

# STATE EMERGENCY SERVICE

## INFORMATION GUIDE

**EMERGENCY CONTACTS**

**STORM**

**LIGHTNING**

**FLOOD**

**EXTREME HEAT**

**SPIDER CHART**





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# Emergency and Useful Contacts

<b>Life threatening Emergency</b> <b>Police Fire Ambulance</b> <b>106 TTY</b> Emergency Service		<b>000 Triple Zero</b>  www.ses.sa.gov.au 132 500 (08) 8463 4171		<b>Bureau of Meteorology (BoM)</b> Weather forecasts and flood warnings:..... Metro Area forecasts:.....  <b>Department of Environment, Water and Natural Resources</b> River Murray Weekly Flow report (08) 8204 1910  <b>Department of Planning Transport and Infrastructure</b> Northern & Western temporary closures and restrictions:..... Metropolitan road conditions, Road Hazards & Signal Faults:.....  <b>SA Police</b> Assistance and emergency road closures  <b>SA Health</b> Healthdirect Australia, advice from a registered nurse:.....  <b>Electricity:</b> .....  <b>Natural Gas:</b> .....  <b>LPG:</b> .....  <b>Water:</b> .....		www.bom.gov.au 1300 659 215 1196  www.environment.sa.gov.au   www.transport.sa.gov.au   1300 361 033  (Freecall 24 hrs) 1800 018 313  www.sapolice.sa.gov.au 131 444  www.sahealth.sa.gov.au  1800 022 222  13 24 61  1800 808 526  1800 808 526  1300 883 121
<b>SES State Emergency Service</b> In an Emergency:..... Reception:.....						
<b>National Relay Service NRS</b> For the deaf / hearing / speech impaired Speak and Listen (SSR) users phone:..... TTY / Voice users phone:..... <b>Internet relay users connect via</b> <a href="https://www.iprelay.com.au/call/index.aspx">https://www.iprelay.com.au/call/index.aspx</a>		Then ask for: 132 500 or 000 132 500 133 677 enter:..... 132 500 or 000				
Poisons Information Centre		13 11 26 (24hrs)				
<b>AlertSA.</b> Brings together social media messages and current alters from the emergency services		www.alert.sa.gov.au				
<b>Red Cross Australia</b> Has excellent emergency planning advice for people with a disability and their carers.		www.redcross.org.au 1800 811 700				
<b>Emergency Broadcasts:</b> <b>Your Local ABC radio</b> Find your station at <a href="http://www.abc.net.au">www.abc.net.au</a>						
<b>Other local radio</b> Sky News TV						
<b>Other numbers:</b>		Local Council .....		Tel: .....		Doctor: .....
Electrician: .....		Plumber: .....		School: .....		School: .....
Vet:.....						



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# STORM ACTION GUIDE

*Severe storms on average are more costly than any other natural disaster in SA, with the exception of floods.*

***There are ways to help reduce damage:***

## ***BEFORE A STORM***

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- Trim tree branches away from your home
- Have an emergency kit on hand
- Have a list of emergency numbers
- Tie down loose items outside
- Keep downpipes and gutters clear
- Store poisons high in case of flash floods

## ***DURING A STORM***

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- Stay inside
- Stay away from windows
- Listen to your radio for storm updates
- Do not shelter under trees
- Do not shelter under metal structures
- Make sure all pets are safe

## ***AFTER A STORM***

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- Check your house for damage
- Beware of fallen powerlines
- Check trees and yard for any damage
- Listen to your radio for further weather updates
- If safe, check on your neighbours



**If you need any more information go to the  
State Emergency Service website**

**[www.ses.sa.gov.au](http://www.ses.sa.gov.au)**

**Emergency Flood Response 132 500**



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# LIGHTNING ACTION GUIDE

## ***BE PREPARED***

- Check with your local electrical contractor for advice on surge protectors and lightning conductors
- Have an emergency kit on hand, including a battery operated radio, torch and spare batteries
- Keep a list of emergency numbers handy

