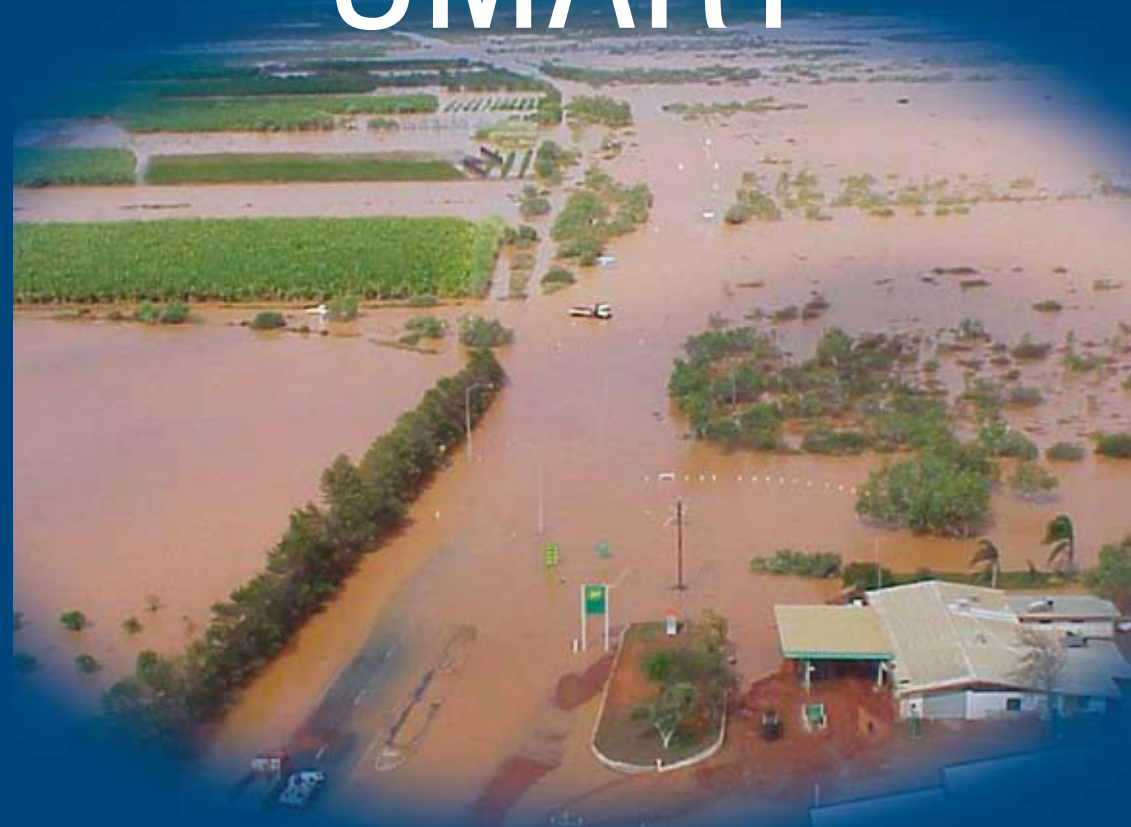


# EMERGENCY CONTACT NUMBERS

PREPARE • TAKE ACTION • RECOVER



# FLOOD SMART



Photos courtesy of WA Department of Environment

Police, Fire, Ambulance (for life threatening emergencies)	000
State Emergency Service (SES) assistance	132 500
Local GP/Doctors surgery	
Hospital	
Out of area family contact	
Work numbers	
Local shire / council	
Neighbour	
School	
Insurance company	
<b>WHERE TO FIND INFORMATION</b>	
ABC radio and other local media	
FESA Public Information Line	1300 657 209
FESA website	<a href="http://www.fesa.wa.gov.au">www.fesa.wa.gov.au</a>
BoM Cyclone Warning Advice Line	1300 659 210
BoM Land Weather Warning/Flood Warning Service	1300 659 213
Weather and cyclone forecasts	<a href="http://www.bom.gov.au">www.bom.gov.au</a>
Road conditions (Main Roads)	138 138

