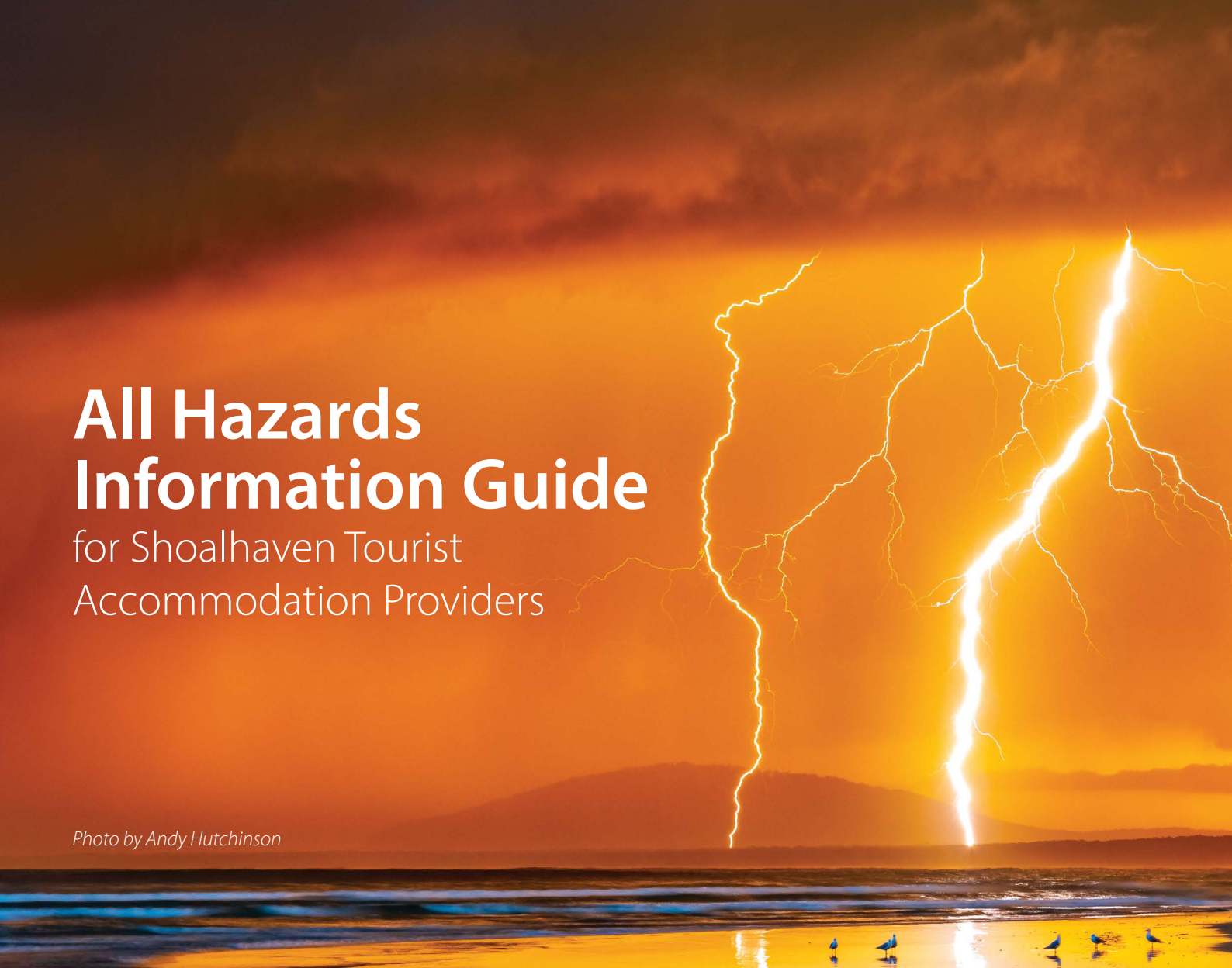


# All Hazards Information Guide

for Shoalhaven Tourist  
Accommodation Providers

*Photo by Andy Hutchinson*



## Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of the land in which we gather upon today. We acknowledge their continuing connections to the land, culture and community. We pay respect to Elders past, present and future.