## ***ACT SAFE IF CAUGHT OUTDOORS***

- Seek shelter in a hard top vehicle or solid building – never shelter under a tree or a group of trees
- If far from shelter crouch down – don't lie flat
- If boating or swimming, leave the water immediately
- Avoid metal objects such as ladders, umbrellas, fences and clothes lines
- Secure pets in a safe place

## ***ACT SAFE IF INDOORS***

- Disconnect computers, televisions and all electronic and electrical appliances
- Avoid using fixed line telephones unless essential
- Keep clear of windows
- Avoid metal fixtures such as roofs, guttering, downpipes and taps

## ***AFTER THE LIGHTNING***

- Keep your radio tuned to local media for updated weather report and power outages
- Confirm location and safety of family members and immediate neighbours
- Check operation of essential household items and also check fuse box for surge protection / circuit breaker impact



**If you need any more information go to the  
State Emergency Service website**

[www.ses.sa.gov.au](http://www.ses.sa.gov.au)

**Emergency SES Response 132 500**



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# FLOOD ACTION GUIDE

*If your home is near a creek, river or drain or is in a low-lying area, it could be flooded, even if you have never seen flood water there before.*

***This guide lists simple things you and your family can do to stay safe and reduce the damage to your home.***

## BEFORE FLOODING OCCURS

- Ask your council or State Emergency Service about local flood plans (or records) which detail problem areas and evacuation routes and centres
- If your area is flood-prone, consider alternatives to carpets (e.g. mats and rugs). In ground level rooms, tiled walls are less likely to be damaged and are easier to clean
- Have an emergency kit on hand which should include:
  - adequate supplies of canned food and bottled water
  - first aid kit and instructions
  - waterproof bags for clothing and valuables
  - gardening gloves for clean up
  - portable radio, torch and spare batteries
  - Keep a list of emergency phone numbers on display

### EMERGENCY PHONE NUMBERS

State Emergency Service	<b>132 500</b>
Police	<b>131 444</b>
Local Council	
Bureau of Meteorology (Adelaide)	<b>8366 2600</b>

## WHEN YOU HEAR A FLOOD WARNING OR IF FLOODING APPEARS LIKELY

- Tune to your local radio for warning and advice or check the Bureau of Meteorology website [www.bom.gov.au](http://www.bom.gov.au)
- Prepare to move vehicles, outdoor furniture, rubbish, chemicals and poisons to higher locations
- Plan what indoor items you will raise or empty if water threatens to enter your home
- Check your emergency kit and don't forget your pets



## FLOOD ACTION GUIDE *Continued*

*Remember, flood damage is not usually covered by insurance.*

### ***IF YOU NEED TO EVACUATE***

If you decide to leave tell the police, SES, family and neighbours.

- Pack spare clothes, medication, valuables, personal papers, photos and mementos into sealed plastic bags, to be taken with your emergency kit
- Lift items onto beds, tables and roof spaces. Don't forget things you have on the floor like computers, televisions and any other electrical items
- Place sandbags in the toilet bowl and over all laundry/ bathroom drain holes. Put all bathplugs in with weight on top. This will prevent sewage back flow
- Turn off all power, water and gas and take your mobile phone and charger
- Lock your home and take recommended evacuation routes for your area
- Don't drive into any flood waters unless you are sure it is safe

### ***IF YOU STAY OR ON YOUR RETURN***

- Stay tuned to local radio for updated advice and help others in your neighbourhood
- Don't allow children to play in or near flood waters
- Don't go into flood waters and stay away from drains or culverts
- Have your gas or electrical appliances which have been in flood waters safety checked
- Don't eat food which has been in flood waters
- Boil tap water until supplies have been declared safe



**If you need any more information go to the  
State Emergency Service website**



# EMERGENCY FLOOD-STORM PLAN

*Use checklists to help you to list the things you need to do prior to, during and after a flood.*

## **HOW TO DRAW UP YOUR EMERGENCY FLOOD-STORM PLAN**

Prepare your emergency flood-storm plan with all members of the household present in advance of a flood. Prior to developing your plan learn what your flood-storm risk is.

