

EMERGENCY INFORMATION BOOKLET

FIRST NATIONAL HOLIDAYS
YAMBA & ILUKA



firstnational
REAL ESTATE

Yamba Holidays
Iluka Holidays

EMERGENCY

QUICK REFERENCE



LIFE THREATENING EMERGENCIES

Call **000**
(triple zero)



FLOOD, STORM OR TSUNAMI

NSW SES: Call **132 500**
for support



BUSHFIRES:

NSW RFS: Call **1800 679 737**
for information on bushfires



YAMBA POLICE:

(02) 6603 0199

Call **000** for emergencies | Text 106 for
speech/hearing impaired



YOUR HOST:

FIRST NATIONAL YAMBA

Call **02 6646 2299**

reception@fnyamba.com.au



FIRST NATIONAL ILUKA

Call **02 6646 6200**

reception@fniluka.com.au

Your host's office hours are:

Yamba Mon-Fri 9am-5pm and Sat 9am-12pm

Iluka Mon-Fri 9am-4pm

For all general enquiries, for example, internet or TV
not working, please call the office during these hours

WELCOME TO YOUR EMERGENCY INFORMATION GUIDE

Short Term Rental Solutions have provided the following information as a guide to what to do, who to call and where to find information in an emergency.

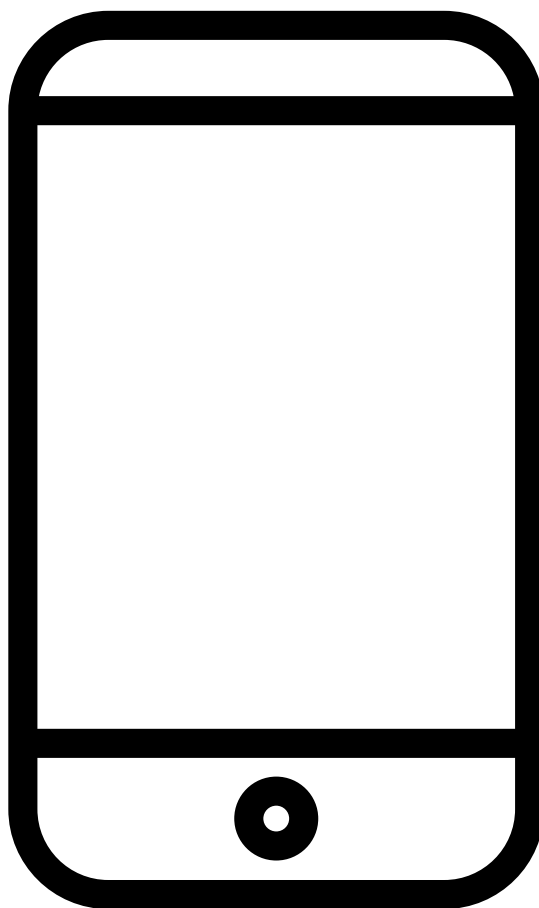
For your peace of mind, the information provided within this booklet has been gathered only from reputable sources such as government bodies and regulated organisations specialising in the provision of emergency information and advice.

TABLE OF CONTENTS:

1. Emergency Apps	4
2. Emergency Services	6
3. Local Hazards	10
4. Storms	11
5. Cyclones	12
6. Floods	14
7. Coastal Erosion	18
8. Tsunami	20
9. Beach Safety	22
10. Bushfire	24
11. Urban Fire	29
12. Bites & Stings	30
13. Heatwaves	34
14. Lost in the bush	35
15. Earthquake	36
16. Evacuation	38
17. Recovery	40

Disclaimer: © Short Term Rental Solutions 25 568 749 813. The information and statements contained in this website and guide are based on knowledge and understanding at the time of preparation, May 2021 and updated April 2025. This has been prepared for your general information only. While all reasonable care has been taken in preparing this guide, the Company and our employees, contractors, shareholders and associates make no guarantee, representation or warranty as to the truth, accuracy, reliability or completeness of any statement, opinion, forecast, information or other matter (whether express or implied) contained in this guide. Where this publication refers to or reproduces information from third party sources, the user of this guide is reminded of the need to ensure that the information upon which they rely is up to date.

Emergency Aid Apps



Emergency services agencies have interactive smart phone apps that can help you before and during an emergency:



ABC LISTEN APP

The ABC's audio streaming app, allows you to listen to local programs and emergency broadcasts from any ABC Radio station around Australia. Radio has long been one of the key ways people keep informed during an emergency.



EMERGENCY+

The Emergency+ app has been developed by Australian emergency services, government and industry. It helps you ring Triple Zero and provides you with your GPS co-ordinates so you can explain where you are to an operator.



HAZARDS NEAR ME NSW

Hazards Near Me shows current information about local emergencies, including flood, bushfire and tsunamis, and advice on what to do to stay safe. The app can send you push notifications when there are new incidents or when information changes.



LIVE TRAFFIC NSW

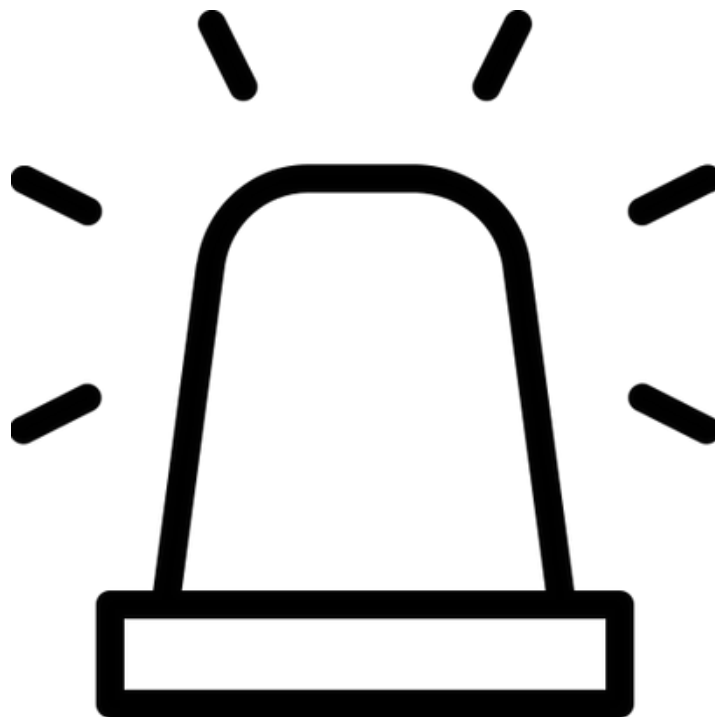
Live Traffic NSW provides you with real-time information about unplanned and planned incidents that affect your trips in NSW and across borders into QLD, SA, VIC and ACT.



