# Key Considerations Guidance for Disaster Risk Reduction in the Grape and Wine Sector

# Contents

## Project Team

Professor Paul Arbon
Director Torrens Resilience Initiative (TRI), Flinders University
Director WHO CC for Mass Gatherings and Global Health Security

Professor Roberta Crouch
Professor of Management
Torrens Resilience Initiative (TRI), Flinders University

Dr Robert Muller
Research Fellow
Torrens Resilience Initiative (TRI), Flinders University

Dr Anna Hall
Research Fellow
Torrens Resilience Initiative (TRI), Flinders University

Dr Naser Pourazad
Senior Lecturer
Torrens Resilience Initiative (TRI), Flinders University
College of Business, Government and Law, Flinders University

## Acknowledgements

Flinders University was established on the lands of the Kaurna nation, with the first University campus, Bedford Park, located on the ancestral body of Ngannu near Warriparinga. Warriparinga is a significant site in the complex and multi-layered Dreaming of the Kaurna ancestor, Tjilbruke. For the Kaurna nation, Tjilbruke was a keeper of the fire and a peace maker/law maker. Tjilbruke is part of the living culture and traditions of the Kaurna people. His spirit lives in the Land and Waters, in the Kaurna people, and in the glossy ibis (known as Tjilbruke for the Kaurna). Through Tjilbruke, the Kaurna people continue their creative relationship with their Country, its spirituality, and its stories.

Flinders University acknowledges the Traditional Owners and Custodians of the lands on which its campuses are located, the Traditional Lands of the Arrernte, Dagoman, First Nations of the South-East, First Peoples of the River Murray & Mallee region, Jawoyn, Kaurna, Larrakia, Ngadjuri, Ngarrindjeri, Ramindjeri, Warumungu, Wardaman, and Yolngu people. We honour their Elders past, present, and emerging.

## Introduction

Recent experience, including catastrophic fires in the Adelaide Hills and on Kangaroo Island, the River Murray floods, and the COVID-19 health emergency, has underlined the threat posed to the Grape and Wine sector and associated businesses and services such as tourism and hospitality, by natural hazard emergencies. The sector is a substantial contributor to the South Australian economy, supporting large and small businesses and important community ecosystems across the state. Emergencies have direct social and financial impact, and long-lasting consequences for health, welfare, and prosperity across our grape and wine regions.

The project team, key members of the Torrens Resilience Initiative, Flinders University, have prepared this resource to assist the Grape and Wine sector in planning and making preparations before, during, and after a natural hazard emergency or disaster event. The resource is organised into six main sections:

- About emergency services
- Types of emergency and disaster
- Preparing for an emergency or disaster
- Responding to an emergency or disaster
- Recovering from an emergency or disaster
- Useful links

## How to use this document

**Section one** provides information about the emergency services, the core services they provide, and information on how to access/contact them. Emergency services include:

- South Australian Police (SAPOL)
- South Australian Ambulance Service (SAAS)
- South Australian Metropolitan Fire Service (SAMFS)

- South Australian Country Fire Service (SACFS)
- South Australian State Emergency Service (SASES)
- Environment Protection Authority (EPA)

**Section two** considers the types of emergency and disaster, including:

- Fire
- Flood
- Storms
- Heatwaves
- Earthquake

This section provides links to advice and sources related to each category.

**Sections three, four,** and **five** of this document discuss preparing for, responding to, and recovering from an emergency or disaster.

Finally, **section six** summarises where to access information i.e. emergency phone numbers, emergency advice and warning systems, helplines, support, and more.

Although much of the information in this document, including the links to resources, relates to individuals or households, this information can generally be extrapolated to businesses. Users can access the information to establish what to do prior to, during, and after an emergency or disaster. The resources identified here are not exhaustive, or may have been discontinued or updated, therefore this document should be used as a starting point to access official web-based information and a guide on where to begin searching.

# Section 1: About emergency services

## Police

The [South Australian Police](#) (SAPOL) core services are:

- Emergency assistance on Triple Zero - 000
- Non-urgent assistance on 131 444
- Crime prevention
- Child protection
- Coordinating and managing emergency response
- Responding to domestic violence
- Undertaking police checks
- Preventing vehicle crashes
- Regulating road use
- Registration and licensing of firearms
- Administering expiation notices
- Liquor licencing enforcement
- Statewide security
- Upholding the law

SAPOL is the coordinating agency for all emergencies in South Australia and the control agency for the state's emergency services response for:

- Aircraft accidents
- Black system events (major power outages)
- Bomb threats
- Earthquakes
- Marine transport accidents
- Rail accidents
- Riverbank collapse
- Road and transport accidents
- Search and rescue – land and sea
- Siege and hostage incidents
- Terrorist incidents

Search for your [local police station](#) and find more information about [services](#).

