



DISASTER RECOVERY GUIDELINES

2020

Review Date: 2023

Ratified by School Board:

A handwritten signature in black ink, appearing to be "J. P. ...", written over a horizontal line.

17th NOVEMBER 2020

Vision Statement

At St Anthony's Catholic Primary School, we strive to provide an education of excellence, through commitment to the Catholic tradition and living in a community where respect, justice and faith are celebrated.

Developed by: Staff and School Board All references to 'Staff members' include Administration Staff, Support Teachers, Teachers and Temporary Relief Teachers.

INTRODUCTION

This Disaster Recovery Plan outlines the ways in which St Anthony's Catholic Primary School will respond to disasters and incidents both on and offsite where employees and others within our community are involved.

This includes such incidents as fire, flood, explosion and any resulting injuries but also outlines the ways we handle the breakdown of technology systems within the e.g. networking and loss of data.

This policy will provide a framework for guiding staff and the community through immediate action to ensure safety of all students, staff and visitors, including evaluation and treatment of casualties, liaison with emergency services, notification to families of any individuals involved and the protection of assets.

At all times, our primary concern is safety for all with the aim to provide minimal disruption and inconvenience to the community.

There are many variables in an emergency/critical incident and it is impossible to predict every scenario however identifying, preparing and planning for any potential event of this nature ensures that your worksite and the community involved are prepared and better protected to ensure their safety.

This document provides Catholic Church Endowment Society sites with a template to develop a Critical Incident/Contingency Plan that meets the requirement for:

P – Prevention

P – Preparedness

R – Response

R – Recovery

An **emergency** is defined as an event that rises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response. Emergencies may include but are not limited to:

- fire
- bomb threat
- hazardous materials spillage
- prolonged loss of a utility - water, power
- floods

A **critical incident** is defined as 'a traumatic event, or threat of such, which causes extreme stress, fear or injury. Critical incidents may include but are not limited to:

- serious injury, illness, suicide or death
- severe verbal or psychological aggression
- physical assault, sexual assault
- drug use, alcohol abuse

- missing persons
- intruders
- major vandalism

After a critical incident, a meeting of the critical incident management team should be held to evaluate the critical incident report and the effectiveness of the Critical Incident/Contingency Plan and to make modifications as required. The evaluation process will incorporate feedback gathered from all on site, and the local community representatives.

