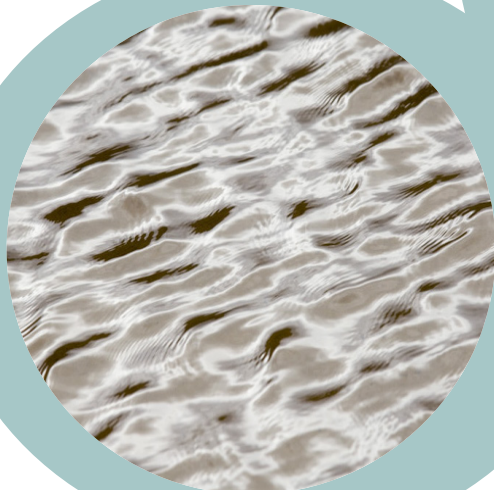




**Being safe during
storms, floods
and heatwaves**



Being safe during storms, floods and heatwaves

Residents of the City of Port Phillip have experienced some harsh weather in recent years. We have had storms bringing strong winds, intense rain, thunder, lightning, and sometimes hail. But we have also experienced summer heatwaves, lasting for several days.

Climate science suggests we are likely to experience these harsh weather events more often, and with more strength in the future. This means, we need to understand how we would be impacted by storms, floods and heatwaves, and what we can do to prepare for them in the future.

City of Port Phillip has worked with the State Emergency Services and others to prepare this information specifically for Port Phillip residents, to help you to be safe during storms, floods and heatwaves. The information on this website helps you think about how you, your home or your possessions might be affected by a severe storm, flood or heatwave. It guides you through some basic steps to prepare for a storm, flood or heatwave. It also suggests what you should do during a storm, flood or heatwave.

Steps to keep safe are:

BE AWARE – Understand your risks

BE PREPARED – Plan for floods, storms and heatwaves

BE ALERT – What to do when a flood, storm or heatwave warning is broadcast

BE SAFE – What to do during a flood, storm or heatwave

STAY SAFE – What to do after a flood, storm or heatwave

For more information or if you require this publication in an alternative format, such as large print, audio, braille, or in a different language, please contact ASSIST on 9209 6777 or email assist@portphillip.vic.gov.au.



Be Aware: Understand your risks

Where you live, the type of home you live in, and your personal circumstances all play a part in how a storm, flood or heatwave may impact you. Understanding the risks to your property and yourself will help you prepare better.

Identify the potential risks for you and your family

Is your home likely to be impacted by severe weather events such as storm, hail and flood?

1. Talk to neighbours. What is their experience of past events such as storms and heatwaves?
2. Learn more about stormwater in your area from Melbourne Water's flood management page.
3. Is there a history of flood affecting your area?
4. Are there large trees with branches overhanging your roof? They may prove a hazard during a storm.
5. Do you have any damaged tiles on the roof or structural cracks in the walls of your home?
6. Does your home have insulation to help keep it cool in summer?
7. Do you need a fan or air-conditioning?

How might your family be personally impacted by storm, flood or heatwave?

1. Does your family have any babies/young children, elderly people, pregnant women or ill members who may be impacted more by a heatwave?
2. Do you have friends or family who could assist care for children or elderly relatives if you were delayed during a severe weather event?
3. If are elderly, join our Linking Neighbours program that organises volunteers to call older residents during heat waves and after flood events. For more information call ASSIST on 9209 6777.

Confirm that your insurance is adequate

1. Are both your home and its contents insured?
2. Will your insurance cover storm damage and flooding?
3. Will your insurance cover clean up and waste disposal costs?
4. Will your insurance replace new for old?
5. Is there a payout limit on repairs?
6. If you are unsure if your home is covered, seek advice from your insurance provider.
7. For further information, visit the Insurance Council of Australia website or call their hotline on 1300 444 557.

Learn about warnings

1. The Bureau of Meteorology issues storm and flood warnings. Visit their website and follow the prompts to 'weather and warnings' to learn what different warnings mean.
2. The Standard Emergency Warning Signal (SEWS) wailing siren may be played on radio or TV before an urgent broadcast. If you hear this signal, stop and listen to the announcement carefully, as lives may be at risk.
3. The Australian Government Emergency Alert delivers telephone-based emergency warnings. Visit their website to view the TV ads and register for the emergency alert system.
4. The local ABC radio station for the area is 774, ABC Melbourne. They will often interrupt regular broadcasting to bring information of emergencies.

Identify important phone numbers

- 000 - Life threatening emergencies, and if someone requires medical attention – Ambulance, Police and Fire.
- 132 500 – State Emergency Services (SES) - if you are in need of assistance from flood or storm events.
- 9209 6777 or 1300 360 170 - City of Port Phillip Assist.
- Keep a list of emergency contact numbers next to the phone.

