weather warnings or Flood Watches. Visit the BoM and SES websites for more information on these warnings.
Emergency Warnings

Emergency Warnings and Advice
This list describes the different types of warnings and advice that are issued by emergency services.

If you hear emergency information or a warning and do not understand it, ask a family member, friend or neighbour to explain it.

Flood Watch: notifies people about a potential flood threat. Usually issued 24-36 hours in advance of any flooding.

Flood Warning: when flooding is about to happen or is already occurring. Minor, Moderate or Major Warnings are about the predicted size and the impact of the flood.

Bushfire Advice: advice about a bush or grassfire that is not currently an immediate threat to property or lives.

Bushfire Watch and Act: advice that a fire is approaching and you need to take action to protect life and property.

Emergency Warning: a warning that you are in danger and need to take immediate action to save lives.

Standard Emergency Warning Signal (SEWS): a wailing siren that is played before an urgent warning message on radio, TV or Emergency Alert voice message. It means the following message is very important. If you hear it, stop, listen and act on the message immediately. To hear what the siren sounds like go to www.oesc.vic.gov.au

How you might receive emergency warnings or information:
- Radio - find your local emergency broadcaster in the list below
- SKY News TV
- Facebook, Twitter, Smartphone Apps (for details see CFA and SES websites)
- Emergency Alert - text messages sent to mobile phones or recorded voice message to landline phones in areas at risk
- Websites - CFA, SES, BoM websites
- Local options - such as door knocking or a police loudspeaker.

Emergency Radio Stations

<table>
<thead>
<tr>
<th>Station</th>
<th>Frequency</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC</td>
<td>106.5 FM</td>
<td>Wodonga</td>
</tr>
<tr>
<td></td>
<td>89.7 FM</td>
<td>Bright area</td>
</tr>
<tr>
<td></td>
<td>91.7 FM</td>
<td>Myrtleford area</td>
</tr>
<tr>
<td></td>
<td>97.7 FM</td>
<td>Goulburn Valley</td>
</tr>
<tr>
<td></td>
<td>99.7 FM</td>
<td>Corryong area</td>
</tr>
<tr>
<td>The River</td>
<td>105.7 FM</td>
<td></td>
</tr>
<tr>
<td>2AY</td>
<td>1494 AM</td>
<td></td>
</tr>
<tr>
<td>Star FM</td>
<td>104.9 FM</td>
<td></td>
</tr>
<tr>
<td>3NE Edge FM</td>
<td>1566 AM</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102.1 FM</td>
<td></td>
</tr>
</tbody>
</table>

Emergency Information Lines

| Victorian Bushfire Information Line | 1800 240 677 National Relay Service | 1800 555 677 |
| SES Flood Storm Information Line   | 1300 842 737 National Relay Service | 1800 555 677 |

For information about:
- bushfire safety, before during and after a fire
- community meetings
- if the smoke that you may be seeing is a planned burn or a bushfire.

For information about:
- safety advice before, during and after a flood or storm
- community meetings.
Deciding what to do in an emergency
The decision to stay at your property in a fire or a flood can be difficult. Whatever you decide to do, you need to make informed decisions and have a well practised plan.

Anyone staying at home in an emergency needs to understand that they are likely to face danger and may be cut off for some time during and after the emergency. They need to have a complete and detailed plan, have the right equipment and be mentally and physically able to cope during and immediately after the emergency.

Leaving early is always the safest option
If the decision has been made to leave, then leave well before a bushfire or flood threatens. Write your trigger points in your plan that tells you when you will leave. Leaving home at the last moment can be a dangerous option.

When you leave make sure you:
- Turn off electricity, gas and water at the mains
- Turn off gas bottles
- Take your emergency kit, pets, medicines, important papers (driver’s licence, passport), photos and personal items
- Check if neighbours need your help
- Let others know you have left. Register with Red Cross at a Relief Centre if possible.

Evacuation
Evacuation is when people leave a dangerous area for a safer area. People can leave early or “self-evacuate” based on the decisions or trigger points in their emergency plan.

In dangerous situations, the emergency services may recommend that you evacuate your home. It will only be recommended if there is a great threat to life and the evacuation can be carried out safely in the time available. If you need help to evacuate, organise that now with family or friends.

In Victoria you cannot be forced to leave your property. However, you may put you and your family’s lives at risk if you do not leave when it is recommended. Emergency services will advise you when it is safe to return home.

Where to go
If you leave early you may be able to go to family and friends in a safer area, or a shopping area in a town that is safe.

During large scale emergencies, Indigo Shire Council may open an Emergency Relief Centre away from the danger, as a place for people to go to in the short term. They only provide basics: food, water, shelter and collect details in a Red Cross emergency register.

