



# PREPARING FOR AN *EMERGENCY* IN HOBART



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*A copy of this information and the City of Hobart's  
Emergency Management Plan may be viewed at  
[www.hobartcity.com.au](http://www.hobartcity.com.au)*

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*Photographs City of Hobart 2014 except where otherwise indicated.*

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## Introduction

***Emergencies can strike at any time and without warning and may force you to evacuate your community or confine you to your home.***

This booklet provides you with important information and resources to help you prepare for an emergency and to be ready to respond in case of an urgent situation.

Please keep it in a handy place to use as a reference.

## What is an emergency?

An emergency is an incident that causes significant disruption to the community and which requires a coordinated and immediate response.

These include any incidents that pose an environmental threat, can cause death or significant injuries, significant damage to property and belongings or disruption to services.

Examples include fire, flood, severe storms, hazardous material spills, explosions, terrorist attacks, loss of electricity, water or telecommunications and outbreak of contagious disease and transport accidents.



## How to prepare

### Develop a personal emergency plan

#### ***Involve your family or household***

You can take steps now to prepare yourself and your family for emergencies. It is important to have a personal emergency plan as you need to make timely and good decisions in emergency situations and you most likely will be unable to function effectively unless you know your family is prepared and safe.

- ✓ *Discuss the kind of emergencies that could potentially affect your household.*
- ✓ *Identify possible exit routes from your home/neighbourhood and arrange a meeting place.*
- ✓ *Make a list of important contacts eg family members (home, work, email, etc), school / childcare, doctor).*
- ✓ *Make provision for pets.*
- ✓ *Find the water, electricity and gas shut-off points in your house and learn how to turn them off.*
- ✓ *Securely store important documents including passports, photos, birth and marriage certificates, insurance policies, property titles etc in a fire and water-proof container.*
- ✓ *Check your insurance cover is current and adequate. In case of evacuation take documents with you.*

The Australian Red Cross has many resources available for download at [www.redcross.org.au](http://www.redcross.org.au), one of which is a Household Emergency Plan template.



## Involve your family or household

- ✓ Decide how family members will stay in touch in the event of, or after an emergency.
- ✓ Agree on how you will contact each other if some family members are not at home, who will collect family members and who will check on neighbours.
- ✓ Organise an out-of-town person your family or household members can contact in case you are separated. Make a list of that person's contact details (home, mobile and work phone numbers, email) and provide them to your workplace and to your children's school.
- ✓ Agree on a place for family or household members to meet if separated.
- ✓ Make arrangement for pets to ensure they will be safe and have food and water.

## Find out about emergency plans

- ✓ Your children's schools – find out if children will be kept at school or sent home on their own and how you can arrange for them to be picked up.
- ✓ Your workplace – check if your workplace has plans in place for emergency evacuations and find out what to do in the event of an evacuation.
- ✓ ***Prepare your own home evacuation plan. The Tasmanian Fire Services' website has information on preparing evacuation plans. [www.fire.tas.gov.au](http://www.fire.tas.gov.au)***



## Learn about your home

Find out how and where to turn off electricity, gas and water supplies in your home.