On the following pages are checklists which will help you to list the things you need to do prior to, during and after a flood.

Once you have completed your plan, practise it regularly and keep it in a safe and easily accessible place for quick reference (e.g. in your emergency flood-storm kit).

## **PRIOR TO A FLOOD-STORM**

Stay informed by listening for Bureau of Meteorology flood watches and warnings. Bureau of Meteorology website: <http://www.bom.gov.au/weather/sa/> Always keep an eye on the weather. Unusually heavy rain is a good indication that flooding may occur.

- Learn your flood-storm risk
- Prepare your home
- Prepare your emergency flood-storm kit
- Prepare your emergency flood-storm plan





# 1

## EMERGENCY FLOOD-STORM PLAN *As the flood-storm approaches*

☐

### ***Advise neighbours and friends***

NAME

PHONE

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☐

### ***Locate your pets***

☐

### ***Locate your emergency flood-storm kit***

☐

### ***Raise items to a higher level***

☐

Rugs

☐

Personal Items

☐

Electrical appliances

☐

Furniture

☐

Computers

☐

Sound systems

☐

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☐☐

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☐☐

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☐

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☐

### ***Secure hazardous items (e.g. gas bottles)***

Items 

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☐

### ***Dangerous items to move or elevate (e.g. chemicals)***

Items 

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☐

### ***Install flood-proofing devices***

Where 

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☐

### ***Monitor Bureau of Meteorology forecasts and warnings***

☐

### ***Move important documents, personal effects and vital medical supplies to a safe and easily accessible place with your emergency flood-storm kit***



# 2

## **EMERGENCY FLOOD-STORM PLAN** *Before the flood-storm approaches*

☐

***Switch off electricity at the switchboard***

Location of switchboard \_\_\_\_\_

☐

***Turn off gas at the meter***

Location of meter \_\_\_\_\_

☐

***Turn off water at the meter***

Location of meter \_\_\_\_\_

☐

***Block toilet bowls with a strong plastic bag filled with earth or sand***

☐

***Cover drains in showers, baths, laundries, etc. with a strong plastic bag filled with earth or sand***

Drain location \_\_\_\_\_

☐

***Shelter in the safest part of the building***

☐

***If you evacuate, ensure you tell a neighbour or friend where you are going***

☐

***Continue to monitor Bureau of Meteorology forecasts and warnings***

☐

***If you become separated we will meet at:***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NEVER DRIVE, RIDE OR WALK IN FLOOD WATER**



**...this is the main cause of death during floods  
as water may be deeper or faster flowing  
than you think and contain hidden snags**



# 3

## EMERGENCY FLOOD-STORM PLAN *After the flood-storm has passed*

☐

***Have lights, appliances and electrical system checked  
by a qualified electrician***

Electrician's name

Contact number

\_\_\_\_\_

\_\_\_\_\_

☐

***Have gas appliance and gas system checked  
by a qualified gas fitter***

Gas fitter's name

Contact number

\_\_\_\_\_

\_\_\_\_\_

# STATE EMERGENCY SERVICE



**The State Emergency Service (SES) is a  
volunteer-based agency that responds to  
a range of incidents including:**

- extreme weather (storms and heat)
- floods
- vertical rescues (cliff, cave and mine)
- road crashes
- Urban Search and Rescue
- land search
- marine rescue

**For emergency help  
from the SES**  
call **132 500**

**For life-threatening  
emergencies**  
call **000** (triple zero)

**To join the SES**  
call **1300 364 587**



*A reliable and trusted volunteer based organisation  
building safe and resilient communities.*

[www.ses.sa.gov.au](http://www.ses.sa.gov.au)