FESA HEAD OFFICE  
 FESA House, 480 Hay Street  
 Perth, Western Australia 6000  
 GPO Box P1174, PERTH WA 6844  
 Telephone: +61 8 9323 9300  
 Fax: +61 8 9323 9384  
 Email: [fesa@fesa.wa.gov.au](mailto:fesa@fesa.wa.gov.au)



# PREPARE

Many devastating floods have occurred in Australia. You may be surprised to discover that in the past where you live has been affected by floods.

The flooding of rivers following heavy rainfall is the most common form of flooding in Australia. Also during and after a cyclone, low lying coastal areas may flood due to storm surge from the ocean and heavy rain. Most cyclone related deaths are from drowning in a storm surge or flood. Lakes may also flood due to heavy rain.

If your home is near a waterway or on low lying land it could be flooded, even if you have never seen floodwaters there. It does not have to be raining in your area for flooding to occur.

You may become stranded for many days until the water subsides and some remote areas can be isolated for months by floods.

# KNOW THE FLOOD HISTORY OF YOUR AREA

## FIND OUT

What is the history of flooding in your area?

Is there a local flood relocation plan?

What official river height will cause your home to be flooded?

What flood advice will be given by the Bureau of Meteorology and emergency management authorities?

Where is the catchment area in which heavy rain could result in floods near my home?

Your local council, shire or emergency services will be able to help with information about flood plans that detail problem areas, relocation routes and welfare centres.

- Take your emergency kit and relocation kit.
- Do not drive into water of unknown depth and current.
- Report injuries or dangerous situations to the SES on 132 500.
- For life threatening emergencies call 000.



# TRAVELLING DURING A FLOOD

- Listen to your radio for information and follow advice from authorities when travelling. Use a recommended route and do not hurry.
- Be aware that roads may be flooded and impassable, obey road closure signs and check road conditions on 138 138.
- Tell someone about your travel plans before you go.

# TAKE ACTION

This guide lists simple things you and your family can do to stay safe and protect your home.

If your area is flood prone, consider alternatives to carpets (eg. removable rugs). In ground level rooms, tiled walls are less likely to be damaged than others and are more easily cleaned.

Have an emergency kit on hand and keep a list of emergency phone numbers on display.

## EMERGENCY KIT

An emergency kit is essential for short term survival during a flood.

## GENERAL ITEMS

- portable, battery operated AM/FM radio.
- waterproof torch.
- new spare batteries.
- first aid kit with manual.
- medications, toiletries, sanitary supplies.
- special requirements for infants, elderly, injured, disabled or pets.
- mobile phone and charger, or phone card.
- cash, key cards and credit cards.
- emergency contact numbers.
- extra car and house keys.
- combination pocket knife.

## FOOD AND WATER

- drinking water\* (at least three (3) litres per person per day for four (4) days).
- canned food\* (dried food is also a good alternative) to last four (4) days.
- can opener, cooking gear, eating utensils.
- a portable gas stove or barbeque.
- water container (for storing washing and cooking water).

\*Check and replace food and water every 12 months.

## RELOCATION KIT

This is needed when you decide to relocate to safer accommodation:

- strong waterproof plastic bags or containers for important documents, valuables and photos.
- sleeping bags, blankets and towels.
- waterproof ponchos.
- spare clothing (one change per person) including strong closed-in shoes, sturdy gloves and a hat for everyone involved in cleaning up after the flood.
- tent or tarpaulin.
- books, playing cards or games.
- the safest route to higher safer accommodation.



