

# Preparing for, and Recovering from Emergencies

Resource Directory



**GET READY**  
**Blue Mountains**



## Acknowledgement of Ngurra

The City of the Blue Mountains is located within the Ngurra (Country) of the Dharug and Gundungurra peoples. Blue Mountains City Council recognises that Dharug and Gundungurra Traditional Owners have a continuous and deep connection to their Country and that this is of great cultural significance to Aboriginal people, both locally and in the region.

For Dharug and Gundungurra people, Ngurra takes in everything within the physical, cultural and spiritual landscape – landforms, waters, air, trees, rocks, plants, animals, foods, medicines, minerals, stories and special places. It includes cultural practice, kinship, knowledge, songs, stories and art, as well as spiritual beings, and people: past, present and future.

Blue Mountains City Council pays respect to Elders past and present while recognising the strength, capacity and resilience of past and present Aboriginal and Torres Strait Islander people in the Blue Mountains region.

To truly honour the past and respond to the future in an honest and meaningful way, Blue Mountains City Council recognises the past and ongoing injustices from dispossession, displacement, disadvantage and discrimination experienced by the Dharug and Gundungurra people, and the broader Aboriginal community in what is now the Blue Mountains Local Government Area.

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## Acknowledgements

*"This is a Bush Fire Community Recovery and Resilience Fund project through the joint Commonwealth/State Disaster Recovery Funding Arrangements."*

## Disclaimer

*"Although funding for this product has been provided by both the Australian and NSW Governments, the material contained herein does not necessarily represent the views of either government."*

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## Address for Correspondence

Blue Mountains City Council  
Emergency Management and Resilience Team  
Locked bag 1500 Katoomba NSW 2780  
Phone: 02 4780 5000  
Email: [GetReadyBlueMountains@bmcc.nsw.gov.au](mailto:GetReadyBlueMountains@bmcc.nsw.gov.au)

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## Supported by



Australian Government



# How to use this directory

## Introduction

This directory is a compilation of services provided by state and other organisations that provide guidance and advice in the prevention, preparation, response and recovery to, and from emergencies.

It is designed to enable you to better understand how an emergency could affect you, and those around you, and, become better prepared, by following these five simple steps:

- 1. Know your risk** – think about the area you live in and the individual circumstances that could affect your decisions in a disaster
- 2. Plan for what you will do now** – talk with your family or support people and plan for what you will do in an emergency, remember to include your pets.
- 3. Get your home ready** – keep up general home maintenance and check all your insurances.
- 4. Be aware** – know what to do and who to connect with to stay informed if there is an emergency in your area.
- 5. Look out for each other** – share information with your family, friends, neighbours and those who may need additional assistance.



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# Assessing your risk



If you require Police, Fire or Ambulance dial 000

**Blue Mountains Emergency Dashboard**  
[emergency.bmcc.nsw.gov.au](https://emergency.bmcc.nsw.gov.au)

# Assessing your risk



## What you need to know about

Home fire safety  
Building fire safety  
Workplace fire safety  
[fire.nsw.gov.au/](http://fire.nsw.gov.au/)



## Know your risk

Enter your suburb to find out local information on your level of risk  
[ses.nsw.gov.au/your-risk/](http://ses.nsw.gov.au/your-risk/)

## Know your warnings

Understand what the storm and weather warnings mean  
[ses.nsw.gov.au/storm-resources/before-a-storm/know-your-warnings/](http://ses.nsw.gov.au/storm-resources/before-a-storm/know-your-warnings/)



## Know your risk

Do you live on bush fire prone land?  
Think about the area you live in, how will this affect bush fire behaviour?  
[rfs.nsw.gov.au/plan-and-prepare/know-your-risk](http://rfs.nsw.gov.au/plan-and-prepare/know-your-risk)



## Community Safety and Prevention

Crime prevention  
Your community  
Policing in the community  
Victims of crime  
[police.nsw.gov.au/safety\\_and\\_prevention](http://police.nsw.gov.au/safety_and_prevention)



# Assessing your risk



## Prepare for health emergencies

Information on how to help prevent health emergencies  
[health.nsw.gov.au/healthyliving/Pages/awareness-and-prevention.aspx](http://health.nsw.gov.au/healthyliving/Pages/awareness-and-prevention.aspx)

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The representative body of the general insurance industry in Australia

