# Home Emergency Plan.

Date plan was updated: _____

Household name: _____

Address: _____

_____

_____

Phone: _____

Storms and other emergencies can happen anywhere and at any time. They can strike without warning and have a significant impact on people's lives. By taking time now to prepare for the unlikely event of an emergency, you will make it easier on yourself and other household members. You will have vital personal information on hand, know how to contact other household members, emergency contacts and suppliers, and have a plan formulated as to how to respond.

For further information and tips on how to get storm ready, visit **www.stormwise.com.au**

SES FLOOD STORM EMERGENCY 132 500

Proudly Supported by

NRMA INSURANCE

Emergency Management EMQ Queensland

Queensland Government

## Instructions for use

1. Download or print this Home Emergency Plan template.
2. Schedule a time when all household members are available to discuss each component of your Home Emergency Plan.
3. Record all key personal information and actions that you agree to in this planning template. You can choose to either type or handwrite your responses.
4. Add a copy of your completed Home Emergency Plan to your Home Emergency Kit and, if possible, save a copy electronically so it can be accessed if you are away from home when an emergency occurs.
5. It is important to keep your plan updated with current information, so make a point of scheduling a time to update it at least once each year.

## Household member information

Enter details of household members into this table, so that you have alternative ways of contacting each other during emergencies when usual means of communication may become unusable.

| NAME | DATE OF BIRTH | MOBILE NUMBER | WORK/SCHOOL NUMBER | WORK/SCHOOL ADDRESS | MEDICAL INFORMATION |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

## Pet information

Having details of your pets in one place will make it easier to locate or seek help for them if and when required.

| NAME | AGE | VET NAME | VET CONTACT NUMBER | VET ADDRESS | MEDICAL INFORMATION |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

# Emergency contact information

## Service provider emergency contacts

In addition to keeping important documents in your Home Emergency Kit, you will save time and stress by entering the details of your key service providers into this table.

| SERVICE | PROVIDER NAME | PHONE | WEBSITE | ACCOUNT INFORMATION |
|---|---|---|---|---|
| Electricity | | | | |
| Gas | | | | |
| Water | | | | |
| Council | | | | |
| Telephone | | | | |
| Internet | | | | |
| Doctor | | | | |
| Hospital | | | | |
| Insurance – home/renters | | | | |
| Insurance – motor (include vehicle registration) | | | | |
| Insurance – health | | | | |
| Insurance – other | | | | |

## Local emergency contacts

In this table, list people you can turn to for assistance in a time of emergency. This includes relatives, neighbours, friends and one or two out of town contacts.

| NAME | RELATIONSHIP | HOME NUMBER | MOBILE NUMBER | ADDRESS |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

## General emergency contacts

Listed below is key contact information for a range of services that you may need in times of emergency.

| CONTACT | PHONE | WEBSITE |
|---|---|---|
| **LIFE-THREATENING EMERGENCIES** | | |
| **Police – Fire – Ambulance** | Triple Zero (000) (112 from mobiles) | www.safer.qld.gov.au/Emergencies/Triple_Zero |
| **BUREAU OF METEOROLOGY** | | |
| **QLD general warnings** | 1900 969 922 (call costs apply) | www.bom.gov.au |
| **QLD tropical cyclone warnings** | 1300 659 212 | www.bom.gov.au/cyclone |
| **QLD land weather and flood warnings** | 1300 659 219 | www.bom.gov.au/hydro/flood/ |
| **QLD coastal marine warnings** | 1300 360 427 | www.bom.gov.au/marine |
| **Australian tsunami threat information** | 1300 TSUNAMI 1300 878 6264 | www.bom.gov.au/tsunami |
| **QLD DISASTER MANAGEMENT SERVICES** | | |
| **QLD disaster management services** | – | www.disaster.qld.gov.au |
| **State Emergency Service** | 132 500 | www.ses.qld.gov.au |
| **Bush fire warnings** | – | www.fire.qld.gov.au |
| **Standard Emergency Warning Signal (SEWS)** | – | www.disaster.qld.gov.au/Warnings_and_Alerts/About_SEWS.html |