RATIONALE

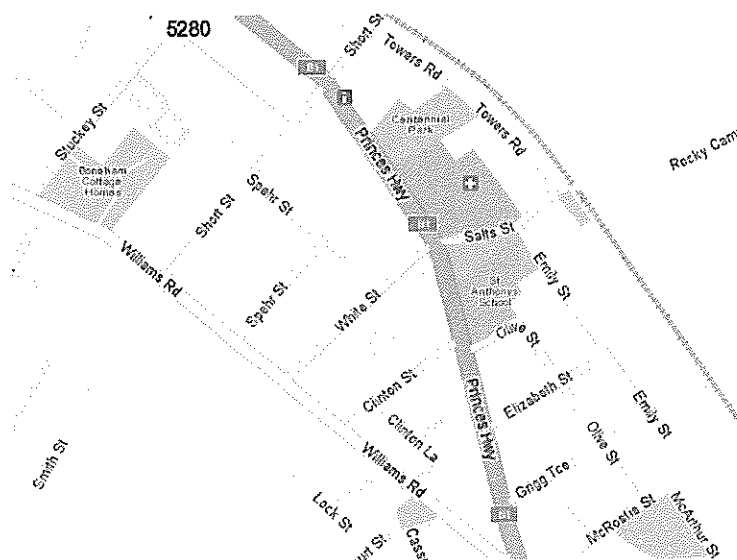
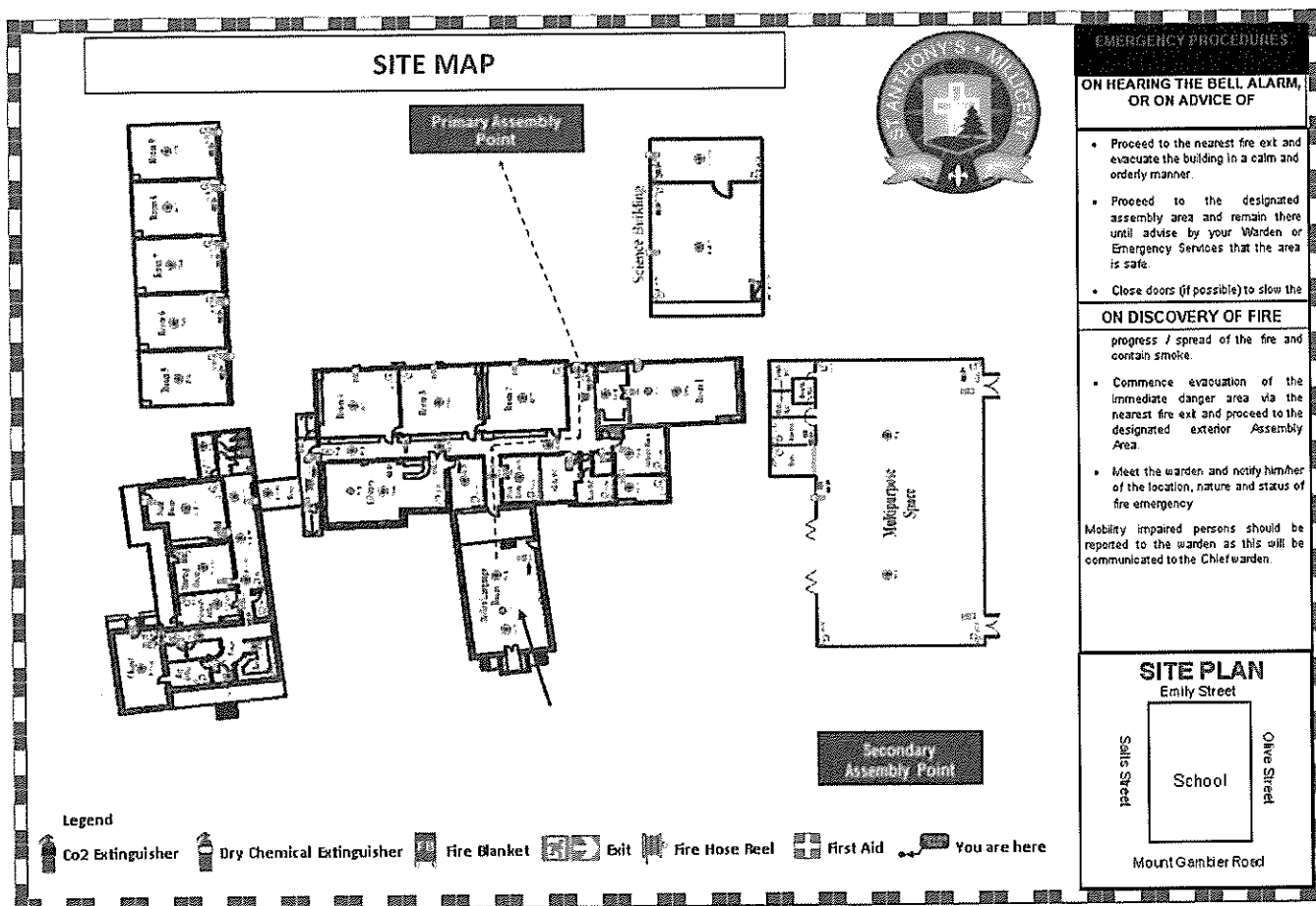
This plan identifies potential emergencies and assigns responsibilities among relevant workers, and covers all the actions to be taken and timelines for doing so.

The Critical Incident/Contingency Plan is specific to the worksite of St Anthony's Catholic Primary School, Millicent and will assist the community to identify emergencies and incidents and may occur while being aware that not all disasters are predictable.

