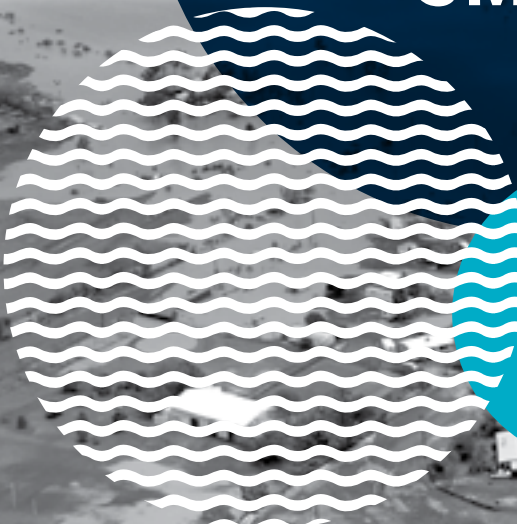


KNOW YOUR RISK • GET PREPARED • STAY INFORMED



# FLOOD SMART



# 01

## KNOW YOUR RISK

Floods can be devastating. You and your family may be at risk of a flood even if you have never seen floodwaters near your home.

**People who have taken action to get prepared for a flood before it happens are more likely to keep themselves, their families, their pets and their properties safe during a flood.**

A flood can happen:

- When a river bursts its banks after heavy rain.
- When lakes overflow after heavy rain.
- During and after a cyclone when low lying coastal areas flood due to storm surge from the ocean and heavy rain. Most cyclone related deaths happen because of flooding and storm surge.

It doesn't have to be raining in your area for a flood to happen.

In a flood, you and your family could be stranded. Some remote areas can be isolated for months by floods. Never try to drive or walk through a flood.



# 02

# GET PREPARED

## 8 things to do if a flood is likely

- 1 Monitor **local radio, local TV and the Emergency WA or Bureau of Meteorology websites for flood and storm surge advice.**
- 2 If you're relocating to a safer place or welfare centre, **do it before the flood comes.**
- 3 Turn off your **gas, electricity and water.**
- 4 Put **fuel in your vehicle.**
- 5 Move your furniture, clothing and valuables to the **highest point possible.**
- 6 Secure **loose objects and relocate vehicles, outdoor equipment, waste containers, chemicals and poisons.**
- 7 Get your **pets and animals to safety.**
- 8 Check on your neighbours to **make sure they're ready.**



## At the welfare centre

If you plan to shelter at your nearest welfare centre, **you need to go there before the flood water becomes dangerous.**

At the welfare centre you will be offered emergency accommodation, registration of your whereabouts and support services. **Pets (except guide dogs) will not be allowed, so you'll need to make alternative arrangements for their shelter.**

The centre will try to accommodate your cultural needs but this may not always be possible.

**If you have specific needs like medication, you need to bring them with you.**

## Pets and animals



If you have pets and animals, you need to plan what you'll do with them during a flood. You won't be able to take them to a welfare centre.

You need to:

- Decide where your pets and animals will shelter during the flood.
- Find out if your pets' tags and registrations are up to date so they can be identified.
- Decide when you'll relocate your pets and animals.
- Pack extra food, water and bedding for them.

# Emergency kit



You and your family need an emergency kit to survive during a flood.

Your emergency kit needs to include:

- A waterproof bag containing important documents like passports, ID and insurance documents.

- Portable, battery operated AM/FM radio.



- Waterproof torch.



- New, spare batteries.



- First aid kit with manual.



- Medications, toiletries and sanitary supplies.

- Special requirements for infants, elderly, injured and disabled people, and pets.



- Mobile phone and charger (or phone card).

- Cash and bank cards.



- Emergency contact numbers.

- Spare house and car keys.

- Combination pocket knife.



- Drinking water – at least 12 litres per person.

- Canned food – enough for 4 days.



- A can opener, cooking gear and eating utensils.



- Portable gas stove or BBQ.

- Water container for storing washing and cooking water.

If you decide to relocate you need to add in:

- Sleeping bags, blankets and towels.
- Waterproof ponchos.
- Spare clothing.
- Tent or tarpaulin.
- Pen and paper.
- Books, playing cards or games.