## Ambulance

The [South Australian Ambulance Service](#) (SAAS) reports to SA Health and is the primary

government agency for the provision of ambulance services in the state. It is run by paid staff and volunteers and provides:

- Emergency ambulance services
- Emergency medical patient care, treatment, and transport
- Non-urgent patient care and transport

For more information on what happens when you call triple zero (000) for urgent medical assistance, you can access the [SA Health website](#). Overall, SA Health is the Hazard Leader for human disease and the Control Agency for human epidemic and food and drinking water contamination.

## Metropolitan Fire Service

The [South Australian Metropolitan Fire Service](#) (SAMFS) is a fire and rescue service based within metropolitan Adelaide and 17 regional country centres of South Australia. In these locations, the SAMFS is the primary provider of built environment fire-fighting services, and also responds to:

- Grass fire
- Motor vehicle fire
- Road crash rescue
- Chemical, biological, and radiological incidents
- Urban search and rescue
- High-angle rescue

The SAMFS is the control agency for the state's emergency services response for:

- Urban fire
- Hazardous material emergencies (with the SACFS)
- Search and rescue (with the SASES)
- House fire information

For information on house fire safety, see the [Metropolitan Fire Service](#) website.

## Country Fire Service

The [South Australian Country Fire Service](#) (SACFS) is a volunteer-based fire and emergency service for outer-metropolitan, regional, and rural communities in South

Australia. The SACFS is the primary provider of bushfire and grass fire firefighting services across the state, and also responds to:

- Building fire
- Motor vehicle fire
- Road crash rescue
- Hazardous material spills

In most cases, the SACFS is the control agency for the state's emergency services response for:

- Rural fires
- Hazardous materials emergencies (in conjunction with the SAMFS).

**Bushfire information**

For information on fire bans and ratings, warnings and incidents, and bushfire safety, visit the SACFS website or phone the Bushfire Information Hotline on 1800 362 361 or TTY (teletypewriter or textphone) 133 677.

## State Emergency Service

The South Australian State Emergency Service (SASES) is a volunteer-based, extreme weather and flood rescue service for South Australia. If you require SASES assistance in an emergency, phone 132 500 for help with:

- Fallen branches or trees on a house or vehicle causing damage
- Flooding
- Storm damage

The SASES is the control agency for the state's emergency service response for:

- Extreme weather, including heatwaves and extreme storm
- Flood
- Search and rescue (with the SAMFS).

**Storm information**

For information on weather warnings and incidents, preparing for a storm, and safety during and after a storm, visit the SASES Storm Preparation website.

**Heatwave information**

For information on heatwave forecasts and warnings, and heatwave safety tips, visit the SASES Heatwave website.

## South Australian Environment Protection Authority

The Environment Protection Authority (EPA) is South Australia's independent environment protection regulator. They protect, restore, and enhance the environment through the risk-based regulation of pollution, waste, noise, and radiation. They work closely with industry, the community, and government to protect the natural environment, while supporting economic growth and improving wellbeing. The EPA is governed by a Board with members appointed by the Governor.

The EPA administers the Environment Protection Act 1993, Radiation Protection and Control Act 2021, Plastic Shopping Bags (Waste Avoidance) Act 2008, and Single-use and Other Plastic Products (Waste Avoidance) Act 2020 and develops guidelines and codes of practice. Areas considered by the EPA:

- Site contamination
- Water quality
- Air quality
- Radiation
- Commercial and industrial noise
- Waste and recycling
- Planning
- Aquaculture
- Per- and poly-fluoroalkyl substances (PFAS)
- Climate change role statement
- State of the environment reporting

# Section 2: Types of emergency or disaster

## Disaster checker

The following links can be used to check for declared disasters in your local area and outside of Australia.

- [Australian disasters](#) - check for declared disasters in your local area
- [International disasters](#) - check for declared disasters outside Australia

## Fire

For businesses and producers in the Grape and Wine sector, the following guidance provides support when preparing for, responding to, and recovering from bushfire events.

The [Preparing, Responding and Recovering from Bushfires: A wine industry resource and workbook](#), written and published by the South Australian Wine Industry Association (SAWIA), is a key resource to assist wine industry businesses to plan and organise themselves before, during, and after a bushfire event. While the resource focuses on bushfires, it can also assist preparedness for other emergencies.

Written by the SACFS, the [Bushfire Fire Safety Guide for Business](#) is a guide for businesses to assist with becoming bushfire danger aware and prepared. It focuses on those who live, work, or travel in bushfire prone areas, and is used as a guide to prepare individuals and businesses for the next bushfire season.

The SACFS provides further links to complement the aforementioned guide, including a [video](#) describing how to protect against embers, a [fact sheet](#) on how buildings burn, a [video](#) and [fact sheet](#) on travelling during a bushfire, and a [video](#) on radiant heat.