## What you need to know about

General Insurance  
How to avoid underinsurance  
Codes of practice  
[insurancecouncil.com.au/consumers/help-in-disasters/](http://insurancecouncil.com.au/consumers/help-in-disasters/)

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## What you need to know about

Insurance and disasters  
Recovering from a disaster  
[understandinsurance.com.au/recovering-from-a-disaster](http://understandinsurance.com.au/recovering-from-a-disaster)

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## Building in bushfire prone lands

[fpaa.com.au/bpad.aspx](http://fpaa.com.au/bpad.aspx)

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# Plan and prepare for what you will do



If you require Police, Fire or Ambulance dial 000

**Blue Mountains Emergency Dashboard**

*[emergency.bmcc.nsw.gov.au](https://emergency.bmcc.nsw.gov.au)*

# Home and Bush Fire Safety



## Home Fire Safety

### Smoke alarms

[fire.nsw.gov.au/page.php?id=80](http://fire.nsw.gov.au/page.php?id=80)

### Home Safety Visits

[fire.nsw.gov.au/page.php?id=9316](http://fire.nsw.gov.au/page.php?id=9316)

### Fire Escape plan

[fire.nsw.gov.au/page.php?id=883](http://fire.nsw.gov.au/page.php?id=883)



## Fire Danger Ratings and Total Fire Bans

[rfs.nsw.gov.au/fire-information/fdr-and-tobans](http://rfs.nsw.gov.au/fire-information/fdr-and-tobans)

## Hazard Reductions

[rfs.nsw.gov.au/fire-information/hazard-reductions](http://rfs.nsw.gov.au/fire-information/hazard-reductions)

## Download your Bush Fire Survival Plan

[rfs.nsw.gov.au/plan-and-prepare/bush-fire-survival-plan](http://rfs.nsw.gov.au/plan-and-prepare/bush-fire-survival-plan)



## My Fire Plan

### Start here and make your bush fire plan

[myfireplan.com.au/](http://myfireplan.com.au/)



## Protect yourself from bush fire smoke

[health.nsw.gov.au/environment/air/Pages/bushfire-protection.aspx](http://health.nsw.gov.au/environment/air/Pages/bushfire-protection.aspx)

# Extreme Weather, Storms and Flood



## Home emergency plan

[seshomeemergencyplan.com.au/](http://seshomeemergencyplan.com.au/)

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## Current SES community advice

[ses.nsw.gov.au/](http://ses.nsw.gov.au/)

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## NSW weather warning summary

[bom.gov.au/nsw/?ref=hdr](http://bom.gov.au/nsw/?ref=hdr)

## 7 day forecast searchable map

[bom.gov.au/nsw/forecasts/map7day.shtml](http://bom.gov.au/nsw/forecasts/map7day.shtml)

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## Maintaining health after floods and storms

[health.nsw.gov.au/emergency\\_preparedness/weather/Pages/storms-and-floods.aspx](http://health.nsw.gov.au/emergency_preparedness/weather/Pages/storms-and-floods.aspx)

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# Health Emergency

## Preparing for health emergencies

[health.nsw.gov.au/emergency\\_preparedness/Pages/default.aspx](http://health.nsw.gov.au/emergency_preparedness/Pages/default.aspx)



## Planning and Preparedness resources

[health.nsw.gov.au/emergency\\_preparedness/planning/Pages/default.aspx](http://health.nsw.gov.au/emergency_preparedness/planning/Pages/default.aspx)

## Public Health Alerts

[health.nsw.gov.au/Infectious/Pages/default.aspx](http://health.nsw.gov.au/Infectious/Pages/default.aspx)



## Heat wave

[health.nsw.gov.au/environment/beattheheat/Pages/default.aspx](http://health.nsw.gov.au/environment/beattheheat/Pages/default.aspx)

## Health tips for hot weather

[health.nsw.gov.au/environment/Publications/beat-the-heat-keep-healthy.pdf](http://health.nsw.gov.au/environment/Publications/beat-the-heat-keep-healthy.pdf)



## Western Sydney Regional Organisation of Councils



## Heat smart - turn down the heat resources

[wsroc.com.au/projects/project-turn-down-the-heat/turn-down-the-heat-resources-4](http://wsroc.com.au/projects/project-turn-down-the-heat/turn-down-the-heat-resources-4)



## RediPlan

Preparing for emergencies and disasters

Resources to help [redcross.org.au/emergencies/resources/](http://redcross.org.au/emergencies/resources/)