If you evacuate, you may be advised to go to one of Indigo Shire’s Emergency Relief Centres located in the major townships. The final decision about opening these centres depends on factors such as safety, where the emergency is, the type of emergency and its extent.

So check before you go. See Page 21 for contact details.
Stay tuned, listen to radio and emergency information and go to the relief centre that is advertised. Will you need transport? Organise that now with friends, family or neighbours.
Caught on the Road

If caught on the road in a bushfire or grassfire
Do not drive toward smoke or fire, U-turn to safety. If you are caught in a vehicle during a bushfire:
★ Park off the road behind a solid structure, or park facing toward the fire in an open area with short grass or bare ground
★ Stay in the car until the fire passes.

If caught on the road in a storm or flood
★ NEVER drive, ride walk or play in floodwater ... you don’t know what you’re getting into.

If you are trapped or surrounded by rising floodwater
★ Do not try to swim to safety
★ Seek shelter above the floodwater
★ When the road is flooded ahead, turn around don’t drown.

If it is hard to see during a severe storm
★ Pull well off the road in an area clear of creeks, drains, trees and power lines
★ Never shelter under a tree
★ Turn on car headlights and hazard lights
★ Wait for the storm to pass.

Home Emergency Kit

Have a kit that you leave in the car:
★ First aid kit
★ Woollen blanket
★ Radio, torch and spare batteries
★ Mobile phone and car charger
★ Emergency contact lists
★ Plenty of drinking water

Emergency Kit

Protective clothing
★ Clothes for protection e.g. heavy cotton long-sleeved shirts and pants
★ Work boots
★ Gloves (leather and rubber)

Communication equipment
★ Radio (wind-up or batteries)
★ Mobile phone and charger
★ Walkie talkie or UHF radio
★ Batteries.

Light
★ Torch (wind-up or batteries)
★ Batteries

Food and drink
★ Drinking water and food for 3 days
★ Pet food and water for 3 days
★ Lead and bowl

Special items
★ Medicines, prescriptions
★ First aid kit
★ Special needs for children, elderly or the disabled

Plans and documents
★ Emergency plans (fire and flood)
★ Emergency contact list
★ Waterproof bag or box for important documents
★ Important documents like passports, will, birth certificates and insurance information

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Protective clothing
★ Clothes for protection e.g. heavy cotton long-sleeved shirts and pants
★ Work boots
★ Gloves (leather and rubber)
Bushfire

Before a bushfire or grassfire

- Attend a CFA Fire Ready meeting or Bushfire Planning workshop
- Understand your fire risk: bushfire, grassfire, hilly, in town?
- Write a bushfire survival plan
- Decide if and who will stay and actively defend or leave early. Plan for those most at risk: children, frail elderly, those with special needs
- Prepare your property and have an emergency kit ready.

During

- Check warnings and information
- Wear protective clothing
- Protect people from radiant heat
- Drink plenty of water.

After

- Check information updates
- Keep wearing protective clothing
- Keep checking for embers after the fire front as passed
- Take care around trees, branches and trees can fall without warning.

Bushfire Survival: Your Last Chance

If your bushfire plan has failed or is overwhelmed and you are unable to shelter in your home, there may be places close to where you are that could protect or shelter you enough to save your life:

- A bare area on your property, e.g. ploughed paddock
- A stationary car in a clear, bare area e.g. gravel driveway
- A dam or pool
- A well prepared neighbour’s home.

These all have a high risk of trauma, injury or death. Leaving early is always the safest option.

On the day of the fire, you and your family may be able to go to a Neighbourhood Safer Place, if you have no safer choice. These Places of Last Resort have been checked to offer a lower bushfire risk. However, they offer no guarantee of safety or facilities such as toilets or water.

Neighbourhood Safer Places

Beechworth
- Memorial Hall, Ford Street
- Police Paddocks, High Street

Barnawartha
- Recreation Reserve Pavilion, Havelock Street

Chiltern
- Memorial Hall, Conness Street

Rutherglen
- Showgrounds Reserve open space

Sandy Creek
- Recreation Reserve Pavilion, Lockharts Gap Road

Stanley
- Recreation Reserve Pavilion, Pioneer Road.

Tangambalanga
- Community Centre, Kiewa East Road

Yackandandah
- Memorial Gardens, Wellsford Street
- Senior Citizens Centre, Wellsford Street
Fire Danger Days

Days of high fire risk
An important part of helping the Indigo Shire community to be safe is to prevent fires starting in the first place.

The Fire Danger Period is declared each summer in each council area and then stays in place until it is lifted. During this time there are restrictions on fires in the open and the use of machinery and equipment that might cause fires or sparks. In areas such as State forests and National Parks fire restrictions remain in place all year.

In addition to these restrictions, Total Fire Ban days are declared on all public and private land on high fire risk days. This places additional restrictions on the type of activities that can be undertaken on these days.