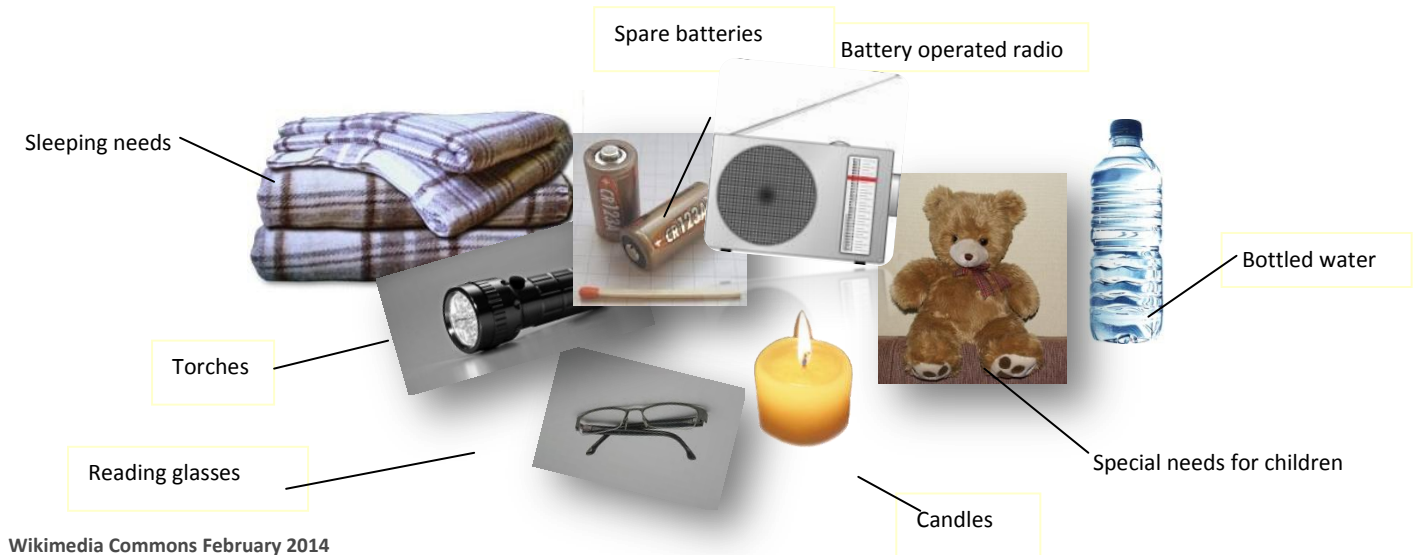
## Learn some basic first aid

Knowing basics of first aid can be very useful in any emergency and you are encouraged to enrol in an accredited first aid course.

## Prepare an emergency kit

*When you need to move quickly it is important to have all your basic necessities at hand. Prepare a small kit and store it in an accessible place.*

*On page 4 there is a [check list](#) of items your kit should include. You may choose to leave some items (eg spare mobile phone, reading glasses) until the emergency is approaching. .*



**Remember to check and refill your emergency kit each time you use it**

While many emergencies will last for a few days, some may last longer. The Australian Food Sector recommends planning for up to 14 days at home.

### In the event of an emergency what should I do

- ✓ Call 000 for Police, Fire or Ambulance (if you have a speech or hearing impairment go to [www.relayservice.gov.au](http://www.relayservice.gov.au)) to request attendance by emergency services. **DO NOT** assume others will do this.
- ✓ **DO NOT** call 000 for information. The operator will not be able to provide it.
- ✓ Authorities may give you specific directions to stay where you are or to evacuate.
- ✓ It is important that you know how to respond when directed to evacuate and are familiar with your evacuation centres. See Emergency Contacts page 5.
- ✓ During major emergencies radio and television stations will interrupt programming to give updates and public safety advice.
- ✓ The Tasmanian Fire Service and State Emergency Service websites are useful sources of information about emergencies. See [Emergency Contacts](#) page 5.
- ✓ An emergency 1800 hotline may be established and if so, the number will be broadcast via radio and television for people seeking information about the emergency. See [Emergency Contacts](#) p 5.
- ✓ If you are instructed to evacuate, grab your emergency kit, make provision for your pets and check to see if your neighbours need help.