POLICY STATEMENT AND LOCATION INFORMATION

St Anthony's Catholic Primary School is located at 37 Mt Gambier Road, Millicent. There is access to the school from Mt Gambier Road, Olive Street, Emily Street and via the Drop Zone off Salts Street. The school is surrounded by green areas both at the front and rear of the school.

A site map of the school below provides information needed for direction response and location of classrooms and school offices.



The Principal will have full responsibility for ensuring that all necessary action is taken to:

- Secure the immediate safety of individuals;
- Protect the school site, buildings and contents;

- Arrange as soon as possible, temporary facilities to enable activities/operations to continue;
- Coordinate mid to long term plans to re-establish operations, procedures and premises to at least the standard prior to the disaster occurring.

In the event of a disaster the Principal, with the support of their Principal's Consultant and the Catholic Education Office and the leadership team will be responsible for assessing the scale of the disaster and deciding the appropriate action that needs to be taken.

GUIDELINES

There will be urgency associated with any disaster and to ascertain just how serious the impact will be on the school, staff, students and community.

The Principal is to be informed immediately and will assume control of the situation in consultation with CESA and the staff of the school.

Staff meetings will follow, information disseminated and the community will be appropriately informed.

Questions to the following will be addressed:

- Are there any casualties?
- Have facilities been affected and is the loss short, medium or long term?
- What access is available to the premises?
- When will access be available if it is in lockdown?

The Principal will contact all staff, contact emergency services and make decisions in regard to action required over the first two or three days. Delegation of responsibility will be line with positions of responsibility. Communication will be regularly updated.

The Principal will also liaise with CESA in regard to any media releases. No other staff member will comment via either print or social media. Confidentiality and professional standards are to be upheld at all times during any critical incidents.

DETAILS OF CRITICAL INFORMATION STORAGE AND BACKUP

In the event of the school's network system breaking down, the IT administrator will be in charge of rectifying any resulting issues. St Anthony's Catholic Primary School utilises one main server and the functionality of this server is critical in the running of the school.

The student administration and finance system is web based hosted commercially under the control of the Catholic Education Office and can be accessed remotely from anywhere with internet access and browser. The payroll system is also web based, hosted by the Archdiocese of Adelaide and again can

be accessed remotely anywhere with internet access and a browser. Workstations running Windows would need to be reset for the use of administration and teaching staff.

All critical administration data from the servers is to be backed up daily using a rotating backup tape which is taken off site. This is to be maintained by the IT Technician.

KEY SCHOOL INFORMATION

School Site	St Anthony's Catholic Primary School 37 Mt Gambier Rd Millicent SA 5280
Postal Address	PO Box 1155 Millicent SA 5280
Telephone No.	08 8733 3479
Facsimile No.	08 8733 2483
Email	info@sta.catholic.edu.au
Facebook	www.facebook.com/stanthonysmillicent
SchoolStream	https://sacpsm.myschoolstream.net
Student Numbers	200 approx. (R – 7)
Staff Numbers	28 approx.

SCHOOL CONTACT LIST

Name	Contact Name	Mobile
Critical Incident Team Leaders	Principal – Liza Couzens APRIM – Sharn DeNys	0437 1690 43 0458850367
Fire Wardens	Chief Warden – Dave Green Deputy Chief Warden – Trainee Secretary Deputy Warden – Liza Couzens	0401 387 928 8733 3479 0437 1690 43
Contact Officers	Di Wight	0409 334 682 0408 177 310
First Aid Officers	Di Wight Trainee Secretary Diana Stratford Nikki McRobert Rebecca Baker Kristy Bromley	0409 334 682 8733 3479 0403 630 355 0419 187 357 0439 402 185 0428 358 066 0407 798 386
Computer Technician	Ryan Agnew	0419 230 691
Finance Officer	Di Wight	0409 334 682
Communications	Di Wight	0409 334 682
Student Wellbeing	Jo Patterson	0429 350092
WHS Coordinator	Diana Stratford	0403 630 355
WHS Consultant	Dave Barrett – CHWSA Adelaide	0438 868 877