Prepare for what life throws at you - big or small

[redcross.org.au/globalassets/corporatecms-migration/downloads/pdfs/disaster-plan/red-cross-rediplan-disaster-preparedness-guide.pdf](http://redcross.org.au/globalassets/corporatecms-migration/downloads/pdfs/disaster-plan/red-cross-rediplan-disaster-preparedness-guide.pdf)

# Animals and Environment



## Supporting land holders during emergencies

[lls.nsw.gov.au/help-and-advice/emergency-and-biosecurity](https://lls.nsw.gov.au/help-and-advice/emergency-and-biosecurity)

## For children to prepare their pets

[ses.nsw.gov.au/media/3665/greater-sydney-local-land-services\\_20pp-a5-booklet\\_kids-passport\\_generic.pdf](https://ses.nsw.gov.au/media/3665/greater-sydney-local-land-services_20pp-a5-booklet_kids-passport_generic.pdf)



## Emergency Advice

[wires.org.au/rescue/emergency-advice](https://wires.org.au/rescue/emergency-advice)

[wires.org.au/](https://wires.org.au/)



## Prepare for and keep your animals safe during an emergency

[rspcansw.org.au/what-we-do/disaster-and-alerts/](https://rspcansw.org.au/what-we-do/disaster-and-alerts/)



## SES – Get Ready Animals

[ses.nsw.gov.au/get-ready-animals/get-ready-animals-splash-page/get-ready-animals/](https://ses.nsw.gov.au/get-ready-animals/get-ready-animals-splash-page/get-ready-animals/)



## National Park Closures

[nationalparks.nsw.gov.au/alerts/alerts-list](https://nationalparks.nsw.gov.au/alerts/alerts-list)

## Helping wildlife in emergencies

[environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies](https://environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies)



## Walking track and reserve closures

[bmcc.nsw.gov.au/walking-tracks](https://bmcc.nsw.gov.au/walking-tracks)

## Bushland Management

[bmcc.nsw.gov.au/environment/bushland-management](https://bmcc.nsw.gov.au/environment/bushland-management)

# Infrastructure Disruptions



## Blue Mountains Emergency Dashboard

### Local roads

[emergency.bmcc.nsw.gov.au](http://emergency.bmcc.nsw.gov.au)

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### Trains and roads

Public transport travel alerts

[transportnsw.info/alerts#/metro-train](http://transportnsw.info/alerts#/metro-train)

### Live traffic NSW

[livetraffic.com/](http://livetraffic.com/)

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### Sewer and water

[sydneywater.com.au/](http://sydneywater.com.au/)

### 24 hour faults

13 20 90

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### Telecommunications

#### Telstra

13 22 00 (8am-8pm Mon-Fri AEST)

[telstra.com.au/support](http://telstra.com.au/support)

NBN co. Freecall 1800 687 626

[nbnco.com.au/support](http://nbnco.com.au/support)

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**Endeavour  
Energy**

### Outages

[endeavourenergy.com.au/outages](http://endeavourenergy.com.au/outages)

### Stay safe around electricity

[endeavourenergy.com.au/safety](http://endeavourenergy.com.au/safety)

**24 hour faults 131 003**

**General enquiries 133 718**

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# Be aware and stay informed



If you require Police, Fire or Ambulance dial 000

**Blue Mountains Emergency Dashboard**  
*[emergency.bmcc.nsw.gov.au](https://emergency.bmcc.nsw.gov.au)*

# Reliable Information Resources



## Blue Mountains Emergency Dashboard

[emergency.bmcc.nsw.gov.au](http://emergency.bmcc.nsw.gov.au)

[facebook.com/GetReadyBM](https://facebook.com/GetReadyBM)

## Get Ready Blue Mountains Facebook

For preparedness information and events near you.  
NOT FOR EMERGENCY INFORMATION



[abc.net.au/radio/sydney/](http://abc.net.au/radio/sydney/)



## Live Traffic NSW

[livetraffic.com/](http://livetraffic.com/)

Download the App

iOS

[apps.apple.com/au/app/live-traffic-nsw/id447303817](https://apps.apple.com/au/app/live-traffic-nsw/id447303817)

Android

[play.google.com/store/apps/details?id=com.livetrafficnsw&hl=en\\_AU&gl=US](https://play.google.com/store/apps/details?id=com.livetrafficnsw&hl=en_AU&gl=US)

## Hawkesbury City Council

[disaster.hawkesbury.nsw.gov.au/](http://disaster.hawkesbury.nsw.gov.au/)