# After the flood



## Here are the most important things to do after the flood:

- Listen to the radio, monitor the Emergency WA website and follow advice from authorities.
- Only return home when authorities tell you it's safe. If you're returning to your home, follow the routes recommended by authorities.
- 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 the whereabouts of pets and animals. Be aware that snakes and other animals might have entered your home during a flood.
- If your property has sustained serious damage and you need help, call the SES on 132 500 for assistance. For life threatening emergencies, call 000.
- When you're clearing up around your home, stack loose material clear of water meters, valves and telephone lines.
- Throw away food and medications that might be contaminated with flood water.
- Boil your drinking water until supplies have been declared safe.
- Use a torch when entering a building. NEVER use matches, cigarette lighters or naked flames, as there may be a gas leak.
- Take photographs for insurance purposes.
- Keep electricity and appliances off until checked by an electrician. Have gas appliances inspected before use.
- Check in with your neighbours to make sure they're safe.

You might find after a cyclone or flood you need emergency accommodation, welfare support services, food or water. Emergency assistance may be available through the Disaster Recovery Funding Arrangements Western Australia (DRFAWA). DRFAWA is for families or individuals to help with the personal hardship or distress after a flood.


For more information, contact Department of Communities Disaster Relief Hotline on **1800 032 965** or **[emergencyservices@cpfs.wa.gov.au](mailto:emergencyservices@cpfs.wa.gov.au)**



## Here are some helpful tips to help you keep clean and safe after a flood:

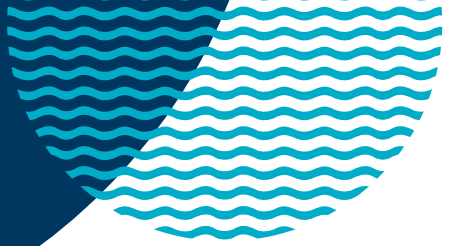
- Use disinfectant when you clean.
- Bury any faecal matter or sewage.
- Dispose of soft plastic and wooden items that have been in contact with floodwater.
- Hand wash dishes and pots that have been in contact with floodwater with disinfectant. Don't use a tea towel to dry them – let them air dry.
- Run the washing machine through a full cycle before washing clothes. Chlorine bleach can help to remove mildew from clothes.
- Put photos in the freezer to slow down water damage. Never wipe photos when wet.
- Rinse and freeze your valuable documents. Dry them with a hairdryer once they're thawed.
- Bicarbonate of soda can be used to remove smells.
- If your home is damp, leave windows and doors open in dry weather to allow air to circulate.
- Tackle one room at a time, and clean the walls from the bottom up with commercial grade cleanser.

## These simple steps will help you and your family get back to normal:

- Seek support from local welfare agencies.
  - Talk to your family, friends and neighbours about their experience.
  - Rely on official information from the authorities.
  - Get involved in community activities when you feel comfortable.
  - Try to get your children back into their normal routine as quickly as possible.
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# 03

## STAY INFORMED



ABC Radio – frequency:

DFES Public Information line:  
**13 DFES (13 3337)**

Emergency WA website:  
**[www.emergency.wa.gov.au](http://www.emergency.wa.gov.au)**

DFES Facebook page:  
**[facebook.com/dfeswa](https://facebook.com/dfeswa)**

DFES Twitter feed:  
**[twitter.com/dfes\\_wa](https://twitter.com/dfes_wa)**

Bureau of Meteorology  
Cyclone Information:  
**1300 659 210**

Bureau of Meteorology Land  
Weather and Flood Warnings:  
**1300 659 213**

Weather and cyclone forecasts:  
**[www.bom.gov.au](http://www.bom.gov.au)**

Road conditions (Main Roads):  
**138 138**

## Emergency contact numbers

Police, Fire, Ambulance (for life threatening emergencies): **000**

State Emergency Service (SES) assistance: **132 500**

Local GP / Doctors surgery

Local shire / council

Hospital

Neighbour

Out of area family contact

School

Work numbers

Insurance company

**Important:** The information contained in this publication is provided voluntarily as a public service by the Department of Fire and Emergency Services (DFES). This publication has been prepared in good faith and is derived from sources believed to be reliable and accurate at the time for publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and DFES expressly disclaims liability for any act or omission done or not done in the reliance on the information and for any consequences whether direct or indirect, arising from such act or omission. This publication is intended to be a guide only and readers should obtain their own independent advice and make their own necessary inquiries.