

This fact sheet has been developed by Tourism Shellharbour to provide basic information to raise individual emergency management knowledge regarding a natural disaster and provides details of the relevant agencies that offer support to the community.

Bush Fire Emergency

The City of Shellharbour contains many parks and nature reserves of significance where there is potential for dangerous bush fires to occur. When a bush fire happens, the preferred option is for affected people to leave early.

NSW Rural Fire Service (RFS)

The NSW Rural Fire Service (RFS) is the agency responsible for combating bushfires in Shellharbour. Please refer to the following website for information regarding bush fire preparedness:



<https://www.rfs.nsw.gov.au/>
Bushfire Information Line 1800 679 737

Bush Fire Survival Plan

For those tourism operators located near the escarpment or near reserves should develop a site-specific bush fire survival plan. For more information:

<https://www.rfs.nsw.gov.au/plan-and-prepare/bush-fire-survival-plan>




Fire Danger Ratings & Actions

The Bush Fire Danger Ratings give you an indication of the possible consequences of a fire, if one was to start. The higher the fire danger rating, the more dangerous the conditions.

Fire Danger Rating	What You Should Do
CATASTROPHIC	For your survival, leaving early is the only option. Leave bush fire prone areas the night before or early in the day – don't just wait and see what happens. Make a decision about when you will leave, where you will go, how you will get there etc.
EXTREME	Leaving early is the safest option for your survival. If you are not prepared to the highest level, leave early in the day.
SEVERE	Only consider staying if you are prepared at the highest level.
VERY HIGH	Review your bush fire survival plan with your family. Keep yourself informed and monitor conditions. Be ready to act if necessary.
HIGH	
LOW MODERATE	

Fires Near Me

For information on current fire events use the 'Fires Near Me' website: <https://www.rfs.nsw.gov.au/> or download the 'Fires Near Me App'. These resources will provide a fire status and alert level to assist operators on deciding what actions to take:

Status & Alert Levels	What You Should Do
Emergency Warning 	An Emergency Warning is the highest level of Bush Fire Alert. You may be in danger and need to take action immediately. Any delay now puts your life at risk.
Watch and Act 	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.
Advice 	A fire has started. There is no immediate danger. Stay up to date in case the situation changes.

If you feel the need for you and your visitors to leave your location you should identify safer locations (for example shopping centres, or areas close to the water) that are away from bushland where you and your guests can go to as a last resort.

Planning for Emergencies in Facilities

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

Floods, Storms & Tsunamis

The City of Shellharbour does occasionally experience flooding and storm events. It is important that tourism operators undertake appropriate safety precautions.

NSW State Emergency Services (SES)

The agency responsible for offering assistance during tsunami's, flood and storm events is the NSW State Emergency Service (SES). Please refer to the following website for information regarding floods, storms and tsunamis:



<https://www.ses.nsw.gov.au/> or call 132 500

Bureau of Meteorology (BOM)

For weather warnings visit

<http://www.bom.gov.au/>

Maritime & Coastal

The City of Shellharbour boasts some of the most pristine and family friendly beaches. Additionally, our waterways are popular recreational attractions. 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 Shellharbour should be encouraged to monitor the Bureau of Meteorology warnings page prior to undertaking aquatic activities.

<http://www.bom.gov.au/nsw/warnings/index.shtml>

Beach Safety

The local peak body that provides beach safety advice is Surf Life Saving NSW. Tourists may need to be shown Surf Lifesaving NSW website for advice on beach safety, local conditions and lifesaving services:

<https://beachsafe.org.au/>



Many of Shellharbour's most popular beaches are patrolled by both professional lifeguards as well as volunteers. Shellharbour City Councils' website lists these sites at:

<https://www.shellharbour.nsw.gov.au/things-to-do/beaches-and-pools>

Marine Rescue

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

<https://www.marinerescuensw.com.au/> or
Marine Rescue Shellharbour - 4296 2640



RMS - Maritime

In NSW, the Roads & Maritime Service (RMS) has jurisdiction over waterway rules and safety, and other information about using waterways in NSW:

<https://www.rms.nsw.gov.au/maritime/index.html>
or 131 236

Medical Emergency

Visitors to Shellharbour may not be familiar with local medical services. There are two hospitals and a number of private practices:

Shellharbour Public Hospital

Shellharbour Public Hospital is the main hospital and has emergency department services.