## Penrith City Council

[penrith.disasterdashboards.com/dashboard/overview](http://penrith.disasterdashboards.com/dashboard/overview)

# Mobile Apps

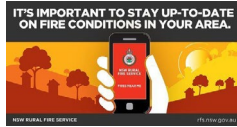


iOS

[apps.apple.com/au/app/fires-near-me-nsw/id370891827](https://apps.apple.com/au/app/fires-near-me-nsw/id370891827)

Android

[play.google.com/store/apps/details?id=au.gov.nsw.rfs.firesnearme.nsw&hl=en\\_AU&gl=US](https://play.google.com/store/apps/details?id=au.gov.nsw.rfs.firesnearme.nsw&hl=en_AU&gl=US)



## Get Prepared

Apple iOS

[apps.apple.com/au/app/get-prepared/id1292194053](https://apps.apple.com/au/app/get-prepared/id1292194053)

Android

[play.google.com/store/apps/details?id=au.org.redcross.getprepared](https://play.google.com/store/apps/details?id=au.org.redcross.getprepared)



## First Aid

Apple iOS

[apps.apple.com/au/app/first-aid-by-australian-red/id696880972](https://apps.apple.com/au/app/first-aid-by-australian-red/id696880972)

Android

[play.google.com/store/apps/details?id=com.cube.gdpc.aus&hl=en](https://play.google.com/store/apps/details?id=com.cube.gdpc.aus&hl=en)



## Emergency plus

Apple iOS

[apps.apple.com/au/app/emergency/id691814685](https://apps.apple.com/au/app/emergency/id691814685)

Android

[play.google.com/store/apps/details?id=com.threesixtyentertainment.nesn](https://play.google.com/store/apps/details?id=com.threesixtyentertainment.nesn)

### IN AN EMERGENCY







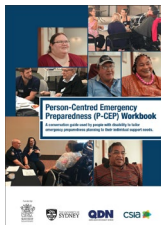
# Additional Support Services



If you require Police, Fire or Ambulance dial 000

**Blue Mountains Emergency Dashboard**  
[emergency.bmcc.nsw.gov.au](https://emergency.bmcc.nsw.gov.au)

# Aged and Disability Support resources



## Person Centred Emergency Preparedness (P-CEP)

Collaborating 4 Inclusion  
[collaborating4inclusion.org/](http://collaborating4inclusion.org/)



## Deaf Society

[deafsociety.org.au/](http://deafsociety.org.au/)

[youtube.com/watch?v=nSq3aG5yozU&list=PLqVbcZygkV  
sut0xyuRjqRkyuzG6MRR2-N](https://www.youtube.com/watch?v=nSq3aG5yozU&list=PLqVbcZygkVsut0xyuRjqRkyuzG6MRR2-N)



## Redi Plan Easy English

[redcross.org.au/globalassets/corporatecms-migration/  
downloads/pdfs/disaster-plan/easy-english-rediplan-  
accessible.pdf](http://redcross.org.au/globalassets/corporatecms-migration/downloads/pdfs/disaster-plan/easy-english-rediplan-accessible.pdf)



## NDIS support

[ndis.gov.au/](http://ndis.gov.au/)  
1800 800 110

# Culturally and Linguistically Diverse



[tisnational.gov.au/en/Non-English-speakers](https://tisnational.gov.au/en/Non-English-speakers)

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[embracementalhealth.org.au/](https://embracementalhealth.org.au/)

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**Social, emotional and cultural wellbeing resources for First Nations People**

[wellmob.org.au/](https://wellmob.org.au/)



[blackdoginstitute.org.au/resources-support/for-aboriginal-and-torres-strait-islander-peoples/](https://blackdoginstitute.org.au/resources-support/for-aboriginal-and-torres-strait-islander-peoples/)

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**Translated fact sheets**

[fire.nsw.gov.au/page.php?id=207](https://fire.nsw.gov.au/page.php?id=207)

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**Translated Fact Sheets**

[rfs.nsw.gov.au/resources/factsheets/translated-fact-sheets](https://rfs.nsw.gov.au/resources/factsheets/translated-fact-sheets)

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# Children and Young People



## **iBobbly – a social and emotional wellbeing app for Aboriginal and Torres Strait Islander Peoples aged 15+**

[blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/](http://blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/)

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## **Resources for parents and caregivers**