Total Fire Ban Days

On days of Total Fire Ban ...

<table>
<thead>
<tr>
<th>Can I or Can’t I?</th>
<th>On TOTAL Fire Ban Days</th>
<th>Fire Danger Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have a barbecue?</td>
<td>Yes – with conditions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>However, solid fuel (e.g. wood) and liquid fuel barbeques and ovens are banned.</td>
<td></td>
</tr>
<tr>
<td>Light a campfire?</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Light a fire in the open?</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Drive a vehicle in contact with vegetation?</td>
<td>Yes – with conditions</td>
<td></td>
</tr>
<tr>
<td>Use an incinerator?</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Weld, solder, grind, gas cutting in the open?</td>
<td>No – but permits may be obtained from CFA regional offices in some circumstances</td>
<td></td>
</tr>
<tr>
<td>Use machinery with an internal combustion or heat engine?</td>
<td>Yes – with conditions</td>
<td></td>
</tr>
<tr>
<td>Use a chainsaw, grass trimmer or lawn mower?</td>
<td>Yes – with conditions</td>
<td></td>
</tr>
</tbody>
</table>

For more information, contact CFA or go to [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) for a copy of Can I Can’t I.

Burning off
Make sure that your burn-off is not mistaken for a bushfire or grassfire.

Contact VicFire if you plan to burn off:
- Phone 1800 668 511
- Fax 1300 674 428
- Email burnoffs@esta.vic.gov.au

CODE RED

Code Red days are days when weather conditions and fire dangers will be the most dangerous. These days need special plans as no house will be defendable if a fire starts. The CFA advises people to leave high risk areas the day before or the morning of a Code Red day.
Floods

Rain can quickly turn to flood

Preparing for a flood
- Raise valuables, furniture, electrical items, oils and poisons onto tables or benches
- Move machinery, pumps, hay and livestock to higher ground
- Block toilets and shower drains with strong plastic bags filled with sand
- Tie down objects that may float and cause damage.

Before a flood
- Understand your flood risk and what type of flood affects your area
- Check weather warnings
- Check your emergency kit
- Prepare property for flood.

During
- Flash flooding can happen so quickly there may not be time to warn you
- Never walk, play or drive in floodwater, you don’t know what you’re getting into-you can drown, roads or bridges be damaged, floods can contain sewage and poisons
- Keep watch around you and monitor information
- Stay away from fallen power lines and swollen creeks and drains.

After
- Only return home if authorities say it is safe
- Only turn on gas and electricity, lights and appliances after they have been checked by an qualified person
- Boil drinking, cooking, washing water until advised it is safe to use
- Take care when entering buildings, snakes may be inside
- Contact Indigo Shire recovery staff if you have been flooded.

Emergency help
- If your emergency is life-threatening call 000
- For other help in storms or floods call SES 132 500

For information during major storms or floods
- Call the SES Information Line 1300 842 737 or
- Go to the SES website www.ses.vic.gov.au
Storms

Storms - wind, hail, lightning, flash flood

Before a storm
- Regular maintenance saves a lot of damage: Clean gutters and drains and clear branches away from buildings and power lines
- Keep watch on the weather and conditions around you
- Secure loose objects outside such as outdoor furniture
- Power blackouts can happen. Check Emergency Kit: radio, torch and mobile phone batteries. Have a backup landline phone.

During
- Check warnings and updates
- Never shelter or park your car under a tree
- Stay indoors away from windows
- Bring pets indoors, secure them so they cannot escape
- Turn off and unplug non essential electrical items. Avoid using the telephone during lightning
- Do not get on the roof during a storm.

After
- Check buildings and trees for damage from on the ground
- Beware of fallen power lines and broken glass
- If trees are not dangerous, contact your local tree service for help.

Emergency help
- If your emergency is life-threatening call 000
- For other help in storms or floods call SES 132 500

For information during major storms or floods
- Call the SES Information Line 1300 842 737 or
- Go to the SES website www.ses.vic.gov.au

To report fallen trees across roads
- Main roads VicRoads 131 170
- Other local roads Indigo Shire Council 0448 321 386
Heatwave

How to keep your cool

During a heatwave, those most at risk of death or heat stress are children, the sick, frail elderly and pets.

Before
- Check weather reports. Organise a cooler place to go with family or friends or your local library or Neighbourhood House
- Drink extra water, not just tea or coffee
- Store medicines at the recommended temperature
- Plan for the possible loss of power, have torch and radio handy
- Reduce the need to go outside or travel when it is hot.

During
- Drink plenty of water, eat smaller meals, wet yourself down
- Keep your home cool, close blinds and curtains early
- NEVER leave children, the elderly or pets in parked cars
- If you have lost power, turn off any unnecessary electrical equipment
- Do not open your fridge unless absolutely necessary.