The decision to implement the Critical Incident/Contingency Plan will be made by the School Leadership Team

SECTION 3 – CRITICAL INCIDENT RESPONSE/CONTINGENCY PLAN

CRITICAL INCIDENT RESPONSE CHART

IMMEDIATE RESPONSE (within 24 hours)	
ACTION	COORDINATED BY
Identify the nature of the critical incident.	Principal – Liza Couzens
Ensure the safety and welfare of all on site.	Principal – Liza Couzens
Contact Emergency Services as appropriate: Ambulance, SAPOL, CFS, SA Water, SA Power Network	Di Wight
Notify the critical incident management team leader – as determined in worksite specific plan.	Principal – Liza Couzens
Implement the critical incident team.	Principal – Liza Couzens
Activate the <u>Critical Incident/Contingency Plan.</u>	Principal – Liza Couzens
Inform employees and others in the worksite.	Liza Couzens, Sharn DeNys, Di Wight
Managing media and publicity.	Principal – Liza Couzens
Assess the need for support and counselling for those directly and indirectly involved.	Liza Couzens with consultation
If required an investigation of the event to commence.	Principal – Liza Couzens

CONTRACTOR'S LIST

Name	Contact Name	Work Phone	Mobile
Alarmnet Control Room	Adelaide security	8281 2288	
AlarmLogic Office	Adelaide security	8285 7455	
Bedford Industries (MWOP) Garden	Kriste Vilde	8733 2966	0417 849 154
Big Trev's Gas & Plumbing	Trev or Wanda Waring	8733 4438	0419 840 095
Chubb Fire	Chris Gray – Fire extinguisher checks	8723 9447 Office, Mt Gambier	Chris Gray 0466 850 950
Elec-Air Electrician	Millicent office - Maria Quentin Pietsch Mt Gambier office - Franca (police clearances & ins)	8733 4633 8723 4047 (10am – 3pm)	
Tony Montouri	Painter	8733 4949	
Heemskerk Security Local Security	Merv Heemskerk Allen Heemskerk	Office 8725 2029 0409 202 042 (24 hours)	0400 180 386 0407 608 477
Mod Cleaning Services	Heidi Vanderhorst Paul Vanderhorst	Email: heidi@keepingkleen.com.au	0439 854 633 0407 183 717
Pink Hygiene (sanitary disposal)		1300 187 162 Or Adelaide office 8490 8100	
Wilson's Security, Mt Gambier	Jamie – Security Scott Walker – Locksmith	8723 0880 8723 2215	0412 820 030 0418 838 749
Andrew Thorne Signs	Andrew Thorne		0400 268 423

SECONDARY RESPONSE (48 - 72 hours)	
ACTION	COORDINATED BY
Return worksite to usual business activity.	Principal – Liza Couzens
Assess the need for support and counselling for those directly and indirectly involved (ongoing).	Principal – Liza Couzens
Provide the workers onsite and wider community with actual information as appropriate.	Principal – Liza Couzens
Arrange debriefing for all who were involved, under threat and placed at risk.	To be determined at the time, depending on the issue being managed.
Restore site to regular routine, service delivery, and community life as soon as practicable.	School Leadership with support from CEO.
Completion of critical incident report.	School Leadership team

ONGOING FOLLOW-UP RESPONSE	
ACTION	COORDINATED BY
Identification of any other persons who may be affected by the critical incident and provide access to support services for community members.	Principal – Liza Couzens – in consultation
Provision of accurate information to all workers onsite.	Principal – Liza Couzens
Maintain contact with any injured and affected parties to provide support and monitor progress.	Principal – Liza Couzens
Monitor workers for signs of delayed stress and the onset of post-traumatic stress disorder, providing specialised treatment as necessary.	Principal – Liza Couzens
Evaluation of critical incident management.	Principal – Liza Couzens
Manage any possible longer term disturbances (eg. building closure, inquests, legal proceedings).	Principal – Liza Couzens

