



Household Safety Plan

A guide to assist all members of the household during emergency situations

9243 8888

mvcc.vic.gov.au



Household name _____

Address _____

Phone _____

Why have a Household Safety Plan?

Accidents and emergencies can happen anywhere and at any time, striking with little warning and with the capacity to have a significant effect on households and people's lives.

Being prepared will always help you to better deal with an emergency and minimise the impact on yourself and your household. Take the time to complete this Household Safety Plan and keep it on hand to use in the event of an emergency.

You can also find useful community safety information on Council's website www.mvcc.vic.gov.au/safety and on the Safety Victoria website at www.safety.vic.gov.au.

Instructions for using this Household Safety Plan

1. Get the members of your household together to discuss and complete the details within this Household Safety Plan. Sections of the plan that are coloured pale yellow require you to write in your own relevant information.
2. Record all key personal and household information in the template, along with the details of any responses and actions you agree to.
3. Store your Household Safety Plan in a secure place that everyone knows about – possibly in the same location that you might keep a Household Emergency Kit or First Aid Kit. You might consider having more than one copy but be sure to update ALL copies when a change is made. If possible, save and store an electronic copy as well.
4. It is important to keep your Household Safety Plan current and update it if information changes. Schedule a time to update the information at least once each year.

When completed, your Household Safety Plan will include useful information to help you in an emergency. However, it will also contain important personal information. Store your completed Household Safety Plan in a secure place that is accessible and known to household members only.

Key emergency contacts

Listed below is important contact information that you might need in times of an emergency, including some space to write details of agencies and numbers that you consider important.

<p>Life threatening emergency Police, Fire and Ambulance 000 Alternative for mobile phones (when your mobile phone is out of range) 000 Alternative for the hearing impaired</p>	<p>000 (triple zero) 112 106 (TTY)</p>
<p>VIC SES emergency calls For help with flood or storm VIC SES website VIC SES flood and storm information line During major emergencies only</p>	<p>132 500 www.ses.vic.gov.au 1300 VIC SES (1300 842 737)</p>
<p>Crime Stoppers Report a crime</p>	<p>1800 333 000 www.vic.crimestoppers.com.au</p>
<p>ABC Radio Other local radio broadcasters</p>	<p>www.abc.net.au AM/FM AM/FM</p>
<p>Bureau of Meteorology (BOM) Weather forecasts and warnings, river height information</p>	<p>1300 659 217 www.bom.gov.au</p>
<p>Department of Health Information about health issues such as water quality and hygiene during disasters</p>	<p>www.health.vic.gov.au</p>
<p>Department of Human Services Emergency relief and recovery advice</p>	<p>www.dhs.vic.gov.au</p>
<p>Australian Red Cross Emergency relief and recovery, emergency planning</p>	<p>www.redcross.org.au</p>
<p>VicRoads For information on road closures and to report traffic hazards</p>	<p>13 11 70 www.vicroads.vic.gov.au</p>
<p>Fire information Refer to the MFB and CFA websites</p>	<p>www.mfb.vic.gov.au www.cfa.vic.gov.au</p>
<p>Other Name:</p>	<p>Contact details:</p>
<p>Other Name:</p>	<p>Contact details:</p>

Emergency contact information

By recording the details of key service providers in this table, you will save time and stress at the time of an emergency. You should also have copies of key emergency documents in your Home Emergency Kit.

Service	Provider name	Telephone number
Electricity		
Gas		
Water		
Telephone		
Internet		
Doctor		
Hospital		
Vet		
Insurance home/ renters		
Insurance car/boat/caravan		
Insurance – health		
Insurance – other		

	Website	Account information (Account number, customer number)

Contact information – local services

The following services exist in your community to assist you with community safety issues.