Emergency help
- For life threatening emergency 000 ask for ambulance
- For advice ring the Nurse on Call service 1300 606 024

Further Information
- Department of Health 1300 253 942
- Department of Health website www.health.vic.gov.au
- Department of Human Services (business hours)
  - Wangaratta Office 03 5722 0555
  - Wodonga Office 02 6055 7777

Contact Information

Indigo Shire Council, PO Box 28, Beechworth 3747

Phone ............................................. 1300 365 003
Website ........................................... www.indigoshire.vic.gov.au
Email ............................. indigoshire@indigoshire.vic.gov.au

Customer Service Centres
- Beechworth 101 Ford Street ..................... 03 5728 8000
- Yackandandah 34 High Street .................. 02 6028 1100
- Chiltern Conness Street ......................... 03 5726 1873
- Rutherglen 153 High Street .................... 02 6032 8206

After hours
- Roads, streets and drains ......................... 0448 321 386
- Water, sewerage (North East Water) ........... 1300 361 644
- Stock on roads .................................. 0407 201 002
- Food poisoning ................................. 0418 228 170
### Contact Information

#### Hospitals

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beechworth</td>
<td>Health Service, 52 Sydney Road</td>
<td>03 5728 0200</td>
</tr>
<tr>
<td>Rutherglen</td>
<td>Indigo North Health, 168 High Street</td>
<td>02 6033 6200</td>
</tr>
<tr>
<td>Chiltern</td>
<td>Indigo North Health, 11 Main Street</td>
<td>03 5726 1405</td>
</tr>
<tr>
<td>Wangaratta</td>
<td>Northeast Health, Green St</td>
<td>03 5722 0111</td>
</tr>
<tr>
<td>Wodonga</td>
<td>Albury-Wodonga Health, Vermont Street</td>
<td>02 6051 7111</td>
</tr>
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</table>

#### State Emergency Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>North East Hume Region Headquarters Benalla</td>
<td>03 5762 6253</td>
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#### Country Fire Authority

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wangaratta</td>
<td>District 23 Headquarters</td>
<td>03 5721 4122</td>
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#### Police

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Beechworth</td>
<td>William Street Beechworth</td>
<td>03 5728 1032</td>
</tr>
<tr>
<td>Chiltern</td>
<td>Main Street Chiltern</td>
<td>03 5726 1222</td>
</tr>
<tr>
<td>Yackandandah</td>
<td>8 Railway Av Yackandandah</td>
<td>02 6027 1205</td>
</tr>
<tr>
<td>Rutherglen</td>
<td>167 High St Rutherglen</td>
<td>02 6032 9612</td>
</tr>
<tr>
<td>Wangaratta</td>
<td>21-33 Handley Street Wangaratta</td>
<td>03 5723 0888</td>
</tr>
<tr>
<td>Tangambalanga</td>
<td>8 Huon Street Tangambalanga</td>
<td>02 6027 3254</td>
</tr>
<tr>
<td>Wodonga</td>
<td>100 Hovell Street Wodonga</td>
<td>02 6049 2600</td>
</tr>
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#### Department of Sustainability and Environment & Parks Victoria

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Beechworth Office</td>
<td>03 5720 8190</td>
</tr>
</tbody>
</table>

#### Department of Primary Industries

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Wodonga</td>
<td>02 6043 7900</td>
</tr>
<tr>
<td>Benalla</td>
<td>03 5761 1611</td>
</tr>
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</table>

#### Bureau of Meteorology

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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#### Department of Health, Department of Human Services

<table>
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<tr>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Wangaratta Office</td>
<td>03 5722 0555</td>
</tr>
<tr>
<td>Wodonga Office</td>
<td>02 6055 7777</td>
</tr>
</tbody>
</table>

#### Department of Education and Early Childhood Development

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>School closures</td>
<td>1800 809 834</td>
</tr>
</tbody>
</table>

#### VicRoads

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
Emergency Information Services

**Bushfire**
- Bushfire Information Line: 1800 240 667
- Hearing Impaired TTY: 1800 555 667

**Medical**
- Nurse On Call: 1300 606 024

**Road closure**
- VicRoads: 131 170
- Website: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

**Storm and Flood**
- SES Information Line: 1300 842 737

**Residential Water Supply**
- North East Water: 1300 361 644
  - Emergency and faults

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**Life-threatening Emergency**
- CALL 000
- Mobiles 112
- Hearing impaired: 106 TTY

**Storns, Floods**
- SES 132 500
- Name closest town

**Road Hazard**
- VicRoads: 131 170

**Gas Leak**
- 132 771

**Electrical Emergency**
- 132 771
  - For normal electrical fault, contact your electricity supplier

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