RED CROSS FIRST AID

The First Aid app is a pocket guide to first aid and CPR developed by the Red Cross, including videos and images and quizzes to refresh your knowledge.

Emergency Services



Please find to follow a number of emergency contacts and suitable agencies that provide information, updates and advice on potential hazards that may be affecting the local area.



LIFE THREATENING EMERGENCIES

Dial **000** (triple zero) for life threatening emergencies



NSW STATE EMERGENCY SERVICES

Call **132 500** for support and advice in the instance of a flood, storm or tsunami emergency

ses.nsw.gov.au | facebook.com/NSW.SES/ | twitter.com/NSWSES



NSW RURAL NSW FIRE SERVICE

Call **1800 679 737** for information on fire bans and bushfires and to keep up to date with fire danger ratings in NSW.

rfs.nsw.gov.au/fdr | facebook.com/nswrfs/ | twitter.com/NSWRFS



NSW POLICE

Dial **000** for emergency services | Text 106 for speech and hearing impaired or deaf.

police.nsw.gov.au/ | facebook.com/nswpoliceforce/ | twitter.com/nswpolice



EMERGENCY RADIO STATIONS:

Local ABC radio stations will provide information and updates on severe weather events and other disasters in your local area:

92.3 FM | 738 AM | 98.5 FM | 684 AM



TRANSPORT FOR NSW

Call **132 701** for information regarding roads, traffic, incidents and closures. To report a road incident or hazard call **131 700**.

www.livetraffic.com/ | facebook.com/NSWRoads/ | twitter.com/nswmaritime



BUREAU OF METEOROLOGY

Visit the BOM for info on severe weather warnings such as floods, severe weather, thunderstorm and tsunami warnings.

bom.gov.au | twitter.com/bom_nsw | facebook.com/bureauofmeteorology



NSW SURF LIFE SAVING

In an EMERGENCY call **9471 8092** or **Triple-0 (000)**

surflifesaving.com.au/ | facebook.com/slsaaustralia/ | twitter.com/SLSAustralia



NSW POISONS INFORMATION CENTRE

If you have been bitten or stung by native fauna call the poisons information hotline for potentially lifesaving first aid advice.

poisonsinfo.nsw.gov.au/ | 13 11 26 | 24 hour hotline



GEOSCIENCE AUSTRALIA:

For earthquake information, please call **1800 655 739**.

earthquakes.ga.gov.au/ | facebook.com/GeoscienceAustralia | twitter.com/GeoscienceAus



RSPCA

Call **(02) 9770 7555** to find an animal shelter, branch, care centre or vet clinic.

rspca.org.au/ | facebook.com/RSPCANewSouthWales/ | twitter.com/rspca



WIRES

Call **1300 094 747** for emergency advice for injured wildlife

wires.org.au/ | facebook.com/WIRES.wildlife.rescue/ | twitter.com/wireswildlife



LOCAL HOSPITAL

MACLEAN DISTRICT HOSPITAL

CALL: **02 6640 0296**

21 UNION STREET, MACLEAN, NSW, 2463

DIAL 000 (TRIPLE ZERO) IN AN EMERGENCY.



LOCAL COUNCIL:

CLARENCE VALLEY COUNCIL

CALL: **02 6643 0200**

EMAIL: COUNCIL@CLARENCE.NSW.GOV.AU

2 PRINCE STREET GRAFTON NSW 2463



AFTER HOURS DOCTOR:

13 DOCTOR - TELE GP SERVICE

CALL: **13 36 28**

DIAL 000 (TRIPLE ZERO) IN AN EMERGENCY.



LOCAL CHEMISTS:

SOUL PATTINSON CHEMIST

CALL: **02 6646 2060**

17 YAMBA STREET, YAMBA, NSW, 2464

ADVANTAGE PHARMACY ILUKA

CALL: **02 6646 6164**

4A YOUNG STREET, ILUKA, NSW, 2466



EMERGENCY PLUMBERS:

ONLY CALL IN AN EMERGENCY

YAMBA PLUMBING AND GAS

CALL: **0447 064 868**

T & L BENNETT PLUMBER

CALL: **0432 806 344**

ONLY CALL IN AN EMERGENCY



EMERGENCY ELECTRICIANS:

ONLY CALL IN AN EMERGENCY

SPARKY BOY - GLEN BENNETT

CALL: **0424 974 895**

ILUKA ELECTRICAL SERVICES

CALL: **6646 6244**

HAZARDS



STORMS



FLOOD, STORM OR TSUNAMI

[NSW SES](#): Call 132 500 for support

During a severe storm:

- Never enter or travel through floodwater.
- Stay indoors, clear of windows.
- Stay clear of creeks, drains, causeways, gutters, streams, fallen trees, power lines and damaged buildings.
- If driving, put your hazard lights on and pull over to the side of the road keeping clear of drains, causeways, streams, creeks, trees and power lines.
- If outdoors, seek secure shelter away from drains, causeways, streams, creeks, trees and power lines.
- Listen to your local radio station and other media for information, updates and advice.
Local radio frequencies: 92.3 FM | 738 AM | 98.5 FM | 684 AM
- For power outages, please first check if it is a local power outage by entering your address in the online search field at essentialenergy.com.au/outages-and-faults/power-outages or call **13 20 80** to report emergencies or hazards.

To track storms, please visit:

essentialenergy.com.au/outages-and-faults/storm-tracker



CYCLONES



FLOOD, STORM OR TSUNAMI

[NSW SES](#): Call 132 500 for support

When a tropical cyclone warning is issued:

- Listen to your local radio for updates and instructions.
- Wear protective clothing
- Get your emergency kit and ensure everyone knows where the strongest part of the home is.
- Make sure you bring in pets from outside.
- Turn off electricity and gas at the mains.
- Fill baths, sinks and buckets with water in the event water supplies are impacted.
- Close windows and doors securely.

During a severe tropical cyclone:

Find the best shelter, such as a stairwell or a room with walls reinforced with pipes on the lowest floor of the building. Stay clear of windows and glass doors. Listen to the local radio for alerts of high winds or a tornado and disconnect all appliances.

If the building starts to break up, protect yourself with a rug, blanket, mattress or shelter under a bench or table.