Further resources are detailed below and in the section on preparing for, responding to, and recovering from an emergency or disaster.

Structure fires

Structure fires predominantly occur in residential, commercial, and community-based buildings and have the greatest likelihood of causing harm to community members and firefighters (South Australian Fire and Emergency Services Commission, n.d.). Resources for structure fires include:

Brochures written by the South Australian Metropolitan Fire Service to assist the community with the prevention of fire incidents are available in a number of languages at the following link: [Brochures | Metropolitan Fire Service (mfs.sa.gov.au)](#).

The South Australian Metropolitan Fire Service website provides information on [building and commercial fire safety](#) and links to further information on:

- [Compliance and regulation (referral)](#) – information on SAMFS as a legislated referral authority and the steps to take if a building design does not meet regulations.
- [Hazardous chemicals and emergency planning](#) – dangerous goods advice and services, lodging an emergency plan, links to further information.
- [Fire alarm systems](#) – links to [Telstra alarm lines](#), [unwanted false alarms](#), [SAMFS monitored alarms](#), and [privately monitored alarms](#).
- [Impairment of a fire safety system](#) – information on installed fire safety systems that are not working.
- [Guidelines and information](#) – SAMFS equipment specifications, fire safety policies and procedures, fire safety guidelines, other guidelines and information.
- [Report a fire safety issue](#) – information on how to report a fire safety issue.
- [Frequently asked fire safety questions](#) – frequently asked questions including, but not limited to, referrals,

fire safety system training, hazardous chemicals and emergency planning.

The SAMFS website provides information on residential fire safety. This includes information on smoke alarms, fire blankets and fire extinguishers, and fact sheets for smoke alarms, smoke alarm legislation, and smoke alarm disposal. The safety and education section of the site provides links to:

- Adult safety and training – home fire safety training materials, a home fire escape plan, preventable house fire fatalities, rating your home, and a smoke alarm servicing schedule.
- Kid's corner – activity books, games, activity sheets, colouring sheets, sing-a-longs, and videos focusing on fire safety.
- Bushfire information – general bushfire information.
- Teaching resources – resources for teachers on school fire safety programs, lesson plans, activities and safety posters, and information on the juvenile fire lighters intervention program.
- Brochures and factsheets – links to information on residential fire safety equipment, inside the home, outside the home, outdoor activities, smoke alarms, fire blankets, electric blankets, extinguishing a fire, and many more.

Community engagement and public visits, published by the SAMFS, has information on enhancing resilience within the community. This website provides links to Home fire safety presentations which provide information on group presentations, how to book a presentation, and contact details.

The SAMFS website also provides educational programs targeting specific culturally and linguistically diverse (CALD) groups with information on home fire safety explained in Easy English.

## Bushfire

A bushfire is an unplanned fire which includes grass fires, forest fires, and scrub fires (SACFS, 2023). The following resources provide information on bushfire:

The South Australian Country Fire Service (SACFS) website provides information on being bushfire ready, including a link to setting up a 5 minute bushfire plan, packing your emergency kit, preparing your home and property, bushfire safer place locations, including pets and livestock in a bushfire survival plan, and staying informed. The website also provides links to:

- Fire danger season dates and permits – dates for the fire danger season categorised by district.
- Farm fire safety and prevention – farm protection advice.
- Bushfire resilience day.
- Latest news, events, and publications.

The SACFS site provides information on the recently updated Australian fire danger ratings. This details the levels of fire danger risk and what people should do to plan and prepare, act, and survive. The site also contains links to frequently asked questions, a media kit, fact sheet, and a fact sheet and poster for First Nations people. Information in other languages is also provided. Other information provided by the SACFS includes, but is not limited to:

- Fire danger ratings – a colour coded map of South Australia indicating levels of fire danger.
- Links to restrictions during the fire danger season and on total fire ban days.
- Prescribed burns – information on prescribed burns.
- Incidents and warnings – current incidents across South Australia updated every five minutes.
- Current warnings – current warnings in South Australia.

- Emergencies – information on emergencies, including contact details, how to assess a situation, calling for assistance, and more.
- Building in bushfire-prone areas – requirements for all new homes and accommodation facilities built in South Australia's designated Bushfire Prone Areas. There is also information on extending an existing home in these areas.
- Development Assessment – advice and approval for new constructions in areas under SACFS jurisdiction in accordance with the legislation.

## Extreme Weather

For businesses and producers in the Grape and Wine sector, the following guidance provides support when preparing for, responding to, and recovering from extreme weather events. The South Australian State Emergency Service (SASES) is the lead response agency for extreme weather events, including heatwave, storms, and floods. The SASES has a responsibility to keep the community safe and respond to emergency events, and provides information on warnings, the various warning levels, hazard icons, and warning messages and what they mean.