# Introduction

**The Shoalhaven's beautiful natural environment plays a central role in the quality of life of the local community. Our local environment can pose a challenge in times of natural disaster.**

This booklet provides basic emergency management information for tourist operators in the Shoalhaven. As a tourist operator you can help by offering support to visitors and the community in the event of an emergency.

## Contents

- Useful Apps | Emergency Contacts
- Prepare - Council's Role in Emergency
- Prepare - Community Information Hubs and Map
- Prepare - Community Information Hub Addresses
- Prepare - Useful Agencies
- Health Alerts/Pandemic
- Respond - Bushfire Emergency
- Respond - Floods & Storms Combat Agency | Maritime & Coastal
- Evacuation



# Useful Apps

Visitors to the area can download the following free mobile apps to stay informed of the latest advice and information in the event of an emergency.

## Emergency+ App

The Emergency+ app is a free app developed by Australia's emergency services, Government and industry partners.

The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.



[emergencyapp.triplezero.gov.au](https://emergencyapp.triplezero.gov.au)

## Other Helpful Apps & Websites



Fires Near Me NSW



Floods Near Me



Live Traffic



 **DISASTER DASHBOARDS**



BOM



Ember App



Service NSW



Weather Zone



Marine Rescue



Beachsafe

 [shoalhaven.  
disasterdashboards.  
com/get-ready/  
overview](https://shoalhaven.disasterdashboards.com/get-ready/overview)

# Emergency Phone Contacts

| Situation/Service                     | Phone Number | Website  |
|---------------------------------------|--------------|--|
| Injury or Health Crisis Emergency     | 000          | <a href="http://ambulance.nsw.gov.au">ambulance.nsw.gov.au</a>     |
| Motor Vehicle Accident                | 000          | <a href="http://police.nsw.gov.au">police.nsw.gov.au</a>           |
| Police Emergency                      | 000          | <a href="http://police.nsw.gov.au">police.nsw.gov.au</a>           |
| Police                                | 131 444      | <a href="http://police.nsw.gov.au">police.nsw.gov.au</a>           |
| Police Crime Stoppers                 | 1800 333 000 | <a href="http://police.nsw.gov.au">police.nsw.gov.au</a>           |
| Household Fire / Hazmat Emergency     | 000          | <a href="http://fire.nsw.gov.au">fire.nsw.gov.au</a>               |
| Bushfire                              | 000          | <a href="http://rfs.nsw.gov.au">rfs.nsw.gov.au</a>                 |
| Shoalhaven RFS District Office        | 4424 4424    | <a href="http://rfs.nsw.gov.au">rfs.nsw.gov.au</a>                 |
| Bushfire Survival Plan                | -            | <a href="http://rfs.nsw.gov.au">rfs.nsw.gov.au</a>                 |
| Bush Fire Information Line            | 1800 679 737 | -  |
| Weather warnings                      | -            | <a href="http://bom.nsw.gov.au">bom.nsw.gov.au</a>                 |
| Storm / Flood / Tsunami               | 132 500      | <a href="http://ses.nsw.gov.au">ses.nsw.gov.au</a>                 |
| Electrical emergency – Power Outages  | 131 003      | <a href="http://endeavourenergy.com.au">endeavourenergy.com.au</a> |
| Main Road Closures                    | 132 701      | <a href="http://livetraffic.com">livetraffic.com</a>               |
| Local Road Closures                   | 1300 293 111 | <a href="http://shoalhaven.nsw.gov.au">shoalhaven.nsw.gov.au</a>   |
| Shoalhaven City Council               | 1300 293 111 | <a href="http://shoalhaven.nsw.gov.au">shoalhaven.nsw.gov.au</a>   |
| Shoalhaven City Council (After Hours) | 1300 293 111 | <a href="http://shoalhaven.nsw.gov.au">shoalhaven.nsw.gov.au</a>   |
| Shoalhaven Hospital                   | 4421 3111    | -  |
| Milton Hospital                       | 4454 9100    | -  |

If you are **deaf** or have a **speech** or **hearing impairment dial 106** for the Text Emergency Relay Service



# Prepare

## Council's Role in Emergency

### **Shoalhaven City Council is part of the Local Emergency Management Committee (LEMC).**

The LEMC is constituted under the State Emergency and Rescue Management Act 1989 No 165 (SERM Act) for each local government area and is responsible for preparing plans for response and recovery from emergencies.