If you're outside, find cover away from the wind and protect your head. If you're inside a vehicle, keep your face away from windows and make sure you have the hand brake on. You should also park away from trees and power lines.

If you need to evacuate:

- Make sure you act immediately and find a public shelter that is inland or on higher ground. Make sure all doors and windows are secured on your way out.
- Wear protective clothing and strong footwear.
- Take your emergency kit with you.
- If you can't take your pets, make sure they're in a safe place inside the property with food and water (don't tie them up).

For further information related to Bureau of Meteorology Warnings, please go to www.bom.gov.au



FLOOD, STORM OR TSUNAMI

NSW SES: Call 132 500 for support

The major cause of death during floods is by people entering floodwater, that is driving, riding or walking through floodwater and also children playing in floodwater.

When a Flood Warning is issued, there are a few things the [SES](#) suggest you can do to protect your family and property:

- Never drive, ride or walk through floodwater
- Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- Secure objects that are likely to float and cause damage
- Relocate waste containers, chemicals and poisons well above floor level
- Keep in contact with your neighbours, host/managing agent
- Be prepared to evacuate if advised by emergency services
- Act early as roads may become congested or close
- Listen to your local radio station and other media for information, updates and advice.

Local radio frequencies: 92.3 FM | 738 AM | 98.5 FM | 684 AM

If you become Isolated during a flood:

- Even if your property is not inundated by floodwater you could become isolated.
- Access to other areas might be cut and you could lose access to power and/or water.
- If you are concerned that you may become isolated it is suggested that you:
 - Fill buckets and baths with water in the event that you lose access to mains water
 - Stock up on non-perishable food, enough for two weeks
 - Stock up on necessary medications
 - Make sure you have supplies for infants, such as nappies and formula
 - Don't forget to cater for your pets when stocking up on food and water

Fuels such as gas or wood for the fire is also an important necessity.

Should you lose power, items such as a battery operated torch, candles and a battery operated radio are all recommended.

For more detailed information on what to do during a flood please refer to the following SES fact Sheets overleaf:



FloodSafe Fact Sheet

During a Flood



How will I be warned that flooding is about to happen?

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen or is happening.

Flood Warnings provide a predicted flood level and time at which a river will reach that level.

Flood Warnings are issued in relation to flood gauges which are situated at a certain point on a river.

Call
132 500
for emergency help
in floods and
storms



How do I prepare when flooding is about to happen?

- Never drive, ride or walk through floodwater
- Listen to your local radio station for information, updates and advice
- Locate and check your Emergency Kit
- Move pets and agisted animals to high ground
- Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- Secure objects that are likely to float and cause damage
- Relocate waste containers, chemicals and poisons well above floor level
- Activate your Home or Business FloodSafe Plan
- Keep in contact with your neighbours and make sure they are aware of the Flood Warning
- Be prepared to evacuate if advised by emergency services
- Act early as roads may become congested or close

FOR EMERGENCY HELP IN
FLOODS AND STORMS CALL

132 500

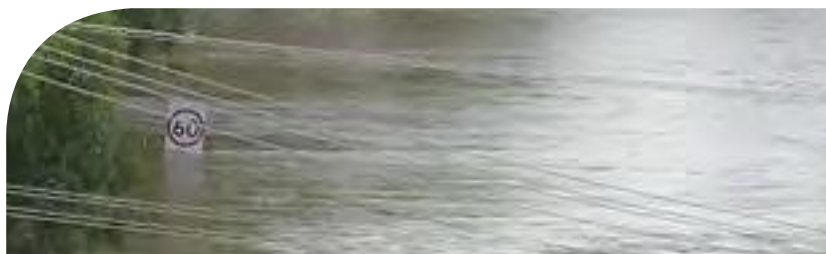
For more info: www.ses.nsw.gov.au

Find us on: 

Follow us on: 

See us on: 





SES
STATE EMERGENCY SERVICE



FloodSafe Fact Sheet

Evacuation Orders



When you leave:

- ✓ Turn off the electricity and gas at the mains before you leave and turn off and secure any gas bottles
- ✓ Take your pets with you
- ✓ Never enter or travel through floodwater
- ✓ Keep listening to your local radio station for information, updates and advice
- ✓ Follow your Home or Business FloodSafe Plan
- ✓ Follow all instructions given by emergency services



About evacuation orders

- 👁 When flooding is about to happen and you are required to evacuate, the NSW State Emergency Service (SES) will issue an Evacuation Order advising people of what to do and where to go.
- 👁 These orders are authorised by the local SES Region Controller.
- 👁 There are a number of ways you might hear about the need to evacuate including:
 - doorknock by SES or Police
 - radio stations
 - automated telephone and/or SMS
- 👁 You must evacuate immediately.
- 👁 Remaining in flooded areas is dangerous and may place your life at risk.
- 👁 You should try to seek shelter with family or friends well away from flood impacted areas. In larger floods, evacuation centres may be established.

For emergency assistance
call the SES on 132 500
If your emergency is
life threatening call
'000'
(triple zero)

FOR EMERGENCY HELP IN
FLOODS AND STORMS CALL

132 500

For more info: www.ses.nsw.gov.au

Find us on: 

Follow us on: 

See us on: 





IN AN EMERGENCY

NSW SES: Call **132 500** for support

STORM SURGE /TIDE IN COASTAL LOCATIONS:

Storm surge and storm tides can occur in coastal locations and are caused by an abnormal rise in sea level due to a low pressure weather system such as a severe storm or a tropical cyclones. Storm surge and storm tide can result in sudden and severe coastal erosion and flooding of beach front properties.

When a Storm Warning is Issued:

- Secure and put away loose items from around your property, including outdoor furniture and pot plants.
- Move vehicles under cover and away from trees.
- Create a safe place for your pets.
- Disconnect all electrical items.
- Listen to your local radio station and other media for information, updates and advice.
Local radio frequencies: 92.3 FM | 738 AM | 98.5 FM | 684 AM
- Monitor the Bureau of Meteorology weather alerts. These agencies monitor conditions and issue warnings about storm activity.
- If you require emergency assistance due to rapid coastal erosion, contact the NSW SES on **132 500**.

