



Western Sydney Health Alliance

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

Camden Disaster Handbook

Being informed is being prepared

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Expect the unexpected

Often emergencies will be followed by other risks such as power outages and roadblocks which can result in assistance delays. Services could stop for up to 72 hours.

Key websites, apps, and alerts



**NSW
Government
Emergency Apps**



**Camden Council
Emergency
Dashboard**

How to emotionally prepare for a natural disaster

Being emotionally prepared for natural disasters can boost your confidence and help you feel more in control. This can improve your emergency planning and reduce stress which may also lower the risk of long-term mental health issues caused by the trauma of the disaster.

The Australian Psychological Society outlines 4 steps to being psychologically prepared, using the acronym **'AIME' (for Anticipate. Identify. Manage. Engage)**.

Anticipate

A

Anticipate that you will feel worried or anxious and remember these are normal responses to a possible life-threatening situation.

Identify

I

Identify the exact physical feelings associated with anxiety and whether you are having any scary thoughts that are adding to the fear.

Manage

M

Manage your responses using controlled breathing and self-talk to stay as calm as possible so you can focus on the practical tasks that need your attention.

Engage

E

Engage with at least one person you trust to help you feel connected, more supported and less alone.



Look after your mental health. Your mental wellbeing can take a battering during a disaster or emergency. You can access mental health support at medicarementalhealth.gov.au or call 1800 595 212 during business hours. Lifeline has 24/7 crisis support by calling 13 11 14.

Accessing medication

If you leave home without your prescriptions or medicines, or they are lost:

Contact your doctor	They can send a prescription to a nearby pharmacy.
Speak to a pharmacist	In a declared emergency they can provide a 3-day emergency supply of many medicines without a prescription or call your doctor for a verbal prescription.
Active Script List	Ask to set this up with your pharmacist to store your prescriptions electronically. Your pharmacist or GP can then access these scripts in an emergency. For more information www.digitalhealth.gov.au .
Request an eScript	Your doctor can send an electronic prescription up to 7 days.
Use telehealth	If you can't visit your doctor, find a telehealth provider using the healthdirect service finder .
Emergency kit	Keep medications, prescriptions, and health cards in your emergency survival kit.
Contact details	Write down your doctor's contact details in case you need a new prescription.

If your regular GP is not available there are other options:

- Visit the [healthdirect](https://www.healthdirect.gov.au) website to find a doctor near you [healthdirect.gov.au](https://www.healthdirect.gov.au) or call healthdirect on 1800 022 222 to speak with a health professional for advice. If your matter is urgent they may direct you to an Urgent Care Service such as the centre in Gregory Hills.
- Call Doctor Doctor 13 26 60*
- Call National Home Doctor Service 13 SICK (13 74 25)*
- Sydney Medical Service Co-op 1300HOME GP

Install the "my health" app on your mobile device and ask your GP to store your medical information on My Health Record. In an emergency, health professionals can access your health records through My Health Record. My Health Record securely stores your medical history, allergies and medications online.

In a disaster period, if you are unable to see your regular GP or visit your usual practice, South Western Sydney PHN will advertise alternative options on their website including practices which are extending their opening hours and where telehealth services are available. www.swsphn.com.au

1. Prepare an emergency kit

It is important to prepare an emergency kit in the event that you need to leave your home in an emergency

Things that you need to pack in your kit

Your emergency preparedness plan 	Copies of important Documents (Bank card, ID, passport and birth certificate, insurance documents, USB stick and photos) 	Torch & spare batteries 		
Battery operated radio 	Medication 	Phone & charger 		
Speak to your GP about E-scripts 	Clothes 	Toiletries 	Medical records 	First aid kit 

2. Stock your emergency kit with essential foods

During an emergency, access to groceries may be limited or cut off and current supplies will be quickly used. Planning for a two-week period of staying at home (potentially without utilities) involves stocking up on pantry essentials and regularly rotating them, to ensure they are in date.

Essential pantry items may include

Dried long life food 	Ready to eat canned foods 	Water 	Baby food 	Snack foods 	Pet food 
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3. Go digital

Taking time to scan and save your documents in digital form will ensure your family and possessions are protected and you will be in a better position to recover after a crisis.