					<ul style="list-style-type: none"> Inform Manager Contact SAPOI Consider evacuation 	
<input type="checkbox"/>	Bushfire	Fire damage Injury Death		<ul style="list-style-type: none"> Maintain properties – garden, buildings Check water supply Store flammable goods safely Liaise with CFS/MFS in area Determine site emergency procedure Conduct drills in procedure Prepare an Emergency Kit consisting of a portable radio with spare batteries, first aid kit, emergency contact numbers, 	<ul style="list-style-type: none"> Review weather forecasts through radio or Bureau of Meteorology website Contact Emergency Services Activate site Bushfire Plan Refer to attached hyperlink for further information http://www.cfs.sa.gov.au/site/about_us/publications/fact_sheets_bushfire_prevention.jsp 	<ul style="list-style-type: none"> Implement site emergency recovery strategy. Arrange EAP for those affected Review site emergency plans Debrief session
<input type="checkbox"/>	Death at the workplace or during a workplace activity	Disruption to business Stress Staff Morale		<ul style="list-style-type: none"> Comply with CSHW SA safety procedures Emergency Management Systems Implemented 	<ul style="list-style-type: none"> Manage immediate situation (first aid, keep others safe) Contact emergency services as required for the situation Contact site responsible person Contact Executive or Principal Consultant Contact persons next of kin 	<ul style="list-style-type: none"> Arrange EAP for those affected Keep staff informed of the facts Return workplace to normal after given all clear from SafeWork SA Debrief session

EMERGENCY RISK MANAGEMENT CHECKLIST

Tick hazard that may affect your workplace	Nature of emergency	Hazards	Risk rating refer to risk assessment matrix	Preparation + Prevention	Response	Recovery
<input type="checkbox"/>	Bomb Threat	Security Terrorism		<ul style="list-style-type: none"> Workers inspect area for unusual, suspicious articles Process for obtaining details re bomb threat 	<ul style="list-style-type: none"> Do not touch, tamper with suspected articles Call 000 Record information <p>BOMB THREAT BY TELEPHONE:</p> <ul style="list-style-type: none"> Stay calm Do not hang up Get as much information as possible Notify Manager Decide if search of grounds is warranted Decide if evacuation is required Leave doors and windows open <p>BOMB THREAT BY MAIL</p> <ul style="list-style-type: none"> Avoid handling letter or envelope unnecessarily Place in clear plastic bag or sleeve 	<ul style="list-style-type: none"> Reoccupation of worksite when emergency services give all clear

	Explosion	Property damage Injury Death		<ul style="list-style-type: none"> Engage certified electricians Retain Certificates of Competence for work Maintain plant & equipment Correct storage of hazardous substances Maintenance of gas facilities 	<ul style="list-style-type: none"> First Aid emergency services Notify OTR / Safe Work SA Evacuate area Notify Emergency Services (000) Notify Safe Work SA 	<ul style="list-style-type: none"> repair/maintenance/new electrical work. EAP <p>Building to be assessed for damage and repaired as necessary.</p> <p>Return to site once approval given by emergency services</p> <p>EAP</p>
<input type="checkbox"/>	Fire	Property damage Injury Death		<ul style="list-style-type: none"> Site Emergency plans Site Emergency procedures Emergency drills Bush fire safety plan 	<ul style="list-style-type: none"> Call 000 Evacuate area Contain fire (close doors) 	<p>Secure site</p> <p>Return to site when given approval from emergency services</p> <p>Review emergency response/debrief</p> <p>EAP</p>
<input type="checkbox"/>	Flood	Drowning Property Damage		<ul style="list-style-type: none"> Sites in 'flood risk' areas to prepare flood plan Prepare an Emergency Kit consisting of a portable radio with spare batteries, first aid kit, waterproof bags, emergency contact numbers, 	<ul style="list-style-type: none"> Keep up to date with flood warnings issued Evacuate the workplace. If necessary arrange for students/clients to be sent home, relocated. Isolate electricity if there is imminent danger and assess the risk. Notify SES 	<p>Re-occupation of workplace only after advice of emergency services</p> <p>EAP.</p> <p>Review the emergency plan.</p>