NATIONAL PARKS

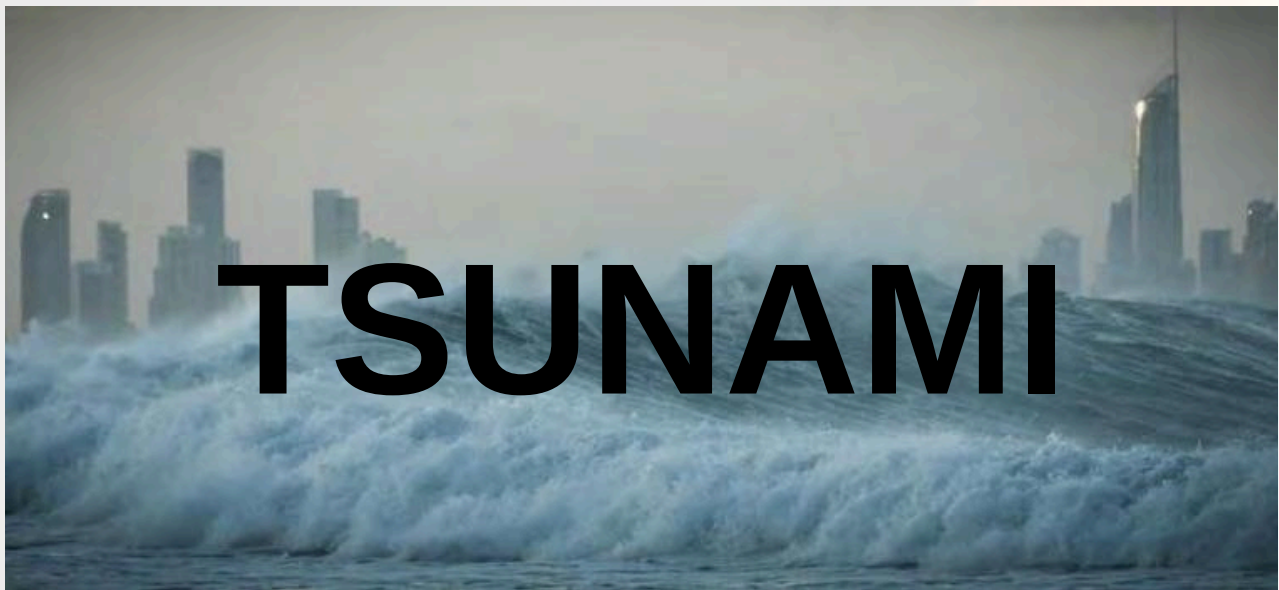
National parks are largely natural areas and can be inherently dangerous. Some natural geological features in parks, such as boulders, cliffs, steep mountains, caves or unstable landforms, may also be hazards.

Landslides and rockfalls are the principal geological hazards which may be a risk to park visitors: Landslides and rockfalls typically happen after heavy rain or a geological event such as an earthquake. **For your safety, do not enter national parks if they have been closed.**

For more information on landslides and rockfalls in national parks, please visit:

<https://www.environment.nsw.gov.au/topics/parks-reserves-and-protected-areas/park-policies/landslides-and-rockfalls>





FLOOD, STORM OR TSUNAMI

[NSW SES](#): Call 132 500 for support

LAND THREAT TSUNAMI

If there is a threat of land inundation from a tsunami, the [SES](#) and the [BOM](#) have provided the following advice:

- **Move to higher ground, at least ten meters above sea level or one kilometer away from the coast and rivers.**
- Take only essential items that you can carry, such as important papers and necessary medication.
- It may be in your own interests to walk to safety if possible to avoid traffic jams.
- If you cannot leave the area take shelter in the upper storey of a sturdy brick or concrete multi-storey building.
- Listen to your local radio station and other media for information, updates and advice.
Local radio frequencies: 92.3 FM | 738 AM | 98.5 FM | 684 AM
- **Are you in a Tsunami Evacuation Area?** To find out, follow the link below and enter your address into the search field of the map:

<https://www.ses.nsw.gov.au/resources-folder/tsunami-evacuation-map/>

MARINE-THREAT TSUNAMI:

These occur once about every six years but are usually only dangerous to swimmers and boaters because of the dangerous currents. Should there be a threat of a marine tsunami the [BOM](#) (Bureau of Meteorology) suggest the following action:

- The local emergency authority advises people in all threatened areas to get out of the water and move away from the immediate water's edge of harbours, coastal estuaries, rock platforms, and beaches.
- Boats in harbours, estuaries and in shallow coastal water should return to shore.
- Secure your boat and move away from the waterfront.
- Vessels already at sea should stay offshore in deep water until further advised.
- Do not go to the coast to watch the tsunami, as there is the possibility of dangerous, localised land inundation of the immediate foreshore.

For more detailed information please visit:

ses.nsw.gov.au/disaster-tabs-header/tsunami/





BEACH SAFETY



IN AN EMERGENCY

Call triple zero **(000)** OR
9471 8092

If the life guards can't see you, they can't save you. **So please be safe and always swim between the red and yellow flags.**

- Always swim at patrolled locations
- Swim between the red and yellow flags. They mark the safer area for swimming
- Always swim under supervision. Read and obey the safety signs
- If you are unsure of surf conditions, ask a lifesaver/ lifeguard
- Don't swim under the influence of alcohol or drugs
- Never run or dive in the water, even if you have checked before as water conditions can change
- If you get into trouble in the water, stay calm. Signal for help, float and wait for assistance
- Learn how to spot a rip and keep clear of it
- A rip can be recognised by sand coloured or rippled water running out to sea when the water on either side is generally cleaner. The waves may also be larger and breaking further out to sea on both sides of the rip

For detailed information on beach safety please visit:

www.surflifesaving.com.au/beach-safety | www.beachsafe.org.au/surf-safety/ripcurrents

BEACH SAFETY – FLAGS & SIGNS



The beach is a dynamic, ever-changing environment. Although it can be fun, it can also be unpredictable and dangerous to people who are unaware of the hazards that can be present at times. That's why trained lifeguards who understand the beach use a system of flags and signs to advise the people who visit with the important things they need to know.

The most important flags on the beach are the **RED** and **YELLOW** flags. These show the supervised area of the beach and that a lifesaving service is operating. If there are no red and yellow flags, check with the lifeguards and if unsure don't go in the water.

Safety signs are put in place to warn you about the permanent and occasional hazards that are present in the environment. Some of these signs are permanent for long term hazards. However, others are put into place each day by the lifeguards to show you the hazards present on that day in a specific location: such as rip currents which can change locations on different days.

BEACH FLAGS



**RED & YELLOW
FLAGS**
Swim between
the flags



**BLACK & WHITE
FLAG**
Surfcraft riding
area boundary



RED FLAG
No swimming



YELLOW FLAG
Caution required.
Potential hazards.



