



Health and Wellbeing Emergencies Handbook

Be Prepared,
Informed and Ready



For all disaster and emergency information, visit the

Hawkesbury Disaster and Emergency Dashboard



Emergency News



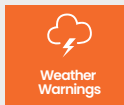
NSW Police



Flood, Storm
or Tsunami



Rural Fire Service



Weather
Warnings



Fire and Rescue
NSW



Road and Ferry
Closures



Fire Danger
Ratings
and Total Fire Bans



The Hawkesbury area is no stranger to natural disasters. These disasters can affect our daily lives, health, and money.

Health and wellbeing emergencies can happen anytime and may get worse because of:



Flood



Fire



Isolation or loneliness



Power outage



Water and/or gas shortage



Lack of access to medical care and medications



No internet or phone connection

Road and bridge closures

Emergencies can affect everyone. Those most at risk are our vulnerable in our community.

Those most at risk may include:

- Elderly and those living alone or with a disability
- People with health problems who need electricity, water, or medicine for their medical equipment
- People living in areas subject to flooding, bushfires and landslides – particularly those in remote rural areas
- People who speak a language other than English at home
- Pregnant women and children



Know your risk and **ensure you are prepared**

First steps – Learn about helpful resources

Discuss both your **Emergency Preparedness Plan** and **Power Outage Plan** with your doctor, before a disaster or emergency happens.

Emergency Preparedness Plan

- collaborating4inclusion.org/pcep or scan the QR code with your phone



Power Outage Plan

- If you rely on electricity to support your life sustaining equipment or for storing medicines, visit lifesupport.poweroutageplan.com.au or scan the QR code with your phone



Next steps – It is important that you prepare an emergency Grab & Go bag

A Grab & Go bag is a bag of important items to take with you in the event of an emergency. These bags need to be stored somewhere that is easy to access and remember.

Below, you can find an extensive list of important items to put in your Grab & Go bag.

1.

Copies of important documents

This includes medical records, insurance, bank account details, passport and any other important documents to you.

You can save these on a USB stick and give a copy to someone you trust.



2.

Current medications, prescriptions, and mobile medical support equipment



3.

Phone and charger



4.

Hand cranked radio and torch
Radio and torch (flashlight) that don't need power



5.

Toiletries and spare clothes



6.

First Aid Kit, water and some food



7.

Complete the "My Information" sheet
You can find the sheet on the back of this booklet.

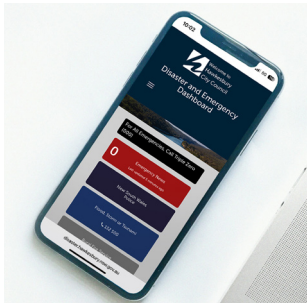


For more resources visit
yourhawkesbury-yoursay.com.au/prepared



Know your risk and **stay informed**

In an emergency, it helps to know where to get information. There are many useful websites.



Visit the Hawkesbury City Council Disaster and Emergency Dashboard

The dashboard will give you access to weather radar and warnings, Emergency News, SES, RFS, Fire and Rescue, Road and Ferry Closures, BOM, Fire Ratings and total fire bans, Telstra, power and gas outages and school closures all in one location.

You can visit the Disaster and Emergency Dashboard at **disaster.hawkesbury.nsw.gov.au** or scan the QR code with the camera on your phone.



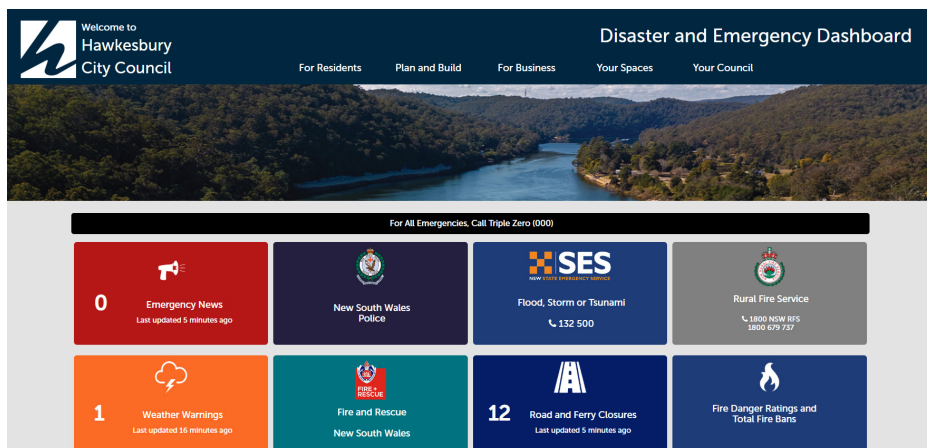
Visit our Hawkesbury City Council “Prepared, Informed and Ready” resource page

Visit our Hawkesbury City Council Prepared, Informed and Ready resource page at **yourhawkesbury-yoursay.com.au/prepared** or scan the QR code with the camera on your phone.