				<ul style="list-style-type: none"> • Contact OHS Consultant (CSHW SA) • Engage EAP 	<ul style="list-style-type: none"> • Arrange EAP for those affected • Keep staff informed of the facts
<input type="checkbox"/>	Death of a staff or community member (not work related)	Stress	Not applicable	<ul style="list-style-type: none"> • EAP 	<ul style="list-style-type: none"> • Arrange EAP for those affected
<input type="checkbox"/>	Drought	Weakened trees Building structures may become weakened, crack and may fail	<ul style="list-style-type: none"> • Regular inspections of trees • Where buildings appears frail &/or are cracked, engineers reports to asses safety 	<ul style="list-style-type: none"> • Evacuate building if there are any signs of collapse • Stay away from 'risky' trees 	<ul style="list-style-type: none"> • Do not re-enter the workplace until safe to do so. • Notify CSH&W SA
<input type="checkbox"/>	Earthquake/ Collapse of building	Falling objects Weakened structures	<ul style="list-style-type: none"> • Earthquake history of area • Identify age of buildings • Identify structural issues • Note evacuation routes/structures 	<ul style="list-style-type: none"> • Evacuate buildings • EAP 	<ul style="list-style-type: none"> • Only re-enter buildings when cleared by emergency services to do so • Debrief session
<input type="checkbox"/>	Electrical	Electrocution Electric shock Failure of equipment	<ul style="list-style-type: none"> • Testing & tagging of electrical equipment annually • RCD protection • RCD testing • Report electrical faults 	<ul style="list-style-type: none"> • Isolate area • Maintain safety of all • Switch off mains • High voltage – isolate; contact ETSA • DO NOT touch person if they are in contact 	<ul style="list-style-type: none"> • Resume work or reuse of electrical plant after approved by SafeWork SA &/or OTR. • Engage contractors to carry out

		/ plant / equipment			<ul style="list-style-type: none"> ● Notify Emergency Services (fire 000) ● Activate emergency evacuation procedures ● Notify neighbouring premises 	<ul style="list-style-type: none"> ● Notify OTR & SafeWork SA ● Review preventative maintenance plans / testing schedules ● Review emergency procedures
<input type="checkbox"/>	Infectious Diseases	Exposure Difficulty with source location	<ul style="list-style-type: none"> ● Standard precautions ● Site procedure for infectious diseases 	<ul style="list-style-type: none"> ● Encourage reporting of infectious diseases ● Contact communicable disease branch (SA Health) for further information http://www.dh.sa.gov.au/pehs/communicable-diseases-index.htm ● notify SA Health if required 	<ul style="list-style-type: none"> ● follow professional advice re return to site for infected person/s 	
<input type="checkbox"/>	Large groups in public places (mass gatherings)	Serious injuries Fatalities	<ul style="list-style-type: none"> ● Site emergency procedures ● Lock-in/lock-down procedures implemented 	<ul style="list-style-type: none"> ● Initiate sites lock-in/lock-down procedures. ● Notify emergency services (Police, Fire, Ambulance 000) ● Refer to attached website for further information http://www.nationalsecurity.gov.au/agd/WWW/rwpattach.nsf/AP/(339383A93E59A076831A75961C22D 	<ul style="list-style-type: none"> ● Reoccupation of workplace only after advise of emergency services ● Notify CSHWSA ● Arrange EAP 	