The Australian Broadcasting Corporation (ABC) Emergency website allows searching to find alerts in specific areas, and provides information on recent weather emergencies i.e. recent cyclones, how to plan for an emergency, active national incidents, emergency advice, and current news.

### Heatwave

The SASES website provides information on preparing for a heatwave and keeping family and community safe. This website categorises information into what to do before, during, and after a heatwave. Much of this information is also applicable to business employees and clients. The following sources provide important information on heatwave.

- Heatwave Checklist – information on what to do before a heatwave to stay cool and hydrated, and more.
- Heatwave Cool Tips Guide – six tips to stay safe during a heatwave.
- Heatwave Warnings Fact Sheet – information on public warnings for heatwaves.
- Heatwave advice animation – an animation on heatwave advice.
- Emergency contacts – a downloadable and printable document to record emergency contact details.
- SASES heatwave forecasts – a daily heatwave summary.
- Links to other agencies, such as the SA Bureau of Meteorology and Healthdirect Australia.

Within these sources, information is also provided in Easy English, as well as checklists and brochures translated into a range of languages.

SA Health provides information on heatwave, the difference between heatwave and hot weather, links to further information, emergency and helpful contacts during a heatwave, the extreme heat and heatwave strategy, heatwaves during pregnancy, older people and hot weather, how to stay healthy during hot weather, and information for people with chronic conditions or taking regular medication during hot weather.

### Storms

The SASES website has information on preparing for a storm and keeping family safe. This information is also applicable to business. The website categorises information into what to do before, during, and after a storm. The following links point to important information on storm events.

- Storm checklist – a checklist to prepare for a storm, when a warning has been issued, and steps to take during and after a storm.
- Storm brochure – a brochure to prepare for a storm, when a warning has been issued, and steps to take during and after a storm.
- How to lay sandbags – information on how to lay sandbags to minimise the impact of flooding.
- Emergency contacts – a downloadable and printable document to record emergency contact details.
- Links to other agencies, such as the SA Bureau of Meteorology.

The SASES has YouTube videos with information on storm advice for winter storms.

The Australian Red Cross provides information on cleaning up after a disaster, specifically after wind and water damage, and information on personal care after a disaster, returning home, general safety issues, drying the property, draining water from under the house, cleaning furniture and appliances, and more.

## Flood

The SASES website provides information on preparing for a flood and keeping family safe. The site categorises information into what to do before, during, and after a flood. The following links provide important information on flood events.

- Department for Environment and Water flood awareness map – information on South Australia's water resources, including flood information.
- Flood checklist – a checklist to prepare for a flood, when a warning has been issued, and steps to take during and after a flood.
- Flood brochure – a checklist to prepare for a flood, when a warning has been issued, and steps to take during and after a flood.

- How to lay sandbags – information on how to lay sandbags to minimise the impact of flooding.
- SASES flood warnings – near real-time information on SASES warnings, incidents, and locations to collect sandbags from when available.
- Emergency contacts – a printable downloadable document to record emergency contact details.
- Links to other agencies, such as the SA Bureau of Meteorology.

The SASES has YouTube videos providing information on flood advice.

Recovery, a South Australian government website, provides information on floods, financial flood assistance, community recovery events, how to stay informed, accessing recovery services, and the State Relief and Recovery Infoline details.

## Earthquake

For businesses and producers in the Grape and Wine sector, the following guidance provides support when preparing for, responding to, and recovering from an earthquake. Geoscience Australia, an Australian Government agency, has a website with information on recent earthquakes within Australia and in the surrounding seas. This site enables the public to report earthquakes through the 'felt report' section.

The sa.gov.au website has information on earthquakes categorised into what to do before, during, and after an earthquake to stay safe, and a section on facts about earthquakes.

The next part of this document is set out in three sections, preparing for, responding to, and recovering from an emergency or disaster. Within each section are links to various agencies, documents, guides, and applications.

# Section 3: Preparing for an emergency or disaster

## Emergency plan

An emergency plan is a guide for businesses and households to prepare prior to an emergency or disaster that helps you make decisions to keep the family, home, and business safe. The Australian Red Cross has created a preparedness plan known as RediPlan, which includes:

- Emergency Preparedness Guide – information on what an emergency is, what to prepare including how to be psychologically prepared, understanding the risks, how everyday life can be disrupted, and who to go to for assistance. The plan includes a checklist on the steps the individual can take, what assistance might be needed during an emergency, how to stay connected with community, getting organised, packing, and more.
- RediPlan – a pdf document of your RediPlan (an emergency plan for your household to protect what matters most).
- Preparedness for older people – emergency preparedness guide for older people.
- Preparedness for people with a chronic illness – emergency preparedness guide for people with a chronic illness.
- Preparedness for people with a physical disability – emergency preparedness guide for people with a disability.