**RED & WHITE
FLAG**
Evacuate the
water

WARNING SIGNS

Use a yellow background, and include simple images to communicate what you should be aware of. It's important to always observe and abide by the safety signs.



WARNING



**SWIMMING
NOT
ADVISED**



**LARGE
WAVES**



**MARINE
STINGERS**

REGULATORY SIGNS

Regulatory signs advise you about prohibited or permissible activities at the beach. These are red circles, with diagonal lines across a black symbol. There may be penalties imposed if you disregard these signs. A green circle means an activity is permissible.



INFORMATION SIGNS

Provide information about features or activities which may be present on the beach.



SAFETY SIGNS

Indicate the safety provisions or provide safety advice such as emergency beacons, public rescue equipment or first aid.





BUSHFIRES:

NSW RFS: Call 1800 679 737

for information on bushfires

Bush fire activity varies across Australia with the changes in the seasonal weather patterns. Wind, temperature, humidity and rainfall are weather elements that affect the behaviours of bushfires.

IN EVENT OF A BUSH FIRE, THE RFS ADVISE:

- Know the bushfire alerts and be aware of the fire danger ratings
- Understand what a total fire ban means
- Know where to access information to stay up to date
- If you need to evacuate, have a plan and **LEAVE EARLY**
 - Where will you go? Plan your route, know the roads you will take.
 - What will you take? Have your evacuation kit packed and ready to go.
 - What is your back up plan? If the roads are closed, is there an alternative safe route?
- Have your emergency evacuation kit packed and ready to go
- **BEFORE EVACUATION:** Notify your managing agent or host, preferably via email or text, to let them know your plans.
- **AFTER EXACUATION:** Notify your managing agent or host by text or email to let them know that you are safe and where you are now located.

WHAT IS A NEIGHBOURHOOD SAFER PLACE?

Neighbourhood Safer Places are a place of last resort during a bush fire emergency. They are to be used when all other options in your bush fire survival plan can't be put into action safely.

You can find your nearest neighbourhood Safer Place by following the link below and typing your address into the map search field. Alternatively, you can search by LGA at the bottom of the screen:

<https://www.rfs.nsw.gov.au/plan-and-prepare/neighbourhood-safer-places>

Not all areas will have a Neighbourhood Safer Place. If there is no Neighbourhood Safer Place in your area, you should identify other safer locations you can go to as a last resort. This might include a nearby home which is well prepared, a shopping centre or oval which is well away from the bush.

A Neighbourhood Safer Place is designed as a Place of Last Resort in bush fire emergencies only. Please note that travelling to or sheltering at a Neighbourhood Safer Place does not guarantee your safety.

Remember:

- Your safest option will always be to leave early.
- People with special needs, such as the elderly and people with a disability, should always leave before the threat of bush fire.
- If it is unsafe to leave the area or stay and defend your property, and the path is clear, you should move to your pre-identified Neighbourhood Safer Place, or other safer location, prior to the impact of a bush fire.
- Be aware that when you are travelling to your Neighbourhood Safer Place there may be heavy smoke and poor visibility.
- It is important that you are familiar with the area. Gather at the Neighbourhood Safer Place location and remain there until the bush fire threat has passed.
- The conditions at the Neighbourhood Safer Place may be uncomfortable and you may be affected by heat, smoke and embers.
- Water, toilets and food may not be available at the Neighbourhood Safer Place and emergency service personnel may not be present.
- Neighbourhood Safer Places are not intended for pets and livestock.

KNOW THE WARNINGS:

If there is a fire in your area you will find its alert level on the [NSW RFS website](#), on the radio and in the 'Fires Near Me' app. You need to keep track of the alert level so you know what you should do.



ADVICE: The fire has started, There is no immediate danger. Stay up to date in case the situation changes.



WATCH & ACT: There is a heightened level of threat. Conditions are changing and you need to start taking action.



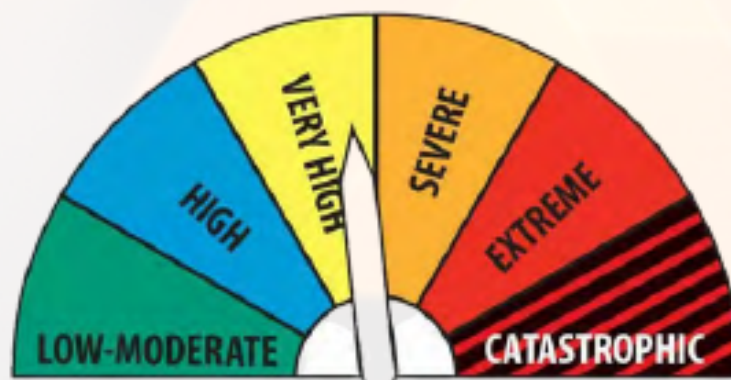
EMERGENCY WARNING: is the highest level of bushfire alert. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

UNDERSTAND THE RATINGS:

SEVERE: you should only stay if your home is well prepared and you're ready to defend it.

EXTREME: only stay if your home is prepared to the very highest level and is specially built to survive a bush fire.

CATASTROPHIC: is as bad as it gets – no homes are built to withstand a fire in these conditions. Leaving early is your only safe option.



**Monitor the Fire Danger Ratings daily at
rfs.nsw.gov.au/fdr.**



Total Fire Bans

IF YOU IGNORE A TOTAL FIRE BAN, PEOPLE MAY DIE

IN A TOTAL FIRE BAN:

- No fire may be lit in the open
- All fire permits are suspended
This includes incinerators and barbecues (BBQ) which burn solid fuel, e.g. wood, charcoal or heat beads
- No general purpose welding, grinding, soldering or gas cutting can be done in the open.



When is a Total Fire Ban announced?

During the Bush Fire Danger Period, the decision to issue a Total Fire Ban is usually made in the afternoon for the following day.

A Total Fire Ban may be issued on the actual day if weather conditions get worse.

A Total Fire Ban usually starts at midnight and lasts for 24 hours.

To find out where Total Fire Bans have been declared:

- ☐ Visit www.rfs.nsw.gov.au
- ☐ Check the weather forecast at www.bom.gov.au
- ☐ Call the Bush Fire Information Line on 1800 679 737
- ☐ Monitor weather reports on the radio, television and in newspapers.

Lighting a fire on a Total Fire Ban day can result in fines of up to \$100,000 and/or 14 years imprisonment.