- **Address:** 15 – 17 Madigan Boulevard, Mount Warrigal
- **Ph: 4295 2500**

Shellharbour Private Hospital

Shellharbour Private Hospital is Shellharbour's only private health hospital providing specialized surgical, medical and rehabilitation health care.

- **Address:** 27 Captain Cook Drive, Barrack Heights
- **Ph: 4295 2999**

Medical Centre's open 7 days

Centre Health Medical Centre

9-25 Captain Cook Drive, Barrack Heights **Ph: 4295 9999**

Mon – Sun 8am to 8pm and Public Holidays 8am to 4pm

Shellharbour Family Healthcare

Shop 3001, Stockland Shellharbour, 211 Lake Entrance Rd, Shellharbour City Centre **Ph: 4260 0000**

Mon – Fri 8am to 6pm, Sat and Sun 9am to 4pm

Shellharbour City General Practice

Suite 14, 75 Cygnet Ave, Shellharbour City Centre **Ph: 4297 0037**

Mon – Fri 8.30am to 8.30pm, Sat 8.30am to 1pm, Sun 9am to 1pm

Reporting a Medical Emergency – call Triple Zero (000)

Emergency Plus App

As visitors may not be familiar with the local area, you may wish to advise them of The Emergency+ app. This is a free app developed by Australia's emergency services and their 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.

<http://emergencyapp.triplezero.gov.au/>



Roads & Traffic

Tourists travelling to the area may not be aware of the relevant authorities to contact regarding road closures. For most local roads, the point of contact is Shellharbour City Council:

<https://www.shellharbour.nsw.gov.au> or 4221 6111

For information on the M1 Princes Motorway, Shellharbour Road or Illawarra Highway direct visitors to the Roads & Maritime Service (RMS):

<https://www.livetraffic.com/desktop.html>

Evacuation

Evacuation is a risk management strategy that may be used to manage the effects of an emergency on a community. In NSW, the agencies with legislated authority to order an evacuation are Combat Agencies (e.g. RFS, SES) with appropriate legislation; and the NSW Police Force. Preparation prior to any event is crucial and tourism operators need to have appropriate site-specific processes in place for their visitors. This may include (but not limited to) emergency assembly areas, safe places to shelter on site if required.

Emergency Updates

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

Radio

The following list details local radio station frequencies where news updates may be heard.

- **ABC** (Official Emergency Broadcaster) FM 97.3
- **i98FM** (Commercial Station) FM 98.1
- **Wave FM** (Commercial Station) FM 96.5

Fire, Rescue & Police Services

Fire & Rescue NSW

Fire & Rescue NSW is the principle urban fire and rescue service in NSW. Their responsibilities also include HAZMAT response. Info:

<https://www.fire.nsw.gov.au/index.php>



Smoke Alarms

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

<https://www.fire.nsw.gov.au/page.php?id=290>

Police

The mission of the NSW Police Force is to work with the community to reduce violence, crime and fear.

<https://www.police.nsw.gov.au/>



FOR ALL MAJOR EMERGENCIES CALL '000'.

FOR NON-EMERGENCIES CALL 131 444 OR CRIME STOPPERS ON 1800 333 000

Get Ready and Plan

There are a number of resources to help businesses prepare for emergency management situations.

Office of Emergency Management

The Office of Emergency Management (OEM) leads, coordinates and develops capability in the emergency management sector. The OEM website contains valuable information that tourism operators may find useful:

<https://www.emergency.nsw.gov.au/>

Get Ready Business

The Department of Industry website contains resources to assist businesses prepare for disaster:

<https://www.business.nsw.gov.au/support-for-business/assistance-and-support/get-ready-business>

NSW State Emergency Service

Emergency Business Continuity Plan – takes 10 minutes on line

<http://www.sesemergencyplan.com.au/business/>

International Centre for Responsible Tourism Australia

Government's 'Don't Risk it' Guide is a guide to assist tourism businesses to prepare, respond and recover from a crisis including how to deal with cancellations.

https://icrtourism.com.au/wp-content/uploads/2013/11/3_Dont-Risk-It-for-Tourism-Businesses.pdf

Disclaimer

This fact sheet has been developed by Tourism Shellharbour (January 2020). 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.

www.visitshellharbour.com.au or phone 4221 6169