Be prepared: Plan for severe weather

Develop a Home Emergency Plan

The first step in preparing for storms, floods and heatwaves is to develop a Home Emergency Plan. The SES has a step-by-step guide to help you develop your plan. Visit their website and follow the prompts to 'floodsafe / 'before the flood' / 'home emergency kit'. A good plan will cover:

1. What to do before the emergency, so that you are ready?
2. What do you plan to do during the emergency to keep safe and minimise the impact of the emergency on you and your property?
3. What you plan to do after the emergency to get help, recover and return to normal life as soon as possible?

Prepare an Emergency Kit

An emergency kit includes items you and your family will need during and after most emergencies, in case you are required to evacuate. It should include:

1. Your Home Emergency Plan.
2. Plenty of bottled water.
3. A radio - battery-operated or wind-up plus batteries.
4. A torch - battery-operated or wind-up plus batteries.
5. First aid kit.
6. Rubber gloves and strong leather work or garden gloves
7. Mobile phone and charger.
8. A waterproof bag or container for: valuables, important papers, photographs, phone numbers (family and friends), back-up copy of computer files etc.
9. Medicines or prescriptions.
10. A change of clothes.
11. Strong shoes or gumboots.
12. Special requirements for babies, young children, elderly or infirm.
13. Enough non-perishable food for every person, as well as pets, to last three days (if you have tinned food, don't forget to pack a can-opener).
14. Favourite toy, pack of cards, game or book for children.
15. Pet items – water bowls, leash or harness, medications.
16. Toiletries and toilet paper.
17. Anti-bacterial hand sanitiser.

Your emergency kit should be kept in a waterproof storage box. Check the kit contents regularly and restock any out-of-date items such as batteries, food and medications.

Be prepared: Plan for severe weather

Prepare your home and car

1. Inspect and fix fences, roofs and gutters for damage or loose materials. Clean your gutters and downpipes frequently.
2. Seal any cracks in the foundation and exterior walls of your home.
3. Store car oils, pesticides and other dangerous chemicals in air tight containers.
4. Ensure branches near your home and power lines are trimmed.
5. Keep your yard or balcony/porch free from clutter.
6. Ensure your fan or air-conditioner is in good order.
7. Consider making alterations to your home to make it cooler, such as installing insulation in the roof, or awnings, shade cloth or external blinds on the sides of the house facing the sun.
8. Make sure your car is always roadworthy: good tyre tread, working brakes, windscreen wipers and air-conditioning (if applicable).

Keep a basic Emergency Kit in your car, including a torch and first aid kit.

Prepare yourself and your family

How people behave during a storm, flood or heatwave can determine the extent of personal wellbeing.

1. Ensure all members of your family know and understand your Home Emergency Plan.
2. Explain the dangers of storms, floods and heatwaves to children. This includes the dangers of high water and fast moving water, strong winds and of extremely hot weather.
3. Plan and practise an evacuation route
4. Ensure all members of the family know what they should do if they are isolated from each other during a storm or flood event, for example, at work or at school.
5. Establish a safe meeting point in case of a sudden emergency.
6. Discuss how you will care for pets should you have to evacuate.
7. Have pets identified with name tags and microchips.
8. Learn how and when to turn off the utility mains such as gas, electricity and water. If you don't know how to do this, contact your gas, electricity and water suppliers.
9. Identify nearby "cool spaces" to go if you are unable to stay in your home during a heatwave i.e. your local library.

Know your neighbours

Being able to turn to neighbours for support can help with preparing for, and recovering from storms, floods and heatwaves. Neighbours can help each other by:

1. Providing information about what is happening.
2. Helping secure a property prior to a storm.
3. Moving furniture and property to high ground before a flood.
4. Providing a place of shelter during a storm, flood or heatwave.
5. Helping to clean up after a storm or flood.

Be alert: When a warning is broadcast

Storm warning broadcast

Storm warnings are advised over ABC radio 774, news bulletins, the internet and the Bureau of Meteorology website.

1. Listen to radio or news bulletins for updated warnings, or use your smart phone or computer to access updated bulletins.
2. Get your Emergency Kit ready - place important paperwork, photos and identification in your Emergency Kit.
3. Bring children and pets indoors. Secure pets so they can't escape outdoors. **DO NOT** secure pets in cages outside the home. These may be impacted by flooding or wind carried debris.
4. Check that neighbours know about the warnings and are prepared.
5. Move outdoor furniture, toys or other loose items to a secure place. Turn trampolines mat side down, or tie to a fixed object.
6. Park your car under solid cover, away from trees, powerlines, drains and streams. **DO NOT** try to re-locate your car during the storm.
7. If you are in a flood-prone area, do not park your car in an underground car park. If you are in your car when the warning is broadcast, listen for updates on road closures, information and safety advice.