Can you still have a BBQ?

You may use a gas or electric BBQ, but only if:

- It is on a residential property within 20 metres of the house
- It is in a designated picnic area and the BBQ is approved by Council, National Parks or State Forests
- It is always attended by a responsible adult
- The ground within two metres of the BBQ is cleared of all materials which could burn
- You have an immediate and continuous supply of water available.



STAY UP TO DATE:

In a bushfire it is important to stay up to date with conditions in your area. [The NSW RFS](#) strongly advises saving these numbers, links and apps now:



IN AN EMERGENCY CALL TRIPLE ZERO (000)

For information on bushfires, call the Bush Fire Information Line on: **1800 NSW RFS (1800 679 737)**



HAZARDS NEAR ME SMARTPHONE APP

Download the Hazards Near me App to keep up to date on bushfire alerts and ratings on your area.



NSW RURAL FIRE SERVICE WEBSITE

Visit rfs.nsw.gov.au to keep up to date on bushfire alerts and ratings on your area.



NSW RURAL FIRE SOCIAL MEDIA CHANNELS

Check the RFS social media channels to keep up to date with bushfires in your area. facebook.com/nswrfs | twitter.com/nswrfs



LOCAL MEDIA CHANNELS

Local radio, local ABC/emergency broadcaster frequency, TV and newspapers all provide a good source of information to help you stay up to date with bushfire alerts and ratings.



URBAN FIRES



**LIFE THREATENING
EMERGENCIES:** Call
000 (triple zero)

Although fires within the home are rare, [Fire & Rescue NSW](#) have provided the following advice for minimising risk:

- Make sure keys to all locked doors are readily accessible in case you need to escape.
- Know where fire extinguishers and fire blankets are located in the event you need to use them.
- Never leave cooking or any other open flame including candles or oil burners unattended.
- Clean the lint filter of your clothes dryer each and every time you use it.
- In winter, take extra care when using heaters, electric blankets or open fires.
- Don't overload power points and switch off appliances when not in use.
- Always keep lighters and matches away from children
- If you have a gas, electric or wood BBQ always check that it is in safe working order before lighting and that it is always in the care of a responsible adult when in use.
- Never use a lift in the case of a fire. Lifts are not smoke or fire resistant

In the event of a fire, please follow the evacuation diagrams located at the entrance to the home or in the bedrooms.

For more information please visit: [fire.nsw.gov.au/](https://www.fire.nsw.gov.au/)



NSW POISONS INFORMATION CENTRE

Call **13 11 26** for potentially
lifesaving first aid advice.

Bites and stings from native fauna are a common problem in Australia, only some of which can cause serious illness or, rarely, fatalities. Snake bite, Funnel Web spider bite and jellyfish stings in Australia can potentially be a life-threatening condition.

REMEMBER:

- Keep a first aid kit at home and in the car
- Save the Poisons Information Centre phone number in your mobile phone **13 11 26**.
- More Information at www.poisonsinfo.nsw.gov.au

The NSW Poisons Information Centre has provided the following fact sheet (overleaf) providing advice on what to do if you are bitten or stung by native fauna.

https://www.poisonsinfo.nsw.gov.au/site/files/ul/data_text12/4637545-5600130_Bites_and_Stings_2017.pdf

FACTSHEET



This fact sheet is for education purposes only. Please consult with your doctor or other health professionals to make sure this information is right for your child. If you would like to provide feedback on this fact sheet, please visit: www.schn.health.nsw.gov.au/parents-and-carers/fact-sheets/feedback-form.

Bites and stings

In Australia there are many insects, spiders and snakes that bite and sting. This fact sheet provides information on the basic treatment of common bites and stings in Australia. For more information about how to manage bites and stings contact the Poisons Information Centre on 13 11 26.

General First Aid

Most bites and stings are not life threatening, but may cause mild pain, redness and/or itching. For most bites and stings the following first aid treatment will help ease discomfort.

- Wash the area with soap and water and keep it clean and dry.
- Apply ice (wrapped in a thin cotton cloth) or cool running water to reduce the swelling and relieve the pain.
- Seek advice from the Poisons Information Centre 13 11 26
- If your child is having difficulty breathing, is unconscious or fitting, call an ambulance on 000.

More detailed first aid advice is given below for bites and stings from:

- Snakes
- Spiders
- Ticks
- Scorpions, Centipedes and Millipedes
- Bees, Wasps & Ants
- Blue-ringed Octopus
- Bluebottles

Snakes

There are many venomous snakes in Australia. Most bites do not result in death however all bites should be treated as potentially dangerous. Seek immediate medical assistance for all cases of suspected snake bites.

First Aid treatment:

- Apply a firm wide elasticised bandage around the bite (see picture below) and then apply a second bandage over the whole limb. Ensure that the bandage is not too tight and cutting off the circulation.
- Use a splint to keep the whole limb still (that is, immobilise the affected limb).
- Keep the person still and do not move them from their position.
- Call an ambulance (000) to take the person to the nearest hospital.
- Try to notice the colour and markings on the snake but DO NOT try to catch or handle it. DO NOT wash the bitten area as the venom on the skin may be used to identify the snake.
- If the person bitten collapses, perform CPR immediately and call 000 for an ambulance.



Spiders

There are many different types of spiders in Australia. Spider bites can cause pain, swelling and/or itching at the bite site.

The only venomous species of significance in Australia are the Red-back spider and the Funnel-web Spider (FWS). The FWS can be difficult to distinguish from other big black spiders.



Red-back Spider

The red-back spider is found throughout Australia. The female red-back spider has a red/ orange stripe on its back while the male is very small, usually with no stripe. A red-back spider bite may result in pain, redness and sweating at the bite site

First Aid treatment:

- Wash the area with soap and water and apply an antiseptic if available.
- Apply ice or cool running water to relieve pain.
- Seek advice from the Poisons Information Centre 13 11 26 or your local doctor if pain continues. If severe pain occurs, the patient needs to be taken to the nearest hospital.



Funnel-web Spiders and big black spiders

Many Australian spiders that are large and black can resemble the highly venomous funnel-web spider (FWS). A bite from this spider can be very dangerous, and potentially life threatening. A FWS bite will usually cause severe pain, lots of sweating, nausea and vomiting, drooling, difficulty in breathing, confusion, as well as

numbness, tingling and twitching of the mouth and tongue.