The LEMC is chaired by the Chief Executive Officer or it's nominated representative from Shoalhaven City Council.

Represented on the LEMC are combat agencies including:

- Police
- Rural Fire Service
- Fire and Rescue NSW
- State Emergency Services
- Surf Life Saving NSW
- Marine Rescue

Also represented are functional support areas including:

- Welfare
- Health
- Ambulance
- Transport for NSW
- Primary Industries

The LEMC is responsible for creating the:

- Shoalhaven Emergency Management Plan 2021

 [doc.shoalhaven.nsw.gov.au/Displaydoc.aspx?Record=D21/444474](https://doc.shoalhaven.nsw.gov.au/Displaydoc.aspx?Record=D21/444474)

Council officers provide assistance to the Local Emergency Operations Controller (LEOCON) and the Combat Agency during an event where coordination takes place from the Emergency Operations Centre located at the Integrated Emergency Management Centre, 92 Albatross Road, Nowra.

Council provides assistance in various ways including road closures, maintaining water and sewerage services, media, communication and mobile towers, coastal erosion, pandemic support and assistance in Evacuation Centres if activated.

Visit Shoalhaven City Council website and view the “Disaster Dashboard” and Get-Ready page or scan the QR code:

 [shoalhaven.  
disasterdashboards.com/  
get-ready/overview](https://shoalhaven.disasterdashboards.com/get-ready/overview)



**DISASTER  
DASHBOARDS**

On this page you can see information on the following:

- General Preparedness
- Human Infectious Disease
- Storms
- Biosecurity
- Bushfire
- Coastal Erosion
- East Coast Low
- Floods
- Heatwave
- Infrastructure Failure
- Landslide
- Tsunami
- Earthquake



# Prepare Community Information Hubs and Map

**The Community Information Hubs have been established to provide the community and visitors with access to authoritative, accurate, timely, and local information and communication.**

The essential services of Council owned facilities on the map below have been upgraded so they are not dependent upon mobile phone network masts or the electricity grid.

The improvements include:

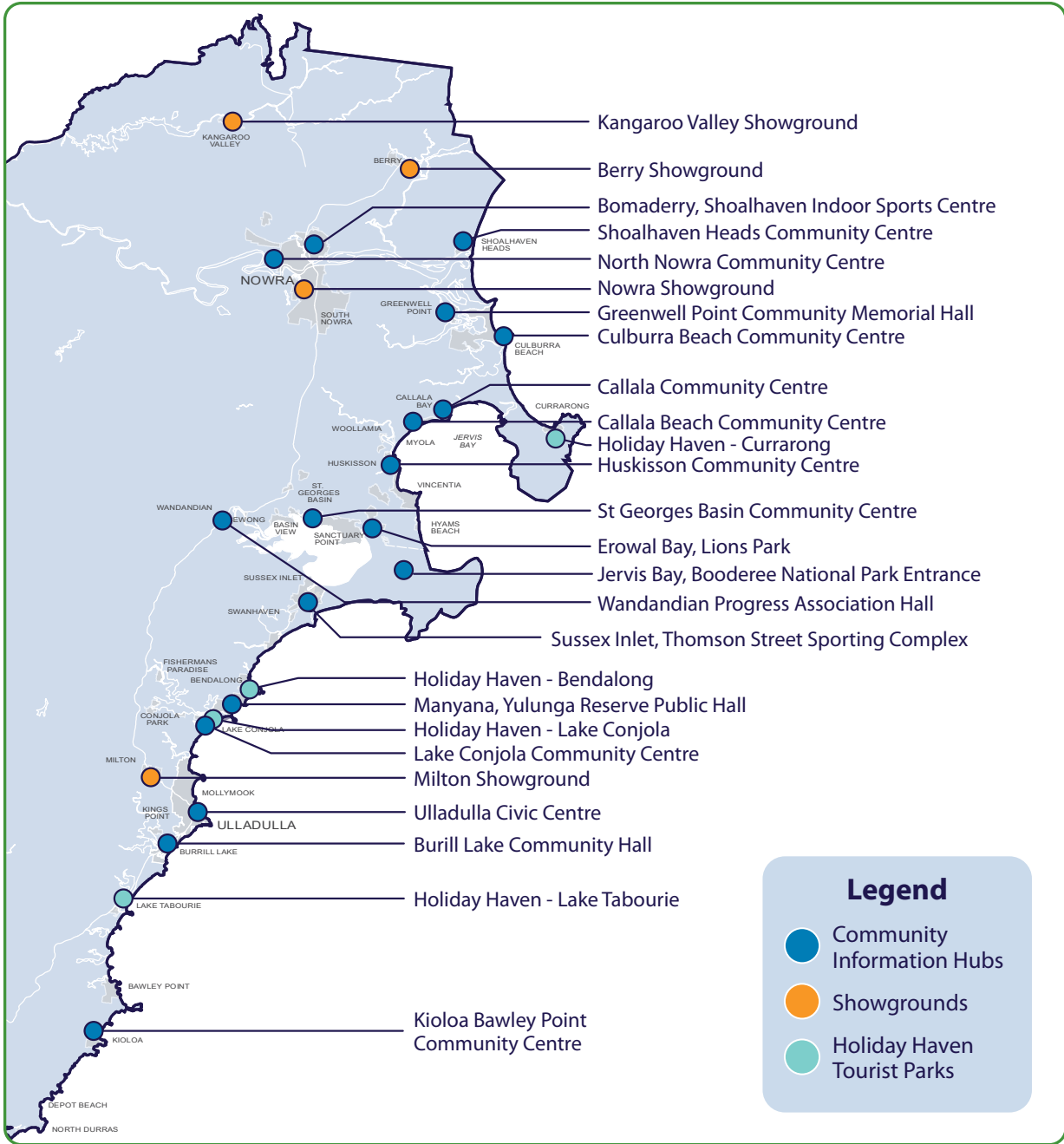
- Solar and battery power
- Emergency generator connection
- Satellite messaging and telephone information screens to provide year round community information

Power, information flow and communication with Community Information Hubs will not be disrupted in periods of outage or emergency.

When visiting a Community Information Hub, expect to see an information screen similar to this one.









# Prepare

## Community Information Hub Addresses

**To assist our Tourism Accommodation Providers staying informed in case of loss of electricity, internet and telephone reception and then inform their guests.**

| Site  | Address                               |
|---|---------------------------------------|
| Berry Showground                            | 35 Alexandra Street                   |
| Bomaderry, Shoalhaven Indoor Sports Centre  | 90 Cambewarra Road                    |
| Burrill Lake Community Hall                 | 67 Princes Highway                    |
| Callala Community Centre                    | 42 Emmett Street                      |
| Callala Beach Community Centre              | 89 Quay Road                          |
| Culburra Beach Community Centre             | Off Fred Evans Lane                   |
| Erowal Bay, Lions Park                      | 64a Naval Parade                      |
| Greenwell Point Memorial Community Hall     | 83 Greenwell Point Road               |
| Huskisson Community Centre                  | 17 Dent Street                        |
| Jervis Bay, Booderee National Park Entrance | Jervis Bay Road, Jervis Bay Territory |
| Kangaroo Valley Showground                  | 179 Moss Vale Road                    |
| Kioloa Bawley Point Community Centre        | 4 O'Hara Street                       |
| Lake Conjola Community Centre               | 65 Lake Conjola Entrance Road         |
| Manyana, Yulunga Reserve Public Hall        | 195 Sunset Strip                      |
| Milton Showground                           | 107 Croobyar Road                     |