# IF FLOODING/ STORM SURGE IS LIKELY

- Monitor radio, television and internet for flood/storm surge advice.
- Prepare to relocate early.
- Disconnect all electrical appliances.
- Raise furniture, clothing and valuables on to beds, tables and into roof space.
- Empty contents of your refrigerator and freezer into containers and leave doors open.
- Put fuel in your vehicle.
- Secure dangerous objects and relocate vehicles, outdoor equipment, waste containers, chemicals and poisons safely.
- Whether you relocate or stay, place bags of sand in toilets and over laundry/bathroom drains to prevent sewage backflow.
- Ensure your emergency kit is complete and fill water containers.
- Check on your neighbours. If you are ready, give them a hand.
- Pack a relocation kit, including warm clothes, valuables, important papers and photos in waterproof bags to be taken with your emergency kit.
- Prepare pet food or stockfeed.

# IF YOU NEED TO RELOCATE

Relocate BEFORE your home is inundated if it is safe to move around outside.

Lock your home and take the recommended relocation routes for your area.

If you leave of your own accord tell emergency services personnel and your neighbours.

Take your emergency kit and relocation kit.

Turn off the electricity, gas and water.

Go to your nearest welfare centre.

Ensure pets and stock are safe (most welfare centres do not accept pets, but do accept guide dogs).

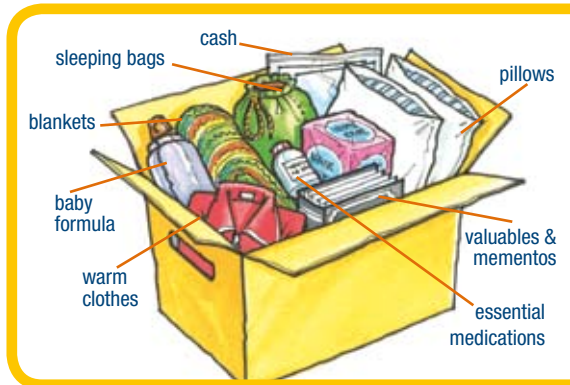


Illustration courtesy Emergency Management Queensland

# IF YOU ARE ISOLATED

Emergency services will coordinate the supply of essential items to isolated communities and properties.

Your emergency kit should contain non-perishable food and water to last four (4) days.

# AFTER FLOODING

- Listen for information and follow advice from authorities.
- Do not return home until authorities advise it is safe to do so.
- If you need to go outside be careful because power lines could be down and there may be fallen trees, broken water and sewage lines, loose roof sheeting and other material.
- Check to see if your neighbours are safe.
- Check whereabouts of pets and animals.
- Start cleaning up around your home - stack loose material clear of water meters, valves and telephone lines.
- Use a torch when entering a building - never use matches, cigarette lighters or naked flames due to the potential of flammable gas.
- Take photographs as soon as possible for insurance purposes.
- Keep electricity and all appliances turned off until checked by an electrician.
- Have gas appliances inspected and cleaned before use.
- If you relocated from your home wait for advice before you go back. If returning, take the roads recommended by authorities and do not hurry.
- Throw away all food or medication that may be contaminated through contact with floodwater.
- Boil all drinking water until supplies have been declared safe by authorities.
- Keep electricity and all appliances turned off until checked by an electrician.
- Be aware that snakes and animals may enter your home during a flood.

# GENERAL RECOVERY

Cyclones and floods disrupt households and communities. Power, water, sewage and gas services may not be working.

There could also be road and airport closures, and loss of communications. You might find after a cyclone or flood you need emergency accommodation, welfare support services, money, food or water.

Getting back to normal as quickly as possible is the best thing you can do after an emergency.

There are simple steps you can take to help you and your family:

- Seek support from local welfare agencies.
- Encourage your family to talk about their experience with friends and neighbours.
- Rely on official information from the authorities.
- Become involved in community activities as soon as you can.
- Maintain high standards of hygiene.
- Schools will open and children should return to their normal routine as soon as possible.
- If your home has sustained serious damage and you need help call the SES on 132 500 for assistance.
- If your home has been damaged and you need a place to stay seek help from welfare agencies or use your personal camping equipment (tents, cooking gear, generators etc).