- How to help in an emergency – supports children to create a simple emergency plan using pictures.
- 5 minute bushfire plan – information on writing a bushfire plan, including the care and transport of pets and livestock, travelling in South Australia, house fires, and more.
- My horse disaster plan – planning tips and information related to preparedness and large animal rescue.
- Animal safety in an emergency – information on preparing an animal emergency plan.
- Pets in emergencies – a guide to planning ahead to keep family pets safe during an emergency.
- On the Resources to help you page, there are links to the following documents: 'Preparedness for people who have just moved' – emergency preparedness guide for people who have recently moved to an area; 'Talking with children before an emergency' – guidance on how to include children in discussions around RediPlan; 'Home emergency plan' – a document to fill in prior to an emergency or disaster to help with decision-making; and 'Home fire escape plan' – a brochure on creating a home fire escape plan.

## Emergency kit

Having an emergency kit ready to go can save time when needing to leave in a hurry when emergency or disaster strikes. Resources to assist with this include:

- Emergency kits – information on packing an emergency kit, what is needed to stay and defend, protective clothing, and more.
- Emergency sack video – supports children to think about what they might need to take with them if they have to leave in a hurry (ages 2-6).

## Non-specific emergency and/or disaster preparedness

The following are resources for general preparedness:

- Preparing for emergencies – a step-by-step guide to preparing for an emergency, including 'getting in the know, getting connected, getting organised, and getting packing'.
- Disaster preparedness quiz – a quiz to determine how prepared one is for an emergency/ disaster.
- How to prepare for a heatwave – fact sheet with simple steps to take during a heatwave.
- Pillowcase Workshops – workshops to help children prepare for, cope with, and respond to an emergency.
- Managing climate anxiety – a guide for managing climate anxiety.
- Climate-ready communities – a guide to supporting communities to have their own conversations about how the things they value will be impacted by climate change, and what they can do to continue to thrive.
- RediCommunities – a guide for working alongside communities as they strengthen their disaster resilience.
- EmergencyRedi workshops – community workshops to strengthen resilience and prepare for disasters.
- Coping with the stress of being under threat – a resource for people who are experiencing threat from an emergency.
- Resources for teachers – to teach pre-school to Year 12 about emergency preparedness and recovery.
- Emergency and non-emergency contacts – South Australian goivernment website with a range of phone numbers for use in emergencies and non-emergencies.

- Native vegetation management – information on how to reduce the amount of vegetation around a property.
- Hazardous chemicals and emergency planning – information on the fees for advice and inspections regarding dangerous goods and emergency planning, and how to lodge an emergency plan.
- Prepare your mind – actions to help people deal with how they are likely to feel, think, and respond in an emergency, including being psychologically prepared and coping with one's responses and those of others.

## Fire preparedness

The SACFS have information on what to do before a fire to ensure one's home or business is safe. Resources include:

- Before a fire – be prepared – information on the difference between Bushfire Last Resort Refuges and Bushfire Safer Places, packing an emergency kit, preparing a property, and psychological preparation.
- Bushfire safer places – a guide to bushfire safer places, definitions and locations.
- Preparing your home and property – a guide to keeping one's home and property well prepared throughout the year.
- Preparing yourself mentally and physically – information on the physical and emotional effects of bushfire will have on you and your family.
- Know your risk – the role of fire authorities, landowners, land managers, local councils, and the community in bushfire preparedness.
- Pets and livestock – care and transport of pets and livestock before, during, and after a fire.

- [Travelling in South Australia](#) – preparing oneself prior to travelling; for example, knowing the risk profile of the areas being travelling to and through, planning for high fire days, packing an emergency kit, and more.
- [Home fire safety and prevention](#) – information on who is most at risk of dying in a house fire, smoke alarms, home fire escape plans, and more.
- [Business fire safety and prevention](#) – a guide to preparing businesses and staff for the next bushfire season.
- [Business guide companion](#) – 6 steps to getting a business bushfire ready.
- [Farm fire safety and prevention](#) – a guide to preparing farms for the next bushfire season.
- [Fire alarms](#) – a guide to fire alarms and systems designed to give early warning to building occupants in the event of a fire.
- [Bushfire ready](#) – warnings and incidents, bushfire plans, fire bans and ratings, staying informed and receiving alerts, and how to report a fire.

## Preparedness applications (apps)

Easy to use apps that help with decision-making prior to an emergency or disaster:

- [Get Prepared app](#) – an easy-to-use app that empowers people to make important decisions ahead of time by completing their RediPlan. Co-created by the Australian Red Cross and NRMA Insurance, this app helps people create a personal emergency plan to take care of self, family, and important belongings.