| Site  | Address                       |
|---|-------------------------------|
| North Nowra Community Centre                  | 7 Hood Close                  |
| Nowra Showground                              | 20 West Street                |
| Shoalhaven Heads Community Centre             | 111 Shoalhaven Heads Road     |
| St Georges Basin Community Centre             | 21 Meriton Street             |
| Sussex Inlet, Thomson Street Sporting Complex | 21 Thomson Street             |
| Ulladulla Civic Centre                        | 81 Princes Highway            |
| Wandandian Progress Association Hall          | 2683 Princes Highway          |
| Holiday Haven - Bendalong                     | 1 Waratah Street              |
| Holiday Haven - Currarong                     | 8 Cambewarra Road             |
| Holiday Haven - Lake Conjola                  | 1A Lake Conjola Entrance Road |
| Holiday Haven - Lake Tabourie                 | F595A Princes Highway         |



## Prepare Useful Agencies

### Roads & Traffic

**Tourists travelling to the area may not be aware of the relevant authorities to contact regarding road closures.**

For information on local road closures during an emergency event visit:

 [shoalhaven.nsw.gov.au](https://shoalhaven.nsw.gov.au)

For information on main roads such as the Princes Highway visit the Transport of NSW website at:

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

### Fire & Rescue NSW

Fire & Rescue NSW is the urban fire and rescue service in NSW. Responsibilities also include HAZMAT response.

 [fire.nsw.gov.au](https://fire.nsw.gov.au)

### Emergency Updates & Media

**During times of natural disaster, it is essential that visitors know where to go to get further information.**

You can direct them to visit emergency service organisations websites and social media pages. Or to listen to the official emergency broadcaster:

- **ABC Illawarra 97.3** (Official Emergency Broadcaster)
- **2ST (Commercial)**  
**106.9** Ulladulla **91.7** Nowra  
**102.9** Bowral
- **Power FM (Commercial) 94.9**
- **Triple U FM (Community Radio)**  
**104.5** Nowra  
**92.3** Berry/Shoalhaven Heads  
**99.7** Ulladulla
- **BBCR (Community Radio) 92.7**

## Smoke Alarms

Smoke Alarms are life-saving devices and NSW legislation stipulates that smoke alarms must be installed. For more information:

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

## Get Ready

**Resilience NSW has resources to help businesses prepare for emergency situations.**

Resilience NSW leads, coordinates and develops capability in the emergency management sector and conducts state wide welfare and recovery operations when disaster strikes.

Get Ready for disaster see this link:

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

## Planning for Emergencies in Facilities

Any information in this booklet compliments and does not supersede your obligations to have a facility emergency plan in accordance with AS 3745-2010 Planning for emergencies in facilities.

## Mental Health

The following free services are available 24 hours, seven days a week:

- **Lifeline 13 Help** 13 43 57  
(devoted to bushfire recovery)
- **Lifeline** 13 11 14
- **Beyond Blue** 1300 224 636
- **Mental Health** Line 1800 011 511
- **Mensline** 1300 789 978
- **Kids Helpline** 1800 551 800

If you or someone you know is in immediate danger call 000.



## Health Alerts/Pandemic

**The NSW State Emergency Management Plan (EMPLAN) and the NSW Human Influenza Pandemic Plan (sub plan of EMPLAN) identify NSW Health as the lead (combat) agency with decision making authority for any human infectious disease emergency.**

### **COVID-19**

For all Caravan Parks and camping grounds having a COVID-19 Safety Plan is mandatory.

Hotels and other accommodation (including backpackers, hostels and dormitory style accommodation) having a COVID-19 Safety Plan is recommended.

To keep your business safe follow these steps and monitor the Public Health Orders.

1. **Complete** a COVID-19 Safety Plan
2. **Register** as a COVID Safe business
3. **Access your QR Code** and business resources online

 [health.nsw.gov.au](https://health.nsw.gov.au)



# Reporting an Emergency



**Stay  
Calm**

**Call Triple Zero (000)**  
from a safe location



**Services  
Required**

**Speak clearly** and answer  
the operator's questions



**Your  
Details**

- Locality
- Street number
- Street name
- Nearest cross street



**Stand  
By**

**Don't hang up** until the operator has all the  
information they need.

If possible **wait outside** at a **prearranged  
meeting point** or in a **prominent location**.