Important things to save digitally

Documents 	Contact list 	Insurance policies 	Photo of assets 
Property documents 	Receipts & warranties 	Home inventory 	Photos of possessions 

Pets

You can make a plan for your animals at [Animal safety | NSW SES](#). This plan covers aspects such as what you will need to pack if you need to evacuate, how you would contain and transport your animal and where you would take your animal/s.



Managing chronic conditions during a disaster

Disasters like heatwaves, floods, or bushfires can be harder if you have a chronic condition such as diabetes, asthma, or arthritis. Planning ahead helps you stay safe.

Be Prepared:

Everyone should fill in a [Redi plan](#)



Create your plan on your phone or device with the [Get Prepared App](#)



If you have a disability, rely on specific equipment to live week to week, or have other specific health or care needs you can complete a [Person-Centred Emergency Preparedness \(P-CEP\) plan](#). Include essentials like glucose monitor, insulin, medications, food, water, and glucose tablets.



Power Outages:

- Have ice packs ready for insulin.
- Plan for any equipment that needs electricity.
- Check. [Plan. Do. Power Outage Plan](#)

Stay Connected:

- Tell emergency staff about your condition.
- Carry a list of your medications.
- Arrange for someone to check in on you.

Additional Support:

It is important to prepare an emergency kit in the event that you need to leave your home in an emergency

- **Disability:** Plan for equipment and evacuation needs.
- **Low vision/hearing:** Use accessible formats and alert systems.
- **Don't speak English?** Call **TIS National – 131 450**.
- **Live alone?** Register with the Police Next of Kin Program.

Support for priority populations

If you have a disability:

- Check if you live in a flood or bushfire-prone area
- Create a RediPlan with your carer
- Identify support people and their roles
- Plan for power outages if you rely on life-sustaining equipment

If you have low or no vision or hearing:

- Set up a support network for alerts and warnings
- Use the National Relay Service to contact NSW SES
- Convert plans and contacts to Braille or audio
- Include assistance animals in your emergency plan

If you don't speak English:

- Use multilingual disaster information
- Call TIS National for translation support: 131 450

If you live alone:

- Register with the Police Next of Kin Program for emergency support

Health Service Directory

Healthdirect – provides 24-hour advice over the phone and online	Phone: 1800 022 222 Website: www.healthdirect.gov.au Opening hours: 24 hours
National Diabetes Services Scheme	Phone: 1800 637 700 Website: www.ndss.com.au/living-with-diabetes/health-management/emergencies-and-diabetes
PBS – Pharmaceutical and medications questions	Phone: 1800 020 613 Monday to Friday from 8.30am to 5.00pm (AEST).

Community Links

Beyond Blue	Provides support and information to help everyone achieve their best possible mental health Open 24/7 Phone: 1300 224 636
Medicare Mental Health	Free mental health advice and support Open 8.30am to 5pm weekdays (except public holidays) Phone: 1800 595 212
Lifeline	Provides crisis support and suicide prevention services - Lifeline Australia) Open 24/7 Phone: 13 11 14



Emergency communication and staying informed

Staying informed during a disaster is vital for your safety. Make sure you know where to get accurate, up-to-date information and how to access it in your preferred language.

Key Websites, Apps, and Alerts

- ABC Emergency: Tune in to ABC Radio or visit abc.net.au/emergency for trusted emergency updates.
- [Check, Plan, Do. Power Outage Plan](#)

Key Emergency Contacts

- NSW SES (State Emergency Service): 132 500
- For help with floods, storms, and tsunamis.
- NSW Rural Fire Service (RFS):
- Website: www.rfs.nsw.gov.au
- Bush Fire Information Line: 1800 679 737
- Emergency (life-threatening situations): Call 000

Attachments:

Next of Kin form: [Next of Kin Program](#)

My information

Name	
Address	
Emergency contact name	
Emergency Contact phone	

Medical Information

Medicare number	
Pension/concession card	
Private health insurance name	
Private health insurance phone number	
Private health insurance member number	
GP/Drs name	
GP practice name and address	
GP practice phone number	
Pharmacy name and address	
Pharmacy phone number	

My medications

Medication name	
Dosage	
Frequency	
Medication name	
Dosage	
Frequency	
Medication name	
Dosage	
Frequency	

Other important information

NDIS number	
Other	