				<ul style="list-style-type: none"> • Comply with requirements for substances management • MSDS locate with chemicals 	<ul style="list-style-type: none"> • If travelling, avoid flood areas. DO not drive or walk through floods. • Refer to attached website for further information . Click on hyperlink for Business http://www.ses.sa.gov.au/site/community_safety/floodsafe/emergency_floodsafe_kit.jsp 	<ul style="list-style-type: none"> • Health assessments as required • Clean up area/spill as per MSDS or energy services recommendation • Return to area when given OK • EAP
<input type="checkbox"/>	<p>Fumes / Chemical spill / hazardous materials</p>	<p>Exposure Skin damage</p>		<ul style="list-style-type: none"> • Preventative maintenance plans in place for gas facilities • Emergency shut-offs tested on a regular basis. 	<ul style="list-style-type: none"> • Isolate person/s from source • Refer to MSDS for First Aid • Call 000 • Contact Poisons Information Centre 131126 • Contact OHS Consultant (CSHW SA) • Do not disturb area • Refer to CCSM Document 19 Management of Hazardous Substances 	<ul style="list-style-type: none"> • Reoccupation of workplace only after advice of emergency services • Notify CSHWSA
<input type="checkbox"/>	<p>Gas leak</p>	<p>Explosion Damage to the environment</p>		<ul style="list-style-type: none"> • Preventative maintenance plans in place for gas facilities • Emergency shut-offs tested on a regular basis. 	<ul style="list-style-type: none"> • If safe to do so, isolate gas and turn off electrical equipment, isolate air-conditioning 	<ul style="list-style-type: none"> • Reoccupation of workplace only after advice of emergency services • Notify CSHWSA

				<ul style="list-style-type: none"> ● Review layout of rooms when meeting with difficult clients / students. 		<ul style="list-style-type: none"> ● Arrange EAP ● Manage the media ● Review the emergency plan
<input type="checkbox"/>	<p>Staff or students/ clients lost on excursion</p>			<ul style="list-style-type: none"> ● Roll calls / attendance list reviewed on a regular basis (e.g. prior to departing sites) ● Comprehensive risk assessment are completed for all excursions (schools: refer to SACCS Camps, Excursions Policy) 	<ul style="list-style-type: none"> ● Person in charge to confirm student / client is lost ● Contact Executive / Principal Consultant ● Guardian / family member notified. ● Contact Emergency services 	<ul style="list-style-type: none"> ● Arrange repairs of building where damage sustained. ● Implement procedures to resume workplace activities. ● Arrange EAP where required.
<input type="checkbox"/>	<p>Storms</p>	<p>Property damage (through debris, fallen trees) Electrocutation from fallen power lines Vehicle accidents</p>		<ul style="list-style-type: none"> ● Regular inspection of trees and maintenance as required (ie. removing branches, trees that have been identified as a risk) ● Ongoing maintenance of roofs ● Gutters cleaned ● Site to prepare emergency kit when going on excursions away from the worksite 	<ul style="list-style-type: none"> ● Review weather forecasts through radio or Bureau of Meteorology website ● If driving, hazard lights to be on. Where there is severe weather, pull over. ● Worksite to implement lock-in/lock-down procedures where staff/students are outdoors. ● Isolate services where required to make area safe. 	<ul style="list-style-type: none"> ● Arrange repairs of building where damage sustained. ● Implement procedures to resume workplace activities. ● Arrange EAP where required.
<input type="checkbox"/>	<p>Suicide</p>	<p>Trauma to staff, students, clients</p>		<ul style="list-style-type: none"> ● Wellbeing programs implemented at the worksite (e.g. stress management training) ● Workplace Bullying Programs implemented 		