Flood warning broadcast

Flood warnings are advised over ABC radio, news bulletins, the internet and the Bureau of Meteorology website.

1. Listen to radio or news bulletins for updated warnings or use your smart phone or computer to access updated bulletins
2. Get your Emergency Kit ready - include important paperwork, photos and identification.
3. Bring children and pets indoors. Secure pets so they can't escape outdoors. **DO NOT** secure pets in cages outside the home, as these may be impacted by flooding.
4. Check that neighbours know about the warnings and are prepared.
5. Tie down objects likely to float and cause damage.
6. Raise waste containers, poisons, oils and chemicals well above floor level.
7. Block toilets and drains to prevent sewage back flow into the house. A hessian bag filled with sand or soil will work.
8. If you are in a flood-prone area, do not park your car in an underground car park.
9. Stack valuables, furniture and electrical items onto benches or tables or move them off-site.
10. If you are in your car when the warning is broadcast, listen for updates on road closures, information and safety advice.

Heatwave warning broadcast

Heatwave warnings are advised over ABC radio 774, news bulletins, the internet and the Bureau of Meteorology website.

1. Listen to radio or news bulletins for updated warnings or use your smart phone or computer to access updated bulletins.
2. Get your Emergency Kit ready.
3. Stock cupboards with non-perishable food to last a few days.
4. Postpone appointments and activities that require you to travel during the heat of the day.
5. Block out the sun by closing curtains and blinds.

Be safe: what to do during severe weather

During a storm

1. Listen to 774 ABC Melbourne for updated information or use your smart phone or computer to access updated bulletins.
2. While the storm passes, shelter indoors if possible.
3. Stay clear of windows in case they break.
4. If outdoors, seek shelter in a building or vehicle. **DO NOT** shelter under a tree.
5. Keep pets indoors.
6. Check that all household members are safe and not travelling during the storm.
7. If it is a thunderstorm, unplug electrical appliances and only use a cordless phone.
8. Avoid driving during the storm.
9. If you are driving when the storm hits, be alert and watch for hazards such as powerlines, fast flowing water, tree branches etc.
10. If driving, slow down and turn headlights on.
11. If visibility is poor, pull off the road, but try stay away from gutters, and low lying areas.
12. **DO NOT** drive through floodwaters over roads of unknown depth and current.

During a flood

1. Listen to 774 ABC Melbourne for updated information or use your smart phone or computer to access updated bulletins.
2. Be prepared to evacuate if needed.
3. Keep in contact with your neighbours.
4. Check that all household members are safe and not travelling in flood areas.
5. Keep pets indoors.
6. Avoid walking through floodwaters. If you must enter floodwaters, wear solid shoes, **NOT** thongs or bare feet.
7. **DO NOT** go flood “sight-seeing”.
8. **DO NOT** play in floodwaters.
9. Stay away from drains, gutters, waterways and flood areas.
10. Stay away from fallen powerlines.
11. **DO NOT** drive through floodwaters over roads, of unknown depth and current.
12. Use towels or sandbags to help slow water seepage into your home.
13. **DO NOT** attempt to go into the roof to fix any leaks. Contact the SES on 132 500.

During a heatwave

1. Listen to 774 ABC Melbourne for updated information or use your smart phone or computer to access updated bulletins.
2. Drink plenty of water, even if you don't feel thirsty.
3. Encourage children to drink lots of water.
4. Ensure pets have full water bowls.
5. Block out the sun by closing curtains and blinds.
6. Avoid strenuous activity, like sport, home improvements and gardening.
7. Stay out of the sun during the hottest part of the day.
8. Wear light, loose-fitting clothing.
9. Keep in contact with your neighbours.
10. Keep cool by using wet towels, putting your feet in cool water and taking cool (not cold) showers.
11. **DO NOT** leave children, adults or animals in parked vehicles.
12. If you must go outside, apply sunscreen, take a hat and an umbrella.
13. Plot your journey to avoid long stretches in the direct sun.

Evacuation: If you need to evacuate

SES or the Police may advise you to evacuate, or you may choose to do this yourself

1. Turn off the electricity, gas and water at the mains when you leave.
2. Take your Emergency Kit, including important papers, identification photos, medicines, reading glasses, aids or other special needs.
3. Take your pets with you. DO NOT leave them behind.
4. Move to your pre-determined evacuation point, either friends or family in safer areas, or to a Relief Centre.
5. Let others know that you are evacuating, and where you are going.

Relief Centres

Once an evacuation has been called by the Police, it may be several days before it is safe for you to return home. Port Phillip's Relief Centres are located above flood level.

St Kilda Town Hall functions as Port Phillip's main relief centre.

Address:

99a Carlisle Street,
St Kilda

It features:

- Capacity: 500 – 700 people
- Disability Discrimination Act Compliant
- Food, shelter and general support and amenities

This centre will operate as the key contact centre for large-scale recovery purposes. This includes delivery of government and community services for the duration of an emergency. Smaller neighbourhood community centres may be used for localised service delivery as required.



Stay safe: what to do after severe weather

After a storm

1. Keep listening to 774 ABC Melbourne for information and updates or use your smart phone or computer to access updated bulletins.
2. Carefully check your house for damage. If you need help from VICSES, call 132 500.
3. If your house is damaged, take photos and video of the damage. Contact your insurance company immediately.
4. Stay clear of creeks, drains, pits, fallen trees, fallen powerlines and damaged structures.
5. Ensure children are supervised.
6. DO NOT release pets until you have assessed any potential damage
7. If trees or branches have fallen around your yard and are not dangerous, contact your local tree service: www.truelocal.com.au
8. Have storm or wind damaged wiring checked by an electrician: www.truelocal.com.au
9. Check that your neighbours are alright.
10. DO NOT go sightseeing. Sightseers may delay emergency services, or cause accidents.

After a flood

1. Keep listening to 774 ABC Melbourne for information and updates or use your smart phone or computer to access updated bulletins.
2. Return to your home, only if it is safe to do so.
3. Check your house for damage. If you need help from VICSES, call 132 500.
4. If your house is damaged, take photos and video of the damage. Contact your insurance company immediately.
5. Wear protective clothing, as flood water can leave your home contaminated with sewage, animal waste and dangerous chemicals.
6. DO NOT use matches, cigarette lighters or any other naked flame as there may be flammable gas trapped inside your home.
7. Have an electrician check your wiring and sockets which may have got wet.
8. Have any electrical item that got wet professionally tested prior to use.
9. Have gas appliances inspected and cleaned to prevent a gas explosion or fire.
10. DO NOT drink water from taps until the health authorities have deemed it safe. Drink only bottled or boiled water.

After a heatwave

11. Open windows and blinds to allow fresh air to circulate through your home.
12. Check on neighbours, family and friends.
13. Keep hydrating.

For more information

For more information for what to do in an emergency visit these websites

- State Emergency Services: www.ses.vic.gov.au
- Bureau of Meteorology: www.bom.gov.au
- Department of Human Services: www.dhs.vic.gov.au
- City of Port Phillip: www.portphillip.vic.gov.au
- Vic Roads flood alerts: www.alerts.vicroads.vic.gov.au
- Salvation Army crisis services www.salvationarmy.org.au
- Red Cross emergency www.redcross.org.au

Translations

For translations of this information contact Council's interpreter services. Or contact Council via ASSIST on Ph: 9209 6777 or email assist@portphillip.vic.gov.au

本资料由Port Phillip市政厅提供，向居民提供市政服务和责任方面的信息。和市政厅的翻译联系，索取翻译资料。

拨打9679 9810索取中文翻译资料

Αυτές οι πληροφορίες παρέχονται από το Δήμο Port Phillip για την ενημέρωση των κατοίκων σχετικά με τις δημοτικές υπηρεσίες και υποχρεώσεις. Για μετάφραση αυτών των πληροφοριών επικοινωνήστε με την υπηρεσία διερμηνέων του δήμου.

Για μετάφραση στα ελληνικά τηλεφωνήστε στο 9679 9811

Эта информация об услугах и обязанностях муниципалитета Port Phillip представлена для жителей муниципалитета. Чтобы получить перевод этой информации, звоните в муниципальную службу переводчиков.

Для перевода на русский язык звоните по тел. 9679 9813

Niniejsza informacja pochodzi z Urzędu Gminy Port Phillip w celu powiadomienia mieszkańców o usługach i obowiązkach naszego Urzędu. Egzemplarz tej informacji w języku polskim otrzymać można kontaktując się ze służbą tłumaczeń Urzędu.

Po tłumaczenie w języku polskim prosimy dzwonić pod numer 9679 9812

Disclaimer

The information in the Being Safe During Storms, Floods and Heatwaves toolkit was compiled based on information and recommendations from a variety of sources including State Emergency Service, Bureau of Meteorology, Department of Human Services and Department of Health, City of Port Phillip, Vic Roads, Red Cross and the Salvation Army and is intended to be used as a general guide only. Whilst it is as accurate and up-to-date as possible the City of Port Phillip takes no responsibility for actions taken in response to this advice, in particular with regard to private property and engaging with third parties in seeking household repairs and insurance, and advises users to seek additional legal advice on these matters.