

Emergency Information

Version 3.0 February 2025



South Gippsland
Shire Council

Fire, Police and Ambulance – Dial 000 (106 TTY)
Flood & Storm Emergency – 132 500 (SES)

VIC EMERGENCY

EMERGENCY INFORMATION AND ALERTS

VicEmergency Hotline - 1800 226 226

VicEmergency Website - emergency.vic.gov.au

VicEmergency App - Download from the App Store/Google play by searching Vic Emergency

Social Media - Follow facebook.com/vicemergency / @vicemergency on Twitter

Download these emergency apps – vic emergency /
bom / emergency plus / abc listen



WEATHER WARNINGS

Bureau of Meteorology (BOM) 1300 659 217

BOM Website.....bom.gov.au/vic/

FIRE

(To report a fire dial 000)

Burn-Off Notifications..... 1800 668 511

Notification of burn-offs prevents unnecessary fire
brigade response.

For advice on Total Fire Ban Status, Four Day Fire
Danger Ratings & Fire Danger Periods 1800 226 226

POISONS INFORMATION CENTRE

(In an emergency call 000)

Poison Information Hotline 13 11 26

ROAD CLOSURES & TRAFFIC HAZARDS

VicRoads..... 13 11 70

VicTraffic Website.....traffic.transport.vic.gov.au

Councilsouthgippsland.vic.gov.au/roadhazards

LIFELINE 13 11 14 (24/7)

NURSE ON CALL 1300 606 024 (24/7)

(In an emergency call 000)

UTILITIES-EMERGENCIES AND FAULTS

Telstra (Home Faults)..... 13 22 03

AusNet Services (Electricity)..... 13 17 99 (24/7)

AusNet Services (Gas)..... 13 67 07 (24/7)

AusNet Life support customers..... 1800 818 832

Gas Emergencies 1800 676 300

South Gippsland Water 1300 851 636 (24/7)

Gippsland Water..... 1800 057 057 (24/7)

AUSTRALIAN RED CROSS

Register.Find.Unite..... 1800 727 077

EMERGENCY ANIMAL DISEASE WATCH

Hotline 1800 675 888

TIS NATIONAL

(Translation Service)..... 13 14 50

NATIONAL RELAY SERVICE

TTY Users 133 677

(ask for number you require)

Voice Relay 1300 555 727

(ask for number you require)

SOUTH GIPPSLAND SHIRE COUNCIL..... 5662 9200
(24/7 In the event of an emergency)



Listen to your local emergency broadcaster. When you hear the emergency signal pay special attention to the emergency messages. Emergency Broadcasters–Listen–ABC 828AM, ABC 774AM, ABC 100.7FM, 3GV GOLD 1242AM, Triple M 94.3FM, 3TR 99.5FM, 3GCR Gippsland Community Radio 104.7FM or Watch–Sky News

**The person most responsible for your wellbeing before, during and after an emergency is YOU.
Your safety is your responsibility. Planning and preparation are essential.**

Create an Emergency Plan and an Emergency Kit and Prepare your Property

- Consider the types of emergencies likely to affect your home and family and write a household emergency plan for them.
- If you are relocating before or during an emergency, go to family and friends in a location well away from the emergency area.
- Plan your transport and your evacuation route and practice it.
- Put together an Emergency Kit that will be able to look after yourself and your family for at least 72 hours. The Kit should include basic food and water, medications, toiletries, important documents including medical prescriptions, passports, wills, birth, marriage and insurance certificates and important contact numbers, mobile phone and charger, first aid kit, battery powered radio, torch and spare batteries, spare clothes, protective clothing (natural fibre – fire/ wet weather–flood) sturdy shoes, gloves and woollen blankets.
- Think about your pets and animals and what they need over the course of a week or more, including food, identification, medication, transport and accommodation.
- For helpful tools to create emergency plans, visit Council's website or call the VicEmergency Hotline on 1800 226 226 or visit their website or app.

Insurance

Check your insurance policies each year to ensure that they provide you with enough cover to rebuild. Many policies do not automatically include flood cover so make sure you know what your policy includes. If you are under-insured, you may find it hard to rebuild. Call your insurance company to discuss your policy or visit vic.gov.au/home-insurance to help understand your risk and calculate your insurance needs.

Floods & Storms

- Clean your gutters, downpipes and drains regularly to ensure they're not blocked
- Park your car undercover away from trees before a storm
- During a storm, stay indoors and away from windows
- Never seek shelter under a tree
- Be aware of fallen powerlines – always treat fallen lines as live and keep a safe distance
- Understand your flood risk
- Never enter flood waters
- Elevate valuables and belongings and secure loose outdoor items or bring them inside
- Prepare your property visit www.ses.vic.gov.au

Power & Telecommunication Outages

- Add a battery powered AMFM radio with spare batteries to your emergency kit
- Keep your mobile charged and have a backup power source, like a battery pack or car charger
- Consider having cash on hand, as EFTPOS or ATM's may not work if there is a telecommunications or power outage
- Keep a paper copy of contact details of your family and friends
- Register with your electricity provider if you rely on power for special needs or medical devices
- Get latest information on outages at Ausnet's outage tracker which is updated in real time at www.outagetracker.com.au

Bushfires

- Understand your local fire risk
- Be aware of fire danger-ratings South Gippsland Shire is located in West & South Gippsland District
- Decide on your trigger to leave – leaving early is the safest option.
- Discuss your plans with neighbours/friends
- Protect your tank water–be ready to divert or block your tank water collection system whenever bushfires are near – ash and debris may contaminate your drinking water
- Never attempt to drive through a bushfire or grassfire
- Prepare your property visit www.cfa.vic.gov.au for more advice

Heatwave

- Heat kills more Australians than any other natural disaster
- Plan activities for the coolest part of the day or save them for another time
- Keep enough food, water and medicines in the house so you don't have to go out in the heat
- Drink plenty of water, even if you don't feel thirsty
- Stay cool in air-conditioning and close the curtains to keep heat out
- Take cool showers or baths
- Check on frail or elderly relatives and neighbours
- Keep pets in a cool place with plenty of fresh water
- Contact Nurse on Call for 24-hour health advice.

Planning and Preparation Information for Before, During and After an Emergency

For further information visit the South Gippsland Shire Council website at www.southgippsland.vic.gov.au/emergencymanagement or scan the QR Code.

Emergency Relief Centres (ERC) do not open for every event. **If you are relocating during an emergency, you are encouraged to go to family and friends in a location well away from the emergency area.** In the event an ERC is established the location will be announced via Vic Emergency and the Emergency Broadcasters.