**Emergency Flood Response 132 500**

# 4

## EMERGENCY FLOOD-STORM KIT

☐

*A battery or wind-up radio*

☐

*A waterproof bag or container for: important papers, back up computer files etc.*

☐

*A battery or wind-up torch*

☐

*A good supply of each person's medicines and prescriptions*

☐

*Spare batteries to fit radio and torch*

☐

*Strong shoes or boots*

☐

*A first aid kit*

☐

*A copy of your Home or Business Emergency Plan*

☐

*Rubber gloves and strong leather work or garden gloves*

☐

*Special needs for babies, the disabled, infirm or elderly*

☐

*Mobile phone and charger*

☐

*Enough non-perishable food and drinking water for each person (and pets) for 3 days*





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# EXTREME HEAT INFORMATION

*It is important to  
prepare for extreme  
heat to ensure that  
you stay safe and well  
during these times.*

***This guide provides  
some simple steps to  
surviving a heatwave  
and also lists the  
signs to look out  
for to ensure each  
person's safety:***



## Important contact information:

For medical advice telephone  
Healthdirect Australia  
**1800 022222**

For immediate medical  
assistance telephone **000**

For SES response telephone  
**132 500**

For life threatening  
emergencies telephone **000**

## ARE YOU PREPARED FOR THE HEAT?

### Stay hydrated

You should drink two to three litres of water a day, even if you don't feel thirsty. Avoid 'fizzy', alcoholic and caffeinated drinks and do not take salt tablets (unless instructed to by a GP).

### Check on those at risk

Visit 'at risk' individuals such as the sick and elderly at least twice a day and keep an eye on children. Watch for signs of heat-related illness.

### Prepare your home

Prepare your home early. Service or replace your air conditioner BEFORE you need it. Closing curtains, awnings and blinds can also help to keep the home cool.

### Remember your pets

Pets can be particularly vulnerable to the heat. Make sure they have shade and plenty of cool water to last the day.

### Dress for summer

Lightweight, light coloured clothing reflects heat and sunlight and helps your body maintain a normal temperature.

### Minimise sun exposure

Keep out of the sun as much as possible. If you must be in the sun, wear a shirt, hat and sunglasses. Also make sure you wear sunscreen to prevent sunburn - sunburn limits the body's ability to cope with heat.

### Make use of air conditioning

If you don't have air conditioning, make use of public facilities, government agencies or other air-conditioned buildings. Portable fans are also useful in drawing in cool air, or exhausting warm air from a room.

### Seek medical advice if necessary

Refer to the beginning of this brochure for contact details, or consult your GP.

**If you need any more information go to the  
State Emergency Service website**

**[www.ses.sa.gov.au](http://www.ses.sa.gov.au)**

**Emergency SES Response 132 500**

## EXTREME HEAT INFORMATION *Continued*

*The heat can affect anyone, but some people run a greater risk of serious harm.*

**Those at serious risk include:**

### WHO IS MOST AT RISK?

- elderly people, babies and young children
- people with serious health issues (chronic conditions, physical and mental)
- people with mobility problems
- people who are physically active, such as manual workers and sportspeople.
- people who misuse alcohol or take illicit drugs

