



**Emergencies can happen anywhere, anytime and have many causes such as fire, storms, flooding, major crashes and hazardous material spill.**

**Loss of services including power, water, phone or gas can also occur.**

## Think

You may need to respond to emergencies differently. High rise buildings and busy streets can present several different challenges.

**Have you thought about how these could affect you if you live in the city?**



**For example:**

A power outage could be caused by a storm, traffic accident or a service interruption



The lifts and electrical appliances won't work.



You may not see where you are going, your landline phone and TV won't work (restricting information access) and your air conditioning won't work so you could feel hot or cold (especially if you can't open your windows).



After a few hours you may not have working services.

**Think about what you would do if you have no power or water for a day.**

Your mobile phone may not work if networks are overloaded

# Prepare

**Being prepared and knowing how to respond can help save valuable time, keep you safe and reduce the impact on you, your home and the community.**

Follow these steps to help you prepare for an emergency:

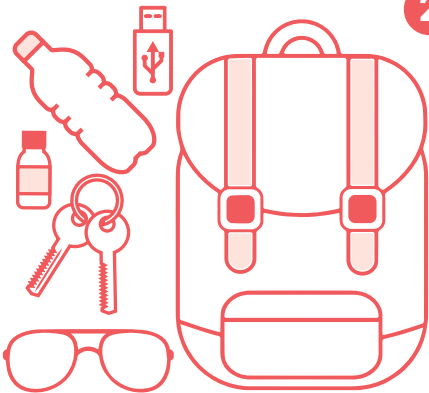
## 1 Develop an emergency plan

- Can you get out of or into the building safely via the stairs?
- Do you have any disability or access requirements?
- What resources might you need at home such as a torch, batteries and bottled water?
- Discuss your plan with people around you including family members, children and neighbours.



 **Visit the Red Cross website to help you plan**  
**[redcross.org.au/prepare](https://redcross.org.au/prepare)**

## 2 Put together a grab bag



- Include medications, clothes, contact numbers, mobile phone and charger, important documents on a secure USB, reading glasses, spare keys, cash, precious items, children and pets needs
- Keep your grab bag in an easily accessible place

### 3 Know how to respond

- Learn about the safety procedures for your building, including evacuation routes and exit stairs.
- Ensure escape routes are kept clear at all times.
- Sometimes it is best to stay and shelter in place.
- Organise resources you may need such as torches, batteries, bottled water and non-perishable food.



### 4 Learn more

#### **Emergency WA**

[emergency.wa.gov.au](https://emergency.wa.gov.au)

#### **Emergency Australia**

[australia.emergencymap.app/map](https://australia.emergencymap.app/map)

#### **Red Cross**

[redcross.org.au/prepare](https://redcross.org.au/prepare)

#### **Department of Fire & Emergency Services (DFES)**

[dfes.wa.gov.au](https://dfes.wa.gov.au)

#### **City of Perth**

[perth.wa.gov.au/emergency](https://perth.wa.gov.au/emergency)

# Act

You may become aware that something is wrong or an emergency is occurring when you hear an alarm, or experience a sudden change in your surroundings such as:

- The lights go out.
- You smell smoke.
- You hear loud noises like wind, thunder, banging or people yelling.



## 1 Gather information

- Look outside.
- Listen to what is happening around you.
- Tune in to AM radio 720 ABC or 882 6PR.
- Check online at [www.emergency.wa.gov.au](http://www.emergency.wa.gov.au)  
Use this anywhere in Australia.

## 2 Call for help if an emergency is unfolding

- Fire, Police or Ambulance - 000
- State Emergency Service (SES) - 132 500

**Don't assume someone has already done this.  
You may help by giving new information.**



### Download the Emergency Plus smartphone app

This will provide emergency phone numbers  
and show your location using GPS.  
[emergencyapp.triplezero.gov.au](http://emergencyapp.triplezero.gov.au)



### 3 **Decide what action you should take**

- Always follow the instructions of emergency services.
- Follow your emergency plan and get your grab bag.
- If you have been advised to stay in place, organise resources you may need such as torches, batteries, bottled water and non-perishable food.
- You should also check on other people around you such as family, neighbours and pets. Assist where possible.



### 4 **Review**

- Review the emergency to see if the situation is changing.
- Listen to official updates on the radio, online and via social media.
- If there is no change consider, the longer term – should you leave and is it safe to go somewhere else?



# Safety & Emergency Contacts

## - 24 hour services

Emergency	Fire, Police & Ambulance	000
WA Police	For Police attendance	131 444
State Emergency Service (SES)	Assistance for natural disaster	132 500
Western Power	Emergencies & power interruption	131 351
Gas	Emergencies & faults	131 352
Water	Emergencies, faults & security	131 375

### My important information

Next of Kin/ Emergency Contact number \_\_\_\_\_

My Doctor \_\_\_\_\_

My Hospital \_\_\_\_\_

My Property Manager \_\_\_\_\_

My Neighbour \_\_\_\_\_

Other important information \_\_\_\_\_

**This document is available in  
alternative formats upon request.**

#### CONTACT US

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Email: [info@cityofperth.wa.gov.au](mailto:info@cityofperth.wa.gov.au)

[perth.wa.gov.au/emergency](http://perth.wa.gov.au/emergency)