Service	Address	Contact details
Police In an emergency, call 000	Moonee Ponds 766 Mount Alexander Road, Moonee Ponds 3039 Open 24 hours	Phone: (03) 9373 5200 Fax: (03) 9373 5210 www.police.vic.gov.au
	Avondale Heights 162 Military Road, Avondale Heights 3034 Open 24 hours	Phone: (03) 9337 6777 Fax: (03) 9337 2493 www.police.vic.gov.au
	Flemington 30 Wellington Street, Flemington 3031 Open 24 hours	Phone: (03) 9371 6100 Fax: (03) 9371 6150 www.police.vic.gov.au
Crime Stoppers	Report crime	Phone: 1800 333 000 www.vic.crimestoppers.com.au
Council	Moonee Valley City Council 9 Kellaway Avenue, Moonee Ponds 3039	Phone: (03) 9243 8888 Fax: (03) 9377 2100 www.mvcc.vic.gov.au council@mvcc.vic.gov.au
Hospitals with emergency department	Royal Melbourne Corner Grattan Street and Royal Parade, Parkville 3052	Phone: (03) 9342 700 www.rmh.mh.org.au
	Royal Children's Hospital 50 Flemington Road, Parkville 3052	Phone: (03) 9345 5522 www.rch.org.au
	Western Hospital (Footscray) Eleanor Street, Footscray 3011	Phone: (03) 8345 6666 www.wh.org.au
	Western Hospital (St Albans) Furlong Road, St Albans 3021	Phone: (03) 8345 1333 www.wh.org.au

Advice and support

The following telephone based services can provide helpful advice and support when needed.

<p>Nurse-on-Call 1300 60 60 24</p>	<p>Call NURSE-ON-CALL for general health advice and information 24 hours a day for the cost of a local call from anywhere in Victoria. (Calls from mobile phones may be charged at a higher rate.)</p>
<p>Maternal and Child Health Line 13 22 29</p>	<p>Victorian Government service staffed by qualified maternal and child health nurses who provide callers with information, support and advice regarding child health, maternal and family health and parenting issues.</p>
<p>Lifeline 13 11 14 If life is in danger call 000</p>	<p>Access to crisis support, suicide prevention and mental health support services. www.lifeline.org.au</p>
<p>Parentline 13 22 89</p>	<p>State-wide telephone counselling, information and referral for parents and carers with children from birth to eighteen years. www.education.vic.gov.au/earlychildhood/parentline</p>
<p>Youth Support 1800 55 1800</p>	<p>A confidential, free, anonymous and secure space where people aged 12 to 25 years can speak with qualified youth mental health professionals. www.kidshelpline.com.au</p>
<p>Beyond Blue 1300 22 4636</p>	<p>Information on depression, anxiety and related disorders. www.beyondblue.org.au</p>
<p>Gamblers Help 1800 858 858</p>	<p>Free, professional and confidential counselling for people experiencing an issue with their gambling, including family and friends. www.problemgambling.vic.gov.au</p>
<p>Mental Health Crisis and Support Service 1300 874 243</p>	<p>Mental Health "Crisis Assessment and Treatment" (CAT) services assist people who are in crisis with mental problems – including people who are close to suicide.</p>
<p>Sexual Assault Crisis Line Victoria 1800 806 292</p>	<p>State-wide after-hours, confidential, telephone crisis counselling service for victim/survivors of past and recent sexual assault. www.sacl.com.au</p>
<p>Women's Domestic Violence Crisis Service (03) 9373 0123 or state-wide toll free 1800 015 188</p>	<p>24 hour crisis support.</p>
<p>Telephone interpreting service 13 14 50</p>	<p>This 24 hour service can assist those who have limited English to contact police or domestic violence services.</p>

Household member information

Enter the information to complete the table for each member of your household, so that you have alternative ways to contact each other during an emergency.

Name	Date of birth	Mobile number	Work/ school number	Work/ school address

Personal emergency contacts

In this table list the names and contact details of people you could turn to in an emergency. They could be friends, relatives, neighbours or other sources of support in your community. List also the contact details for vulnerable people in your neighbourhood (e.g. older people or new arrivals) and check on them to offer support in emergency situations.