# KEEPING CLEAN & SAFE

## HYGIENE

- Boil all drinking water until supplies have been declared safe by authorities.
- Throw out any food or medication that may be contaminated through contact with floodwater.
- Use disinfectant when cleaning.
- Wash your hands before eating or drinking.
- Disinfect any cuts quickly and cover with a waterproof dressing.
- Bury any faecal matter or sewage.

## FURNITURE

- Remove the back of the furniture piece to let air circulate through it.
- Do not force open swollen doors, windows or drawers.
- Use wood alcohol or turpentine to remove mildew spots.
- Upholstered furniture is rarely recoverable and should be disposed of.

## APPLIANCES

- Do not use any electricity until you have had the power supply and appliances checked by a qualified electrician.
- Seek the professional advice of a contractor to ensure sewerage and drainage lines are safe prior to use.
- Only use disinfected dishwashers, washing machines and dryers.
- Refrigerators and freezers should be checked and cleaned by professionals.

## KITCHEN

- Dispose of soft, porous plastic and wooden items that have been in contact with floodwater.
- Hand wash dishes and pots that have been in contact with floodwater using a disinfectant.
- Air dry disinfected dishes. Do not use a tea towel.
- Clean and disinfect your dishwasher before use - only if water is safe and sewer and drainage lines are safe.

## LOOKING AFTER YOUR VALUABLES

### CLOTHES

- Run washing machine through one full cycle before washing clothes. Use hot water and disinfectant or sanitiser.
- Shake out mud and dirt, and hose off muddy items before washing.
- Check clothing labels and wash in warm water if possible.
- Add chlorine bleach to wash cycle to remove mildew (be aware that bleach can damage some fabrics).
- Take 'Dry Clean Only' and leather items to a professional cleaner.

### PHOTOS

- Freeze photos to slow down damage.
- Place wet or frozen photos in cold, clear water and separate those stuck together.
- Do not let photos come into direct contact with running water.
- Lay images face up on kitchen towel.
- Never wipe photos when wet.

## PAPER AND BOOKS

- Rinse and freeze valuable documents in a frost free freezer.
- Dry as soon as they are thawed using a blow dryer.
- Place blotting paper between pages.
- Do not force paper sheets apart, dry them until they come apart easily.
- Photocopy valuable documents as soon as you can.
- Use baking soda to absorb odours (do not allow baking soda to come into contact with the paper).

## DISCS AND TAPES

- Rinse in clear water, place in a plastic bag in the refrigerator.

## Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)

Emergency assistance is available for individuals or families to alleviate the personal hardship or distress arising as a direct result of a natural disaster.

In the first instance, contact your local Department for Child Protection (DCP) for further information. In a major cyclone incident, the DCP may activate the 1800 032 965 Disaster Line.

# DRYING YOUR HOME

- In dry weather, open all doors and windows.
- On wet days, leave windows partly open.
- Do not use more than one heater in a room.
- Tackle one room at a time.
- Apply commercial cleanser and give it time to work.
- After cleaning, go over the entire room with disinfectant.
- Clean walls from the bottom up.
- If you have taped the windows, remove tape and use glass cleaner to remove adhesive.
- Look for trapped mud in less obvious places (ie. under shower trays, baths, benches, bottom shelves.)
- Hose or pump out mud or water, then dry as quickly as possible.
- Ignore any mould growing until drying is complete, then remove with household bleach (seek advice if you or your family suffer from asthma or respiratory diseases.)
- It is important that wood and particle board dries quickly.
- To assist drying, cut back or remove plants obstructing vents.
- Remove foundation cladding such as baseboards or sheet materials for ventilation.
- Dig a drainage pit or pump out water that collects under or around your home.
- Where you cannot access water in walls or under floorboards, cut a trap door.