# Section 4: Responding to an emergency or disaster

Response is the action taken during, and in the initial period after, an emergency to reduce the effects and consequences of the event on people, their livelihoods, wellbeing, and property, the environment, and on meeting basic human needs. The following resources are available to help with responding to an emergency or disaster.

- Donating to emergency services – how to help during an emergency either as a volunteer or a donor.
- Supporting people through drought – how to assist farming families and the communities that rely on them who are being affected by drought, including those struggling with financial pressures and isolation and the hidden impacts that follow.
- Supporting communities during drought – information on supporting the wellbeing and resilience of children and families living or working in drought-affected communities.
- Supporting children during drought – infographic on how to support children during drought.
- How can I support children during a drought? – fact sheet on supporting children during drought.
- Letting others know you are safe in an emergency – a service that lets family, friends, and emergency services know you are safe in the event of an emergency. The service only operates during emergencies, including bushfires and floods.
- Preferred sheltering practices for emergency sheltering in Australia – information on preferred sheltering practices for sanitation, water supply, food, shelter, and space management.
- Preferred sheltering practices – an infographic covering sheltering practices, including sanitation, water supply, shelter, and space management, and waste management.
- Preferred sheltering practices – an infographic covering food availability, access, and utilisation.
- During a fire: what to do – preparing to enact a Bushfire Survival Plan without receiving an emergency warning.

## Pets and animals

- Pets and livestock – a guide to the care and transport of pets and livestock before, during, and after a fire.
- Animal safety in an emergency – what to do for your animal during an emergency.
- South Australian Veterinary Emergency Management – a guide to the role of South Australian Veterinary Emergency Management (SAVEM) during an emergency, in relation to animal welfare, assistance, and vet emergency management.

## Emergency and disaster response applications (apps)

A range of organisations have easy to use apps to assist during an emergency or disaster, including:

- The National Relay Service – to assist people who are hard of hearing, deaf, or who have difficulty speaking to contact emergency services.
- AlertSA – provides timely and relevant bushfire information. Notifications are sent to the user about incidents in their nominated Watch Zone.

# Section 5: Recovering from an emergency or disaster

Recovery includes how individuals, communities, and businesses deal with social wellbeing and the built, environmental, and economic elements of an emergency/disaster. Emergencies and disasters can have a deep impact on people's lives and livelihoods, and recovery can be challenging and complex. Every community is unique with its own history, values, experiences, and subsequent challenges. Information on recovery is plentiful and includes:

- Animal safety in an emergency – information on how to care for animal(s) after an emergency, including if they cannot be located.
- How can I help in disasters and emergencies – practical ways of helping people affected by a disaster, including donating money or clothes, and volunteering.
- Psychological first aid – a psychological first aid guide for people working in disaster preparedness, response, and recovery. This resource provides an overview of best practice approaches to psychological first aid following disasters and traumatic events.
- Useful resources – a list of useful resources on the basics of recovery, self-care, the impact of emergencies and disasters on communities and individuals, prepari8ng for disaster anniversaries, and more.
- Coping with a major personal crisis – information on stress reactions following a major personal crisis and ways to cope after an emergency.
- Coping after a crisis – what to expect after a crisis, and how to cope.
- Returning home and coping after a crisis – practical tips to assist with coping and cleaning up after a fire, flood, or other disaster.

- Cleaning up after an emergency: dealing with wind and water damage – useful tips and practical information to assist households to start the clean-up process after an emergency.
- Preparing to return home following a bushfire evacuation – considerations when preparing to return home following a bushfire evacuation.
- Preparing for disaster anniversaries – tips for communities and individuals.
- Maintaining wellbeing in the face of long-term stress – information on simple steps that can be taken to care for oneself and others when facing long-term stress.
- Emergency information for NDIS participants and families affected by bushfires – a repository of information for people with disability and families affected by bushfires.
- Resources for agencies – resources and guidance on communication for people and organisations planning to work, or currently working and managing information in an emergency recovery environment, and for those supporting communities experiencing long-term, slow onset crises and stress.
- Supporting your community – a guide to support community during and after a crisis.
- Disaster recovery mentors – a mentoring program coordinated by the Australian Red Cross aimed at supporting disaster-affected communities, their leaders, and the practitioners who support them in their recovery.
- Drought resilience program – supporting people, organisations, and communities across Australia living with the long-term impacts of drought.
- Recovery capitals (ReCap) – resources for people, organisations, and

governments managing emergency recovery.

- Bushfire recovery - planning and building assessment – how people affected by bushfires can access faster approvals to repair or reconstruct buildings damaged in bushfires.
- Where to get help – a guide to information and services to assist with recovery after a disaster.
- Financial assistance – services and financial assistance measures to help with recovery.
- Property and infrastructure – information for people affected by a natural disaster through a range of information, services, and resources available to assist with looking after a property and rebuilding the home.
- Business and primary producers – information for businesses affected by a natural disaster through information, services, and resources.
- Disaster waste management – disaster waste management, health, and other information related to clean-up and waste management.
- Environment and land management – a guide to treatment for land and animals following a disaster.
- Bushfire health and safety – how to protect one's health, prepare for a natural disaster, understand which health conditions present greater risk, and how to limit the stress that bushfires can cause.