These links give you helpful information, templates, and tips to get ready for emergencies.

Where to find **key information**



Websites

- Hawkesbury Council Disaster and Emergency Dashboard:
disaster.hawkesbury.nsw.gov.au
- Hawkesbury City Council Prepared, Informed and Ready resource page:
yourhawkesbury-yoursay.com.au/prepared
- Live Traffic NSW: **livetraffic.com**
 - Road closures and transport updates.
- ABC Radio 702 am or **abc.net.gov.au**
 - Alerts and advice



Apps

- Hazards Near Me app:
www.nsw.gov.au/emergency/hazards-near-me-app
This website shows local emergencies like bushfires or floods, and what to do to stay safe.

Where to find **key contacts**

Emergency Contacts

- Emergency – life threatening situations: **Call 000**
- NSW Rural Fire Service (RFS) – Bushfire Information Line: **1800 679 737** or **rfs.nsw.gov.au**
- NSW SES: **132 500**

Medical and Wellbeing Emergency Contacts

- Health Direct – 24 Hour advice over the phone: **1800 022 222**
- Urgent Care Clinic, North Richmond – 8am–8pm, open 7 days: **1800 022 222**
- PBS – 8am – 5pm weekdays. Pharmaceutical and medication questions, weekdays: **1800 020 613**
- Medicare Mental Health Services – Free mental health advice and Support – 8:30am–5pm, weekdays: **1800 595 212**
- Beyond Blue – Support and Information – 24/7: **1300 224 636**
- Lifeline – Crisis Support and suicide prevention services – 24/7: **13 11 14**
- Dr Closed Website – Health Information including afterhours pharmacies: **www.doctorclosed.com.au**
- MyHealth Records – Ask to set this up with your doctor – Access your key health information including scripts, tests and more: **www.digitalhealth.gov.au/initiatives-and-programs/my-health-record**
- Active Script List – Set up Active Script List – Ask to set this up with your pharmacist. Your doctor and pharmacist can then access your scripts in an emergency.



Food and Emergency Relief Services

- www.yourhawkesbury-yoursay.com.au/info



For Condition-Specific Support

- There are lots of condition-specific support and resources available to help you know your health risks on the Nepean Blue Mountains Primary Health Network website: www.nbmphn.com.au/Community/Disasters-and-Emergencies



Interpreting assistance is available for any information on these pages by contacting the Translating and Interpreter Services please call **13 14 50**.



My information

Complete and place booklet in your grab and go bag

Basic Information

Name:

Address:

Emergency contact name:

Emergency contact phone:

Medical Information

Medicare number:

Pension/concession card number:

Private health insurance name:

Private health insurance phone number:

Private health insurance member number:

GP/doctors name:

GP practice name and suburb:

GP practice phone number:

Pharmacy name and address:

Pharmacy phone number:

My information

Complete and place booklet in your grab and go bag

My Medications

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Other Important Information

NDIS Number:

Aged Care ID:

A

C



CUT HERE

My information

Complete and give to a trusted friend/ family member

Basic Information

Name:

Address:

Emergency contact name:

Emergency contact phone:

Medical Information

Medicare number:

Pension/concession card number:

Private health insurance name:

Private health insurance phone number:

Private health insurance member number:

GP/doctors name:

GP practice name and suburb:

GP practice phone number:

Pharmacy name and address:

Pharmacy phone number:





My information

Complete and give to a trusted friend/ family member

My Medications

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Medication name:

Dosage:

Frequency:

Other Important Information

NDIS Number:

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Aged Care ID:

A	C								
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CUT HERE







Address	366 George Street, Windsor NSW 2756
Mailing Address	PO Box 146, Windsor NSW 2756
Phone	(02) 4560 4444
Email	council@hawkesbury.nsw.gov.au
Website	www.hawkesbury.nsw.gov.au
Office Hours	Monday to Friday 8:30am – 5pm

This booklet has been made
by Hawkesbury City Council in
collaboration with WSHA and PHN.

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