First Aid treatment for all big black spider bites:

- Apply a very firm wide elasticised bandage around the bite and then apply a second bandage over the whole limb. Ensure that the bandage is not too tight and cutting off the circulation.
- Use a splint to keep the whole limb still (that is, immobilise the affected limb) to slow the flow of venom around the body.
- Keep the person still.
- Call an ambulance (000) to take the person to the nearest hospital.

Ticks

Common bush ticks or scrub ticks are often found on people. Ticks bury themselves in the skin and scalp. Some Australian ticks release venom into the blood. Symptoms may include headache, blurred vision, weak limbs and unsteady walking. These symptoms may start a few days after a tick bite.

Some people may be allergic to tick bites. Ticks should be killed before removal to reduce the chance of a life threatening allergic reaction and the development of mammalian meat allergy. Trying to remove the tick before it has been killed may cause the tick to inject more toxin, leading to a serious anaphylactic reaction.

First Aid treatment:

- Do not pull on the body of the tick or try to remove it with tweezers, as this will inject more toxin.
- To kill the tick safely, the Australian Society of Clinical Immunology and Allergy (ASCIA) recommends either freezing adult ticks with an ether spray (eg: Wart off spray) or applying permethrin cream (Lyclear cream) to small ticks. Both products are available from the pharmacy. For people with a known tick allergy, this should be done in the hospital emergency department.
- Wait 10 minutes after treatment for the tick to die, then carefully brush off.
- Wash the area with soap and water and keep the area clean and dry.
- Seek advice from the Poisons Information Centre 13 11 26 if any symptoms occur.

Scorpions, Centipedes and Millipedes

In Australia scorpions, centipedes and millipedes are not venomous. Pain, swelling and/ or itching may occur. Millipedes can cause blistering and brown discolouration of the skin.

First Aid treatment:

- Apply ice or cool running water to relieve the pain.
- Seek advice from the Poisons Information Centre 13 11 26 or your local doctor if pain continues.

Bees, Wasps & Ants

A bee, wasp or ant sting can cause pain and/or swelling. Some people may have an allergic reaction to the sting, which may cause a rash, vomiting, collapse or difficulty in breathing. Seek medical attention straight away if an allergic reaction occurs.

First Aid treatment:

- Remove the sting by pulling it out or scraping it away; you may need tweezers, a credit card or something firm.
- Wash the area with water and keep the area clean and dry.
- Apply ice or cool running water to reduce the swelling and to relieve the pain (do not apply ice to the eye).
- Seek medical attention straight away if any allergic reaction occurs.
- If a person has been stung more than five times seek medical attention.

Blue-ringed octopus



The blue-ringed octopus bite is very venomous. A bite may be painless but can cause paralysis, and the person may stop breathing.

First Aid Treatment:

- Apply a very firm bandage around the bite and then apply a second bandage over the whole limb. Make sure that the bandage is not too tight and cutting off the circulation.
- Call 000 for an ambulance or take the patient to a hospital as quickly as possible.
- If the person stops breathing, they will need cardio-pulmonary resuscitation (CPR).

Bluebottles

Most stings are painful. Blue bottle stings leave a whip-like, red, wavy line on the skin from the tentacle. Allergic reactions are possible.

First Aid treatment:

- Clear away the tentacles.
- Immerse or wash the sting area in hot water for 20 minutes, for pain relief. A hot shower up to 45°C may be used. First check that the water temperature is not too hot and BEWARE of burns.
- If hot water is not available or does not relieve pain, then apply ice or cool running water.
- Avoid using vinegar, it is not useful and may increase pain.
- Seek advice from the Poisons Information Centre 13 11 26 or your local doctor if pain continues.

First aid courses

It is very important to know what to do in an emergency. First aid can save lives and prevent serious injuries. For information about first aid and cardiopulmonary resuscitation (CPR) courses in your local area contact:

- Australian Red Cross Society
Tel: (02) 9229 4111
- St John Ambulance
Tel: (02) 9212 1088.

CPR training for parents

Learn how to perform CPR on a child through a FREE online program at cprtrainingforparents.org.au.



HEATWAVES



RED CROSS

Call **1800 733 276**

for [advice in a heatwave](#)

Australia is a hot country and heat waves must be taken seriously. According to the [Red Cross](#) “more Australians have died as a result of heatwaves than because of floods, bushfires or cyclones”.

FOLLOW THESE BASIC TIPS IN THE EVENT OF A HEAT WAVE:

- Drink regularly: even if you don't feel thirsty. Water is the best option. Avoid alcohol, tea, coffee and sugary or fizzy drinks as they make dehydration worse.
- Eat little and often: rather than large meals. Try to eat more cold food, particularly salads and fruit, which contain water.
- Stay indoors: in the coolest rooms of your house or in the shade during the hottest part of the day.
- Take cool showers and splash yourself with cold water several times a day, particularly your face and the back of your neck. A loose, cotton, damp cloth or scarf on the back of the neck can help you stay cool.
- Air flow: make sure there is sufficient air circulation, either from an air conditioner or by leaving a secured window or door open.
- Find the shade: if you must go out, stay in the shade. Wear a hat and light-coloured, loose-fitting clothes, preferably made of natural fibres. Wear sunglasses and apply sunscreen with a sun protection factor of 30 to exposed skin. If you will be outside for some time, take plenty of water with you.
- Download Red Cross' FREE first aid app so you have the key signs and symptoms at your fingertips and can look up what to do.

For more detailed information please visit:

redcross.org.au/get-help/emergencies/looking-after-yourself/how-to-prepare-for-a-heatwave



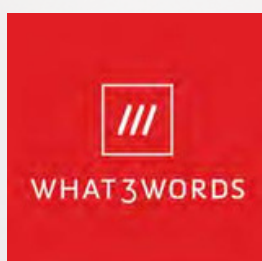
IN AN EMERGENCY

[NSW SES](#): Call **132 500** for support

Australia is a continent filled with very large open spaces. People from around the world enjoy our natural playground and every once in a while they get lost. In some cases the end results are a few days of discomfort, in others the end results are far more serious. If you get lost, here are the basic tips for survival:

- **T** – Take enough food, water, a first aid kit, and navigation tools
- **R** – Register your route; tell friends and family where you are going
- **E** – Emergency beacons save lives; these are available free or for rent
- **K** – Keep to your plans; follow the maps and walking trails

For more information on staying safe when lost in the bush, please visit:
bushwalkingnsw.org.au/rescue/ abc.net.au/news/2016-08-02/tips-to-survive-in-the-bush/7681572



Download the **What3Words App** to provide emergency services with a detailed reference to your location.