# Respond

## Bushfire Emergency

**The Shoalhaven has vast areas of national park and native forests where there is potential for dangerous bushfires to occur. In the event of a bushfire the safest option is to leave early.**

NSW Rural Fire Service (RFS) is the agency responsible for combating bushfires in the Shoalhaven.

 [rfs.nsw.gov.au](https://rfs.nsw.gov.au)

## Bush Fire Survival Plan

All Tourism operators in the Shoalhaven should develop a site specific Bush Fire Survival Plan. If you have any questions, need advice or assistance in developing a plan contact Shoalhaven RFS.

 (02) 4424 4424

## New Fire Danger Ratings

The new Fire Danger Ratings have four levels (instead of six) Moderate, High, Extreme and Catastrophic and provide a clear indication of the fire, if one was to start. The higher the fire danger rating, the more dangerous the conditions.

| Fire Danger Rating  | What You Should Do                                 |
|---------------------|--|
| <b>CATASTROPHIC</b> | For your survival leave bush fire risk areas.      |
| <b>EXTREME</b>      | Take action now to protect your life and property. |
| <b>HIGH</b>         | Be ready to act.                                   |
| <b>MODERATE</b>     | Plan and prepare.                                  |



## Fires Near Me NSW App

1. Download the Fires Near Me NSW App.....
2. Find information on current fire events in your area
3. Set a Watch Zone for your area
4. A fire status and alert level will help you to decide what actions to take



[www.rfs.nsw.gov.au/news-and-media/stay-up-to-date](http://www.rfs.nsw.gov.au/news-and-media/stay-up-to-date)

| Status & Alert Levels        | What You Should Do  |
|------------------------------|---|
| <b>EMERGENCY WARNING</b><br> | An Emergency Warning is the highest level of Bush Fire Alert. You may be in danger and <b>need to take action immediately</b> . Any delay now puts your life at risk. |
| <b>WATCH &amp; ACT</b><br>   | There is a heightened level of threat. Conditions are changing and you need to <b>start taking action now to protect you and your family</b> .                        |
| <b>ADVICE</b><br>            | A fire has started. There is no immediate danger. <b>Stay up to date</b> in case the situation changes.   |

## Neighbourhood Safer Places (NSP)



A NSP is designed as a place of last resort in bush fire emergencies only. Please note that travelling to or sheltering at a NSP does not guarantee your safety. A full list of NSP locations within the Shoalhaven can be found at:

 [www.rfs.nsw.gov.au/plan-and-prepare/neighbourhood-safer-places](http://www.rfs.nsw.gov.au/plan-and-prepare/neighbourhood-safer-places)

If there is no NSP in your area you should pre identify other safer locations such as ovals, shopping centres – areas that are away from bush where you and your guests can go as a last resort.



## Respond

### Floods & Storms Combat Agency

**The Shoalhaven experiences flooding and storm events with Storm season commencing on the 1st October each year. It is important that tourism operators understand local flooding patterns and appropriate safety cautions.**

The NSW State Emergency Services (SES) is responsible for assisting in the event of a flood, storm, tsunami or tornado. Monitor Severe Weather Warnings and Severe Thunderstorm Warnings on the Bureau of Meteorology App.

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



## Know Your Risk

**Never enter floodwater. If it's flooded, forget it.**

The major cause of death during floods is from people entering or travelling through floodwater. This includes driving, riding and walking through floodwater and children playing in floodwater.

- Floodwater may be deeper or faster flowing than it appears and contain hidden snags or debris
- Floodwater may contain chemicals, raw sewage, snakes, spiders and much more that could cause illness and even death
- Roads and surfaces underneath floodwater often wash away, and may not be visible from the surface

**Go to high ground when flooding is imminent.**

If your area is at risk, go to high ground away from flooded areas.