[redcross.org.au/emergencies/resources/resources-for-parents-and-caregivers/](http://redcross.org.au/emergencies/resources/resources-for-parents-and-caregivers/)

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## **Resources for teachers**

### **Pillowcase project**

Helping children and young people cope  
[redcross.org.au/parents-teachers/](http://redcross.org.au/parents-teachers/)

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## **Triple Zero Kids Challenge**

Educational game and resources for children

[kids.triplezero.gov.au/](http://kids.triplezero.gov.au/)

App for iOS

[apps.apple.com/us/app/triple-zero-kids-challenge/id679476707](https://apps.apple.com/us/app/triple-zero-kids-challenge/id679476707)

Android

[play.google.com/store/apps/details?id=unity.com.threeSixZeroEntertainment.TZKC2](https://play.google.com/store/apps/details?id=unity.com.threeSixZeroEntertainment.TZKC2)

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# Business & Not for Profit Organisations

## Building small business resilience

### Preparing for and recovering from disasters

[smallbusiness.nsw.gov.au/disaster-recovery](http://smallbusiness.nsw.gov.au/disaster-recovery)



Small  
Business  
Commissioner

### Get Ready Business:

#### Five step guide to preparing for disasters

[smallbusiness.nsw.gov.au/resources/get-ready-business-five-step-guide](http://smallbusiness.nsw.gov.au/resources/get-ready-business-five-step-guide)



## Community Business development

[resilientready.org/](http://resilientready.org/)



[understandinsurance.com.au/types-of-insurance/business-insurance](http://understandinsurance.com.au/types-of-insurance/business-insurance)



[businessbm.com.au/](http://businessbm.com.au/)



## Donate what is needed

[givit.org.au](http://givit.org.au)

**GIVIT**  
goods for good causes

**GIVIT**





# Looking out for each other



If you require Police, Fire or Ambulance dial 000

**Blue Mountains Emergency Dashboard**  
[emergency.bmcc.nsw.gov.au](https://emergency.bmcc.nsw.gov.au)

# Children and Young People



## Mental Health Line

1800 011 511

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## Kids Help Line (5-25)

1800 551 800

[kidshelpline.com.au/](http://kidshelpline.com.au/)

## Youth Beyond Blue (12-25)

1300 22 46 36

[beyondblue.org.au/who-does-it-affect/young-people](http://beyondblue.org.au/who-does-it-affect/young-people)

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## Life Line (24 hour Support) 14 11 14

Textline 0477 13 11 14

[lifeline.org.au/](http://lifeline.org.au/)

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## Helping you find the right mental health support in the Blue Mountains: [mentalhealthhelp.com.au](http://mentalhealthhelp.com.au)

OR

## Head To Health Hotline 1800 595 212

For a range of services including COVID-19 support, Bushfire Support or Finding a Doctor:

[nbmphn.com.au/Community](http://nbmphn.com.au/Community)

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National centre of excellence in post-traumatic mental health

[phoenixaustralia.org/](http://phoenixaustralia.org/)

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# Social, Emotional and Cultural Support



## Useful links and resources for Blue Mountains parents and Carers

[strongerfamilies.net.au/](http://strongerfamilies.net.au/)

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## Disaster recovery support, outreach, parenting programs and counselling for children

[gatewayfamilyservices.org.au/](http://gatewayfamilyservices.org.au/)

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[neighbourday.org/](http://neighbourday.org/)  
[relationships.org.au/](http://relationships.org.au/)

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## Mountains Community Resource Network

Community Support Services, Neighbourhood centres and other community not for profit organisations

[mcrn.org.au/](http://mcrn.org.au/)

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## Blue Mountains Food services

Meals on Wheels

NDIS programs

My Aged Care approved social support

[bmfs.org.au/our-services](http://bmfs.org.au/our-services)

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# Recovering After Disasters



**Let others know you are safe during major emergencies**

*[register.redcross.org.au/](http://register.redcross.org.au/)*



**BMCC Recovery Information**

*[bmcc.nsw.gov.au/recovery](http://bmcc.nsw.gov.au/recovery)*



**National Recovery and Resilience Agency**

*[recovery.gov.au/](http://recovery.gov.au/)*



**Resilience NSW**

**Resilience NSW**

Disaster assistance funding and support

*[nsw.gov.au/resilience-nsw](http://nsw.gov.au/resilience-nsw)*



**Donate what is needed**

*[givit.org.au/](http://givit.org.au/)*