### HEAT STRESS SYMPTOMS AND FIRST AID TREATMENT

DISORDER	SYMPTOMS	WHAT YOU SHOULD DO
<b>Unusual discomfort and heat cramps</b>	<ul style="list-style-type: none"> <li>■ Heavy sweating</li> <li>■ Thirst</li> <li>■ Tiredness</li> <li>■ Irritability</li> <li>■ Loss of appetite</li> <li>■ Prickly heat rash</li> <li>■ Nausea</li> <li>■ Muscle spasms, twitching</li> <li>■ Moist, cool skin</li> <li>■ Painful muscle cramps (<i>limbs and abdomen</i>)</li> </ul>	<ul style="list-style-type: none"> <li>■ Drink more water</li> <li>■ Have a cold shower or bath</li> <li>■ Lie in a cool place with legs supported and slightly elevated</li> <li>■ Massage muscles gently to ease spasms, or firmly if cramped</li> <li>■ Apply ice packs</li> <li>■ Drink glucose</li> <li>■ Do not have salt</li> </ul>
<b>Heat exhaustion</b>	<ul style="list-style-type: none"> <li>■ Profuse sweating</li> <li>■ Cold clammy, pale skin</li> <li>■ Fatigue, weakness and restlessness</li> <li>■ Headache and vomiting</li> <li>■ Weak but rapid pulse</li> <li>■ Poor coordination</li> <li>■ Normal temperature, but faintness</li> </ul>	<ul style="list-style-type: none"> <li>■ Lay victim down in a cool place</li> <li>■ Loosen clothing and apply wet cloths to head and body</li> <li>■ Fan, or move victim to an air conditioned area</li> <li>■ Give sips of cold water</li> <li>■ If vomiting continues, seek medical assistance immediately</li> </ul>
<b>Heat stroke</b>	<ul style="list-style-type: none"> <li>■ Confusion</li> <li>■ Headache</li> <li>■ Nausea</li> <li>■ Dizziness</li> <li>■ Skin flushed, hot and unusually dry</li> <li>■ Dry swollen tongue</li> <li>■ High body temperature</li> <li>■ Rapid strong pulse at first, then weaker</li> <li>■ Deep unconsciousness may develop rapidly</li> </ul>	<ul style="list-style-type: none"> <li>■ Seek medical advice urgently</li> <li>■ Lay victim in cool place and remove outer clothing</li> <li>■ Check airway and breathing (<i>if unconscious</i>)</li> <li>■ Cool victim quickly, applying cold water, or wrap in a wet sheet and fan them</li> <li>■ When conscious, give sips of water</li> <li>■ For immediate medical assistance telephone <b>000</b></li> </ul>





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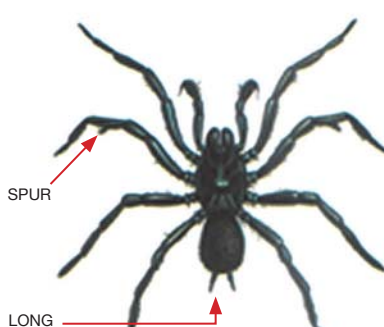
# ACTUAL SIZE IDENTIFICATION SPIDER CHART

## DEADLY & DANGEROUS



FEMALE  
**SYDNEY FUNNEL-WEB**

25 YEAR LIFE-SPAN • GROUND DWELLING • AGGRESSIVE • ONE OF THE WORLD'S DEADLIEST SPIDERS



MALE  
**SYDNEY FUNNEL-WEB**



**RED-BACK**  
13 FATALITIES RECORDED  
FOUND IN RUBBISH,  
UNDER HOUSE, ETC.



**WHITE-TAIL SPIDER**  
MAY CAUSE HORRIFIC ULCERATION  
TO SKIN OF SENSITIVE PEOPLE  
FOUND IN THE GARDEN & INDOORS

**NOTICE:** MALE SPIDERS HAVE A SMALLER ABDOMEN, LONGER LEGS & SWOLLEN PALPS (FOR REPRODUCTION)

## TOXIC (POISONOUS) — PAINFUL BITE



FEMALE  
**MOUSE SPIDER**

ENLARGED HEAD & FANGS • DEEP PAINFUL BITE  
GROUND DWELLING • OFTEN MISTAKEN FOR FUNNEL-WEB



MALE  
**MOUSE SPIDER**



*Common*  
**BLACK HOUSE SPIDER**  
VENOMOUS • NAUSEA, SWEATING, ETC.  
OFTEN FOUND IN THEIR WEBS IN  
WINDOW FRAMES, EAVES, ETC.