## Parents, families, and children

- Looking after yourself and your family after a disaster – information on common reactions to an event, dealing with the emotional impact, what to do when the reaction does not settle, and who is at risk. This resource also includes worksheets and items to remember.

- Talking with children after an emergency – information on how to talk to children who have been exposed to emergencies, either first-hand or through the media.
- Birdie and the flood – a storybook to help children through floods.
- Birdie and the blizzard – a storybook to help children through a blizzard.
- Birdie and the drought – a storybook to help children through drought.
- Birdie and the earthquake – a storybook to help children through an earthquake.
- Birdie and the very hot day – a storybook to help children through heatwave.
- Birdie and the storm – a storybook to help children through a storm.
- Birdie and the fire – a storybook to help children through a fire.
- Birdie and the cyclone – a storybook to help children through a cyclone.
- Birdie and the shelter – a storybook to help children going to an emergency shelter.
- Birdie and the virus – a storybook to help children going to see a doctor and/or nurse due to sickness.
- Birdie and the big sickness – a storybook to help children going to see a doctor and/or nurse due to sickness.
- The use of therapeutic story books following a natural disaster – video introducing the Birdie's Tree resources, which is a set of storybooks for children on the causes and impacts of disaster.
- Birdie's tree – resources to help young children and families grow through emergencies and disasters, including storybooks, games, and other resources.
- Big feelings video – video about being scared after an emergency (ages 3-5).
- Re-establishing routines and rules following a disaster or traumatic event

- – video outlining how important it is for families to re-establish school and home routines after a disaster.
- The importance of story and play for young children following a natural disaster – video discussing the importance of story and play for children following a disaster or traumatic event, and how adults can support these activities.
- Traumatic events: anniversaries and other triggers – how to support and manage planned events that may cause distress, such as anniversaries of traumatic events, as well as situations that are less predictable.
- Toolkits – various toolkits with resources for children's mental health.
- What parents and caregivers can expect immediately after a disaster or community trauma – resource on providing a stable and supportive environment for children following a traumatic event.
- Children in the immediate aftermath of a disaster or traumatic event – video discussing how children might feel and behave in the immediate aftermath of a disaster.
- What parents and caregivers can expect in the short term after a disaster or community trauma – resource on providing children with the continuity and stability of a caring family environment.
- Children in the short term after a disaster or traumatic event – video on how children might feel and behave in the short-term period after a disaster.
- What parents and caregivers can expect in the long term after a disaster or community trauma – resources on self-care and care for young people in the long-term following an emergency or disaster.
- Children in the long term after a disaster or traumatic event – video on how disaster can affect children's long-term development and behaviours.
- The big dry – information on the impact of drought on children and families.
- Common severe stress reactions to a traumatic event – a guide to severe reactions from children following a traumatic event.
- The impact of natural disasters on babies and young children – video discussing behaviours seen in children after disaster events and how to develop their resilience.
- Infant and perinatal wellbeing – a guide to what children need to get the best start in life. This resource also discusses some of the strengths and vulnerabilities that can affect children's responses to disaster.
- The impact of drought on children – video on the impacts of drought on children and how the impacts of drought on families differ from other types of disaster.
- The impact on parenting and the parent-child relationship after a disaster or traumatic event – video on how parent-child relationships are key to helping children feel safe and secure, and how disasters can affect parent-child relationships.
- The impact on children of a disaster or traumatic event – video on how disasters and traumatic events can affect children in relation to their development and life experience.
- Children's meaning-making in relation to a disaster or traumatic event – video discussing how each child will have a different experience of, and response to, disaster according to their developmental stage, and their strengths and pre-existing vulnerabilities.

- [How to cope with the stress of natural disasters](#) – guide on coping for young people affected by natural disaster.
- [The new home story](#) – video showing how toys settle into their new home after an emergency with help from their friends and neighbours.
- [Helping children and young people cope with crisis](#) – booklet for parents and caregivers to understand stress, trauma, the reactions of children and young people (aged 0-25), how to respond to their needs, sleep, the media, self-care, and suggested activities.
- [Signs of possible trauma in children and adolescents](#) – a guide on the signs to be aware of following a trauma.
- [Facing tough times](#) – information on supporting family through tough times.
- [Disasters, the media and your child](#) – guide to the impact of disaster information consumption on families.
- [Disaster news and distressing news events: supporting children 2-5 years](#) – guide for parents about media exposure to coverage of natural disasters and other distressing news.
- [Disaster news and distressing news events: supporting children 6-11 years](#) – guide for parents about media exposure to coverage of natural disasters and other distressing news.
- [Disaster news and distressing news event: supporting teenagers](#) – guide for parents about media exposure to coverage of natural disasters and other distressing news.
- [Traumatic events: first response to help children and teenagers](#) – information for parents about trauma, how children might react, how to help, self-care, and getting further support.
- [Traumatic events: supporting children and teenagers afterwards](#) – information for parents on how children and teenagers might react after traumatic events such as emergencies and disasters.
- [Child & youth](#) – a guide to increasing the skills and knowledge of young South Australians in relation to bushfire.