IN AN EMERGENCY

[NSW SES](#): Call **132 500** for support

Earthquakes are very rare in Australia, however, in the event of an Earthquake, the SES advise the following:

IF YOU ARE INDOORS DURING AN EARTHQUAKE:

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

IF YOU ARE OUTDOORS DURING AN EARTHQUAKE:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

IF YOU ARE IN A MOVING VEHICLE DURING AN EARTHQUAKE:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

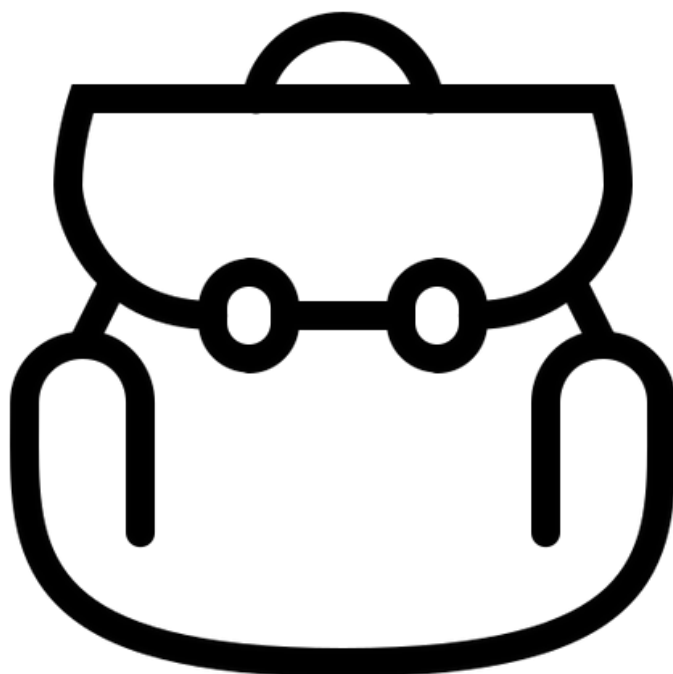
IF YOU ARE TRAPPED UNDER DEBRIS:

- Do not light a match.
- Do not move around or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

For more information please visit:

ses.vic.gov.au/get-ready/quakesafe/what-to-do-in-an-earthquake

Evacuation





In the unlikely event of an emergency you may be asked to evacuate by police or emergency services. Be sure that you are familiar with your emergency evacuation plan provided at your holiday property on or near the entrance door.

Should you need to evacuate, the SES suggest you gather some useful items from around the home to take with you, if they are available:

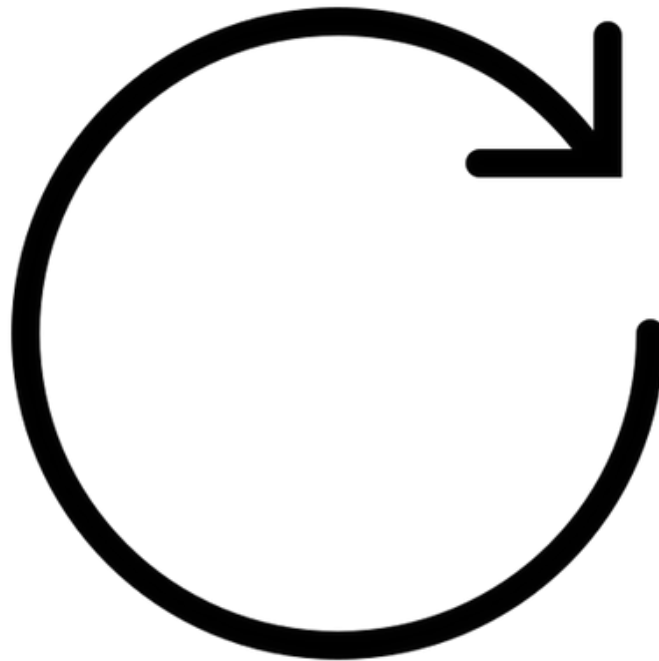
- Portable battery operated radio with spare batteries
- Waterproof torch with spare batteries
- First aid kit
- Candles and waterproof matches
- Woollen Blankets
- Important papers including emergency contact numbers
- Copy of any Holiday Home Emergency Information Booklet
- Cash, ATM/Credit cards
- Any required medications and sanitary items
- Any special requirements and supplies for babies, the disabled, infirm and/or elderly
- Mobile phone and charger
- Pocket knife or similar
- A change of appropriate clothing and footwear for everyone
- Fresh food and drinking water (at least 3 litres per person per day)
- **Keep your emergency kit in a waterproof storage container.**

There may be other items you need to place in your emergency kit depending on what risks there are in your area. Check with the [NSW Rural Fire Service](#) and [Fire & Rescue NSW](#) for specific items you may need to place in your emergency kit if you are at risk of bushfire or urban fire.

PETS:

Remember to prepare for your pets as well. Make sure your pet is wearing an identification tag. If you're leaving, take a leash, basket, medication, food and a familiar toy for your animal. It will help reduce stress.

Recovery





The NSW SES has developed a [Recovery Guide](#) to assist people recover from floods, storms and tsunami.

The guide is available from both the FloodSafe and StormSafe websites - floodsafe.com.au and stormsafe.com.au

Here are a few tips from the guide:

- If you can, contact family or friends to let them know that you are OK or if you need help. If you have been separated from your family the Red Cross can help reunite you with your loved ones via the Register.Find.Reunite register:
<https://register.redcross.org.au/>
- Follow all instructions given to you by emergency services
- Contact your host or managing agent, preferable via email or text, to let them know that you are safe on:



CALL: 02 6646 2299
EMAIL: reception@fnyamba.com.au



CALL: 02 6646 6200
EMAIL: reception@fniluka.com.au

If you have been affected by a disaster and require assistance before you are able to return home, contact Disaster Welfare Services on 1800 018 444.

Disclaimer: © Short Term Rental Solutions 25 568 749 813. The information and statements contained in this website and guide are based on knowledge and understanding at the time of preparation, May 2021 and updated April 2025. This has been prepared for your general information only. While all reasonable care has been taken in preparing this guide, the Company and our employees, contractors, shareholders and associates make no guarantee, representation or warranty as to the truth, accuracy, reliability or completeness of any statement, opinion, forecast, information or other matter (whether express or implied) contained in this guide. Where this publication refers to or reproduces information from third party sources, the user of this guide is reminded of the need to ensure that the information upon which they rely is up to date.