Name	Date of birth	Mobile number	Work/ school number	Work/ school address

Community support

- The **Moonee Valley Community Safety Register** exists to assist vulnerable people in our community and, when appropriate, to connect them with supporting services. For more details, or to volunteer to support the programs of the Safety Register, visit www.mvcc.vic.gov.au/safetyregister
- The **Victoria Police Support Link** program is established to connect vulnerable people with referral services. Community members dealing with problems such as parents, youth, and victims of crime or people needing dispute resolution assistance can visit Police stations to seek help from the Support Link Program. See page 6 for details of Police Stations in Moonee Valley.
- **New residents:** answers to some of the most commonly asked questions from people moving into Moonee Valley can be found on the New Residents page on Council's website: www.mvcc.vic.gov.au/newresidents

Medical information (include allergies and special dietary needs)	

Be prepared!

Every household should have a First Aid Kit – well stocked and readily available.

Visit the St John's Ambulance Service or the Safety Centre at the Royal Children's Hospital to purchase a quality first aid kit and restock it regularly. Your local pharmacy will also have a range of First Aid supplies.

Medical information (include allergies and special dietary needs)	



Emergency procedures

You should know what your family will do in an emergency. Discuss and complete the details to the questions below.

Where are your household emergency exits? The occupant of every bedroom should know a planned escape route plus a back-up route if that is blocked.		
Whose role is it to assist household members who need help?		
Where is your nearby emergency assembly point?		
Which is the strongest room in your house should you need to shelter?		
How do you turn off your household electricity supply?		
How do you shut down your household solar electricity system?		
Where is your main gas tap?		Turn taps OFF by turning them clockwise.
Where is your main water tap?		
Do you have an Emergency Kit containing <ul style="list-style-type: none"> • Three days' supply of fresh water • Three days' supply of non-perishable food • Food, formula and nappies for infants • Blankets or sleeping bags • Can opener • First Aid Kit • Torch • Portable radio • Spare batteries – check and replace every 3 months • Mobile phone and charger • Essential medications • Toiletries • Sturdy gloves and dust masks • Hand sanitiser 	Where will the Household Emergency Kit be stored?	
In the event of evacuation, also take with you <ul style="list-style-type: none"> • House and car keys • Cash and credit cards • Pets plus pet food and water • Critical identity documents and important financial documents 	Note: In the event of an evacuation each family member should also take a change of clothes and underwear, a waterproof coat and sturdy footwear.	
When periods of threat arise (storm warnings, total fire ban days) <ul style="list-style-type: none"> • Who will ensure the car is fully fuelled? • Where will you evacuate to? • What is the identified evacuation route out of your neighbourhood? 		

Other safety considerations

Write here any other important information you need to recall in emergency situations.

If we are separated, can't get home or can't contact each other we will meet or leave a message at...

Name	Address	Phone number

Remember

1. Be sure all members of your household are familiar with the contents of this plan. The best way to do this is to have them participating when the plan is filled out.
2. Store this Household Safety Plan in an accessible but secure place and be sure all members of your household know where it is kept.
3. Scan and keep an electronic copy of this document if possible and consider whether you need an extra printed copy.
4. Update this document regularly – at least annually or whenever the details change.
5. This resource is specific to Moonee Valley. Emergency service providers like SES and MFB also provide similar templates you can use. We acknowledge these great resources – the main thing is that you use one of these resources to inform your household response to emergencies.
6. This Household Safety Plan is available as an interactive PDF at www.mvcc.vic.gov.au/safety



Moonee Valley Language Line

عربي	Arabic	9280 0738	Ελληνικά	Greek	9280 0741	Español	Spanish	9280 0744
中文	Cantonese	9280 0739	Italiano	Italian	9280 0742	Türkçe	Turkish	9280 0745
Hrvatski	Croatian	9280 0740	Somali	Somali	9280 0743	Việt-ngữ	Vietnamese	9280 0746

All other languages 9280 0747

National Relay Service 133 677 or iprelay.com.au

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 Telephone 03 9243 8888 | Facsimile 03 9377 2100
 Email council@mvcc.vic.gov.au | Website mvcc.vic.gov.au