## Emergency Kit Checklist:

- ☐ Copies of important documents eg, driver's licence, birth certificates, personal wills, passports, insurance details, bank account details/credit card, Medicare/private health insurance cards
- ☐ Your list of important personal contacts
- ☐ Personal medication and repeat /prescription
- ☐ Tissues, toiletry and sanitary supplies
- ☐ Reading glasses
- ☐ First aid items
- ☐ Battery operated radio, torches and spare batteries (check regularly)
- ☐ Mobile phone and charger
- ☐ Strong plastic bags for clothing, valuables, documents and photographs
- ☐ Special needs for infants, the aged and people with disabilities
- ☐ Leashes, cages, food and medication for pets
- ☐ Sleeping needs - sleeping bags, pillows and blankets
- ☐ Extra car and house keys
- ☐ A copy of this booklet
- ☐ If you have to remain in your home after an emergency some useful items to have include:
  - ✓ Bottled water and easily prepared packaged food to last three days
  - ✓ Fire blanket or fire extinguisher (seek advice from Tas Fire)
  - ✓ Barbecue or portable stove with fuel

## Emergency Contacts

### Tasmania Police

Phone: 000 in an emergency  
131 444 assistance line for non-emergencies  
[www.police.tas.gov.au](http://www.police.tas.gov.au)

### Ambulance Tasmania

Phone: 000  
call an ambulance only in an emergency  
[www.dhhs.tas.gov.au/ambulance](http://www.dhhs.tas.gov.au/ambulance)

### Tasmania Fire Service (TFS)

Phone: 000  
[www.fire.tas.gov.au](http://www.fire.tas.gov.au)  
  
If the TFS Website is unavailable during emergencies, listen to [ABC Local Radio](#) stations for bushfire information and updates.

### State Emergency Services (SES)

Phone: 132 500 for SES for flood or storm and 000 for life threatening emergencies  
Email: [ses@ses.tas.gov](mailto:ses@ses.tas.gov)  
[www.ses.tas.gov.au](http://www.ses.tas.gov.au)

### TasNetworks

Phone: 13 20 04 for fallen power lines  
[www.tasnetworks.com.au](http://www.tasnetworks.com.au)

### City of Hobart

Phone: (03) 6238 2711  
Email: [hcc@hobartcity.com.au](mailto:hcc@hobartcity.com.au)  
[www.hobartcity.com.au](http://www.hobartcity.com.au)

### The Australian Red Cross

Phone: (03) 6235 6077  
[www.redcross.org.au](http://www.redcross.org.au)

### The ABC website:

[www.abc.net.au/news/emergency](http://www.abc.net.au/news/emergency)

### Recovery Centre

**Lenah Valley Community Hall**  
22 Creek Rd Lenah Valley TAS 7008  
Phone: (03) 6228 0251

### Recovery Centre

**City Hall**  
57-63 Macquarie Street, Hobart  
Phone: (03) 6231 2733

### Recovery Centre

**Sandown Park**  
Long Point Road  
Phone: (03) 6225 1799

### Tas Gas Networks

[www.tasgas.com.au/tas-gas-networks](http://www.tasgas.com.au/tas-gas-networks)  
Phone: 1802111

### Emergency Management Australia

[www.em.gov.au](http://www.em.gov.au)

### Dial before you dig Services

[www.1100.com.au](http://www.1100.com.au)  
Phone: 1100

### Bureau of Meteorology

[www.bom.gov.au](http://www.bom.gov.au)

### TasWater

[www.taswater.com.au](http://www.taswater.com.au)  
Phone: 13 69 92

### Australian Government Disaster Assist

[www.disasterassist.gov.au](http://www.disasterassist.gov.au)

[www.alert.tas.gov.au](http://www.alert.tas.gov.au)



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If you are deaf, or have a hearing impairment or speech impairment, contact is through the [National Relay Service](#).

## Disclaimer

*This booklet provides you with important information and resources to help you prepare for an emergency and to be ready to respond in case of an urgent situation.*

*The City accepts no responsibility to you or anyone else arising from any use or reliance on the information contained in this booklet. The information contained in this booklet is derived from sources believed to be reliable and accurate and based on the law at the time of its publication and is liable to change. The City does not and cannot guarantee its currency.*

***You are free to distribute this booklet as you see fit and may also use information contained in this booklet for use in your own publications with acknowledgement to the City as originator.***

## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.