

Prepare your household with all nine fact sheets:

- 1 Prepare your emergency plan
- 2 Prepare for evacuation
- 3 Prepare your emergency kit
- 4 Prepare your home
- 5 Tune into warnings
- 6 Check your neighbours
- 7 Pet emergency plan
- 8 Prepare your car
- 9 Prepare your business

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Fact sheet

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Getting to know your neighbours is an important part of preparing your household.

Neighbours can help each other in many ways and can include people in your street or community.

Don't be caught out during an emergency – make time to get to know your neighbours and their needs before an emergency situation occurs.

There may be people who could need more help than others in the case of an emergency – help that often can be provided by neighbours.

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Check your neighbours

What can I do?

- Get to know your neighbours. Think about people in your neighbourhood who may need your help, for example:
 - older people living by themselves,
 - people with physical or sensory disabilities,
 - people with a chronic illness or with a mental illness,
 - single parents with young children,
 - large families,
 - people newly arrived, including tourists, refugees or immigrants.
- Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy.
- Make a list of tasks neighbours can help each other with. Does anyone have special skills, such as: medical, technical, trade?
- Plan how the neighbourhood could work together after a disaster.
- Organise a community working bee – it's a great way to get to know your neighbours.

Examples of ways in which you may be able to help others:

- Bill has a sensory disability and needs someone to let him know when weather warnings are issued and cancelled.
- Joan is unable to lift heavy objects and will need help to raise her furniture when flooding is imminent.
- If the power is disrupted, Jack will need assistance to prepare meals and to contact his family.
- Sally is in a wheelchair and will need assistance to secure loose items around the property.

Help your neighbours

- Help to evaluate and prepare the home for an emergency by:
 - Helping them prepare a household emergency plan (fact sheet 1),
 - Helping prepare an emergency kit (fact sheet 3),
 - Helping prepare an emergency plan for pets or assistance dogs (fact sheet 7),
- Assist in identifying and obtaining resources needed to cope effectively with an emergency.
- Assist moving furniture and valuables out of the way of flood water.
- Provide information about what is happening.
- Help to secure a property prior to a cyclone or storm.
- Provide a place to shelter while an emergency occurs.
- Help in the clean up after a disaster.
- Sit down with your neighbours and have a cup of tea and chat about what has happened.

Complete your neighbours' details on the other side of this page, and help them complete a fact sheet of information for themselves if needed.

Important telephone numbers

Police, Fire and Ambulance (only call if you believe the emergency is life threatening, critical or serious)	Emergencies: 000 Triple Zero (112 from a mobile)
State Emergency Service (SES)	132 500
Local council	
RSPCA	1300 363 736 to report a lost or found animal
Help for injured or trapped native animals	1300 ANIMAL 1300 264 625