- Stay with family or friends
- Evacuation Centres may be set up if an Evacuation Order is issued
- Choose the safest route to travel where roads along the route are open
- Roads may become congested or close, ensure you leave enough time to travel safely



# Respond

## Maritime & Coastal

**The Shoalhaven boasts some of the most pristine and family friendly beaches along the East Coast. Water lovers have so much choice with the wealth of lakes and inlets, surf beaches, boating and water sports available.**

Notwithstanding tourism operators may wish to advise their clients of some of the resources available regarding maritime and coastal safety.

### Hazardous Surf Warning

From time to time local weather patterns can generate dangerous surf conditions.

Visitors to the Shoalhaven should be encouraged to monitor the Bureau of Meteorology warnings before going in or around water ways or beaches activities.

 [bom.gov.au](http://bom.gov.au)

### Beach Safety

Surf Life Saving NSW is the peak body that provides beach safety advice on local conditions. For detailed information on Coastal Safety Fact Sheets visit:

 [beachsafe.org.au/surf-safety/resources](http://beachsafe.org.au/surf-safety/resources)

### Marine Rescue

Marine Rescue NSW is the official volunteer marine rescue service committed to saving lives on the water.

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

In a boating emergency radio **Channel 16** on VHF or **Channel 88** on 27MHz or ring **Triple Zero (000)**

### Marine Rescue App

 [marinerescuensw.com.au/boating-safety/marinerescue-app/](http://marinerescuensw.com.au/boating-safety/marinerescue-app/)

### Transport for NSW - Maritime

Transport for NSW – Maritime has jurisdiction over waterway rules and safety

 [roads-waterways.transport.nsw.gov.au/maritime/index.html](http://roads-waterways.transport.nsw.gov.au/maritime/index.html)



# Evacuation

**In NSW an evacuation order can be issued by Combat Agencies such as RFS, SES and NSW Police Force and is a risk management strategy to manage the effects of an emergency.**

There are 3 types of evacuation:

- **Immediate**
- **Pre-Warned/Managed Evacuation**
- **Self Managed Evacuation/Relocation**

If you are directed to evacuate an area you should move to a safer location. The authorities will advise when it is safe to return to the area.

In the Shoalhaven we have 4 identified Evacuation Centres which are activated by the responsible combat agency:

- **Ulladulla Civic Centre**
- **St Georges Basin Country Club**
- **Bomaderry Bowling Club**
- **Shoalhaven Indoor Sporting Complex**

In an emergency the activating agency will communicate the evacuation status via SMS, local radio, door knocking and any means possible. Ensure you and your guests follow the direction of the emergency service.

As a Tourist Operator you should have a site-specific process in place for visitors.

This includes emergency assembly areas, safe places to shelter on site if required and advice on safe places to go off site.



# Evacuation Checklist

**An emergency kit can help save time in an emergency situation. It provides items you might need if you lose power or need to leave your accommodation in a hurry.**

Items to include:

- Portable battery-operated AM/FM radio
- Waterproof torch
- Spare batteries
- First aid kit with manual
- Woollen blankets
- Emergency contact numbers
- Drinking water

Before your leave:

- Cash, ATM cards, credit cards
- Medications, toiletries and sanitary supplies
- Special requirements for infants, elderly, injured, disabled
- Mobile phone and charger
- Change of clothes for everyone
- Hand sanitiser and mask

## Make allowances for Pets

Most evacuation centres are pet friendly for companion animals. If you have your Pet with you on holidays ensure you have the following:

- Identification Tag
- Leash
- Basket
- Carrier for small dogs
- Medication
- Food
- Toys



**Download the latest copy of this booklet**

Scan the QR code or go to:  
[shoalhaven.nsw.gov.au/Emergencies/Get-Ready](https://shoalhaven.nsw.gov.au/Emergencies/Get-Ready)

## **Disclaimer**

*This booklet has been developed in consultation with the Shoalhaven Local Emergency Management Committee. This information is designed to assist tourism operators in their emergency management preparation and is not intended to supersede any formal advice given to them by an appropriate authority.*

*Information current as of 12 December 2022.*