**WOLF SPIDER**  
NON AGGRESSIVE  
GROUND DWELLING

**WARNING:** MOST OF THESE SPIDERS CAN BE DANGEROUS TO PEOPLE WITH ALLERGIES OR HYPER SENSITIVITIES

## THE "LOW RISK" SPIDERS



FEMALE  
**TRAP-DOOR**

MILDLY TOXIC • NON AGGRESSIVE  
GROUND DWELLING (BURROW • OFTEN WITHOUT A LID)



MALE  
**TRAP-DOOR**



**GARDEN  
ORB-WEAVING**

RELATIVELY HARMLESS • BENEFICIAL  
OFTEN SEEN IN A LARGE WEB IN THE GARDEN



**SAINT  
ANDREW'S  
CROSS**



**HUNTSMAN**

TIMID - RARELY BITES  
FOUND UNDER LOOSE BARK  
MAY WANDER INDOORS

# better FloodSafe than sorry

There are numerous products available to help you protect your property. All too often the public are not aware they exist.

*Use the internet to find what suits you.*

## What's new in News

*You can fit water proof seals on to building vents*



*Various styles of water proof shields can be prepared and on hand for quick attachment to door ways*

## SANDBAGGING

Sandbagging can be very expensive. When establishing a plan for sandbagging, a community will have to buy some sandbags before a flood to ensure availability. Sand and plastic sheeting must also be stockpiled.

You need not necessarily use new bags; discarded fertilizer or water softener chemical bags may be used, however, you need to stockpile them before the event occurs.

Sandbagging can also be very time consuming. It takes two people approximately one hour to fill and place 100 sandbags, providing a wall 300mm high and 6 metres long. If you skimp on the bags, you risk putting up a wall that will be damaged or washed away.

When a flood is imminent, everyone wants to sandbag, usually because they don't know what else to do. While it does have a therapeutic effect, sandbagging should be considered only as part of an overall flood response plan, or as a last resort for individuals around their homes.

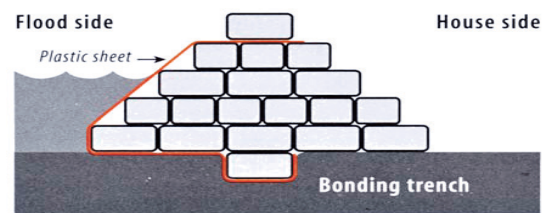
Sandbagging is intended to keep water away from vulnerable property. Flood proofing measures and moving contents up out of the way are much more efficient methods of accomplishing the same thing. Therefore, before you consider sandbagging for a property, consider the flood protection alternatives. There are more effective and more dependable ways to protect a house and contents from flooding.

After the crisis has passed, empty the bags, dry them out and then store them for any future occasion.



## SANDBAGGING STEPS

1. Strip the ground of turf. Grass gets slippery when wet and your wall could be pushed along the ground by the weight of the floodwater.
2. Dig a bonding trench and lay a plastic sheet in the trench and on the flood side.
3. Fill bags half to three-quarters full. Don't tie them.
4. Starting in the bonding trench, lay the bags on top of the plastic sheet. Place each bag on top of the previous one's opening flap.
5. Lay each layer's bags at right angles to the layer below it and tamp tightly in place.
6. When you reach your flood protection level, pull the plastic sheet up in front of the wall and hold it down with more bags.
7. If strong current and debris are expected, protect your plastic sheet from ripping with another layer of sandbags.



**SANDBAG WALL**

Further information may be obtained by contacting your local SA State Emergency Service Unit



# STATE EMERGENCY SERVICE



**The State Emergency Service (SES) is a volunteer-based agency that responds to a range of incidents including:**

- extreme weather (storms and heat)
- floods
- vertical rescues (cliff, cave and mine)
- road crashes
- Urban Search and Rescue
- land search
- marine rescue

**For emergency help from the SES**  
call **132 500**

**For life-threatening emergencies**  
call **000** (triple zero)

**To join the SES**  
call **1300 364 587**



*A reliable and trusted volunteer based organisation building safe and resilient communities.*