					<ul style="list-style-type: none"> • Site procedure for handling mail • Staff trained in how to deal with suspicious letters/parcels. 	<p>2A2)~Active+Shooter +Guidelines+for+Places+of+Mass+Gathering.pdf/\$file/Active+Shooter+Guidelines+for+Places+of+Mass+Gathering.pdf</p>	<ul style="list-style-type: none"> • Reoccupation of workplace only after advice of emergency services
<input type="checkbox"/>	Letter/Parcel Bomb	Explosion Fatalities Serious Injury Contamination of environment		<ul style="list-style-type: none"> • Appropriate traffic controls are in place (pedestrian crossings, traffic controllers for school crossings) • Restricted speed signs displayed in car parks and driveways. • Schools: adequately signed drop-off / pick-up areas. 	<ul style="list-style-type: none"> • Isolate area & do not disturb • Notify emergency services (Police, Fire, Ambulance 000) • Initiate Emergency Evacuation procedures 	<ul style="list-style-type: none"> • Arrange EAP • Review traffic controls in consultation with local council (if necessary) 	
<input type="checkbox"/>	Pedestrian accidents	Fatalities Trauma to witnesses		<ul style="list-style-type: none"> • Review access to worksite • Adequate lighting around the workplace for after hours • Keep 'hidden' spots to a minimum (e.g. cut back large shrubs) 	<ul style="list-style-type: none"> • Emergency services notified • First aid provided where necessary • Contact next of kin 		
<input type="checkbox"/>	Serious Occupational violence	Physical Attack / Assault Damage to property		<ul style="list-style-type: none"> • Contact Police where assault has occurred. 			

<input type="checkbox"/>	Technology failure	Loss of information		<ul style="list-style-type: none"> ● IT back up procedure ● Staff compliance with above 	<ul style="list-style-type: none"> ● Locate & confirm back up data 	<ul style="list-style-type: none"> ● Restore IT information systems ● Restore information to appropriate systems
<input type="checkbox"/>	Worksite Closure	Disruption to services No access to utilities Property damage		<ul style="list-style-type: none"> ● Plan relocation (short-term & long-term) of students/clients/residents ● Plan close down of facility ● Draft information release prepared ● Draft media release prepared ● Plan re occupying phase 	<ul style="list-style-type: none"> ● Relocate who & where required ● Ensure worksite is 'closed down' safely ● Inform customers ● Inform media if required 	<ul style="list-style-type: none"> ● Arrange insurance/repair work as required ● Ensure worksite is safe for reoccupying ● Follow plan prepared prior to incident ● Debrief session for employees and others in the workplace

EMERGENCY CONTACT NUMBERS

Triple zero

Triple zero calls are free.

When you call Triple Zero (000):

- do you want police, fire or ambulance?*
- stay calm, don't shout, speak slowly and clearly*
- say exactly where to come - give an address or location.*

When to call

Examples of when to call:

- someone is seriously injured or in need of urgent medical help*
- your life or property is being threatened*
- you have just witnessed a serious accident or crime.*

What happens if you can't talk once the call is made

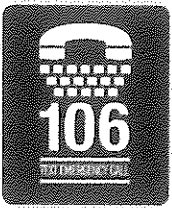
If you make a call but are unable to talk, a recorded message will play advising 'You have dialed Emergency triple zero. If you require emergency assistance please press or dial 55 after the tone and you will be connected'.

No matter if 55 is dialed or not, the call is then directed to a police operator. The operator will identify the caller's location, by accessing the caller's billing address for fixed lines and for mobiles through a triangulation from mobile towers. If there is no response from the caller, a police patrol is usually dispatched.

If you have difficulty speaking English

If you have difficulty speaking English, you can ask for an interpreter once you have been transferred to the emergency service you requested. This service is free.

Triple zero information in other languages



If you are deaf or have a speech or hearing impairment

If you are deaf or have a hearing or speech impairment, you can make an emergency call to police, fire or ambulance through the National Relay Service (NRS).

Depending on your particular needs, choose one of the following relay options:

- TTY (teletypewriter or textphone) users for speak and listen, type and read, type and listen - dial 106*
- Speak and listen users - dial 1800 555 727 and ask for Triple Zero (000)*
- Internet relay users - make an internet relay call and ask for Triple Zero (000)*
- SMS relay users - text 0423 