## Funding and relief

The Australian Government provides funding to share relief and recovery costs with states and territories under the following arrangements:

- [Disaster recovery funding arrangements](#) – information on assistance provided to alleviate the financial burden on states and territories, and how government supports the provision of urgent financial assistance to disaster affected communities.
- [Natural disaster](#) – payments and help for people directly affected by bushfires, floods, or other natural disasters.

# Section 6: Emergency and disaster communications

Communication before, during, and after an emergency or disaster is important. Many methods of communication exist, including:

- **Communications during emergencies** – factsheet with information on the importance of having communications access, particularly during emergency situations.
- **Where to get emergency advice and warnings** – information on where to get emergency advice and warnings.
- **Emergency phone numbers** – emergency phone numbers for Triple 000 (police, fire, ambulance) and other types of emergencies.
- **Information and services for South Australians** – information on many topics including emergencies and safety.
- **Communications in emergencies and natural disasters** – a guide to telecommunications services, such as phone and Internet that assist with communication and receiving information during emergencies/disasters and coordinating response and recovery efforts.
- **Telecommunications and natural disasters** – six things you should know about telecommunications and disasters.
- **Prepare for an emergency** – what to expect with equipment connected to the NBN network during a power outage.
- **National Emergency Management Agency (NEMA)** – helping communities in times of emergency while preparing Australia for future disasters.
- **Emergency radio frequencies** – a search platform for known ABC frequencies and coverage.

- **Information hotline** – phone number to call for assistance and information.
- **Stay informed** – methods of communication for emergency warnings, including:
  - **SACFS** – Facebook page with contact information, bushfire information, and warnings.
  - **SASES** – Facebook page with contact information, information about emergency storm assistance and warnings.
  - **SACFS updates** – Facebook page with contact information and updates on local bushfires.
  - **SACFS alerts** – X page with contact information, bushfire information, and warnings.
  - **SACFS talk** – X page with contact information and updates on local bushfires.
  - **SACFS** – Instagram page to stay informed about current incidents.
  - **TikTok** – TikTok page to stay informed about current incidents.
  - **LinkedIn** – SACFS LinkedIn page on with updated information on bushfires and more.
- **Ways to stay informed** – different ways to stay informed about bushfires and other emergencies.
- **Emergency alert** – national telephone warning system used by emergency management agencies.
- **State heatwave summary** – updated weather heatwave conditions for the current day and following two days.
- **Heatwave forecast** – state heatwave summary issued everyday at 4pm.
- **South Australia Weather Warnings** – information about the weather in South Australia.

- Find your local ABC – finding your local ABC website covering your local community.
- Telecross REDi (SA) – a registration service to ensure people are checked on during heatwave.
- Incidents and warnings map – near real-time information on current SASES warnings, incidents, and when available, locations from which to collect sandbags.
- Translating and interpreting service – an interpreting service provided by the Department of Home Affairs for people with limited English language proficiency, and for agencies and businesses that need to communicate with their non-English speaking clients.
- Warnings current – current weather warnings across Australia.
- Disaster assist – a map/search to find Local Government Areas that have had events declared as natural disasters.
- Road closures across South Australia – information on roadworks, incidents, and planned events in South Australia.
- Road closures for the outback – information on outback road warnings.
- Electricity, gas, phone, and water outages – a guide on what to do to during an electricity, gas, Internet, phone, or water outage or emergency.
- Current power outages – information on power outages in South Australia.
- Mental health services – a guide to mental health support, including phone numbers.
- Beyond Blue – support for mental health.
- Lifeline – confidential online chat with a trained Crisis Supporter.
- Suicide Call Back Service – phone and online telehealth provider offering free professional phone and online counselling for people living in Australia.

- Headspace – online and telephone support and counselling for young people and their families and friends (ages 12-25).
- Kids helpline – for telephone (1800 55 1800) and online counselling for children and young people (ages 5-25).
- Relationships Australia – information on relationship support services for individuals, families, and communities (call 1300 364 277).
- Phoenix Australia – information and contact details for the Australian National Centre of Excellence in Post-traumatic Mental Health.