## General emergency contacts - continued

| CONTACT | PHONE | WEBSITE |
|---|---|---|
| **ABC LOCAL RADIO** | | |
| – | – | www.abc.net.au/local |
| **LOCAL GOVERNMENT WEBSITES** | | |
| – | – | www.qldcouncils.com.au |
| **HEALTH & HOSPITALS** | | |
| – | 13 HEALTH (13 43 25 84) | www.health.qld.gov.au |
| **SCHOOLS** | | |
| – | – | www.education.qld.gov.au |
| **POWER SUPPLY/OUTAGES** | | |
| Downed power lines | | |
| South East QLD: Energex | 13 19 62 | www.energex.com.au |
| All other QLD: Ergon Energy | 13 16 70 | www.ergon.com.au |
| Supply and outages | | |
| South East QLD: Energex | 13 62 62 | – |
| All other QLD: Ergon Energy | 13 22 96 | – |
| **ROAD CLOSURES** | | |
| South East QLD | 13 19 40 | www.131940.qld.gov.au |
| All other QLD | 1300 130 595 | – |
| **TELEPHONE** | | |
| Telstra | 132 203 | www.telstra.com.au |
| Optus | 1300 307 937 | www.optus.com.au |
| **ANIMALS** | | |
| Wildlife Hotline | 1300 130 372 | – |
| RSPCA | 1300 852 188 | www.rspcaqld.org.au/emergencies<br>http://lostfound.rspcaqld.org.au |
| Disease Watch Hotline (report animal diseases) | 1800 675 888 | – |

## Emergency procedures

Discuss and complete the questions below to ensure all household members understand what steps you will take during an emergency. Pay attention to emergency alerts and advice to know how to respond in any given situation.

| | |
|---|---|
| Which is the strongest room in your house? | |
| Where are your household emergency exits? | |
| Where is your nearby emergency meeting place? | |
| Where is your main electricity switch? | |
| How do you turn off the main electricity switch? | |
| Where is your main gas valve? | |
| How do you turn off the main gas valve? | |
| Where is your main water valve? | |
| How do you turn off the main water valve? | |
| How do you shut down your solar power systems? | |
| Have you located your emergency kit?<br>- Fresh water for three days?<br>- Non-perishable food for three days?<br>- Can opener?<br>- First aid kit?<br>- Portable radio?<br>- Torch?<br>- Spare batteries?<br>- Mobile phone and charger?<br>- Sturdy gloves?<br>- Essential medication?<br>- Important documents?<br>- Baby formula and nappies?<br>- Waterproof bag for valuables?<br>- Toiletries? | |
| What will you do when warnings are issued? Will you:<br>- Contact all householders?<br>- Locate an emergency kit?<br>- Make final preparations for your household?<br>- Check your neighbours?<br>- Listen for updates on your battery powered or wind-up radio?<br>- Shelter in your strongest room (unless instructed to evacuate)? | |

## Evacuation checklist

| | |
|---|---|
| What will you do prior to evacuation?<br>Will you:<br>- Ensure that vehicles are full of fuel?<br>- Know where you are evacuating to?<br>- Know the preferred evacuation route?<br>- Check on neighbours? | |
| What will you do when you are evacuating?<br>Will you:<br>- Pack an emergency kit?<br>- Pack a copy of your Emergency Plan?<br>- Pack important documents and valuables?<br>- Pack medication and water supplies?<br>- Turn off mains supply for power, gas and water?<br>- Shut down solar power systems using the manufacturer's instructions?<br>- Sandbag internal drains & toilets if flooding is imminent?<br>- Store electrical items off the ground? Call your out-of-town contact before you leave and once you arrive at the evacuation location?<br>- Secure and lock your home and proceed to your predetermined evacuation location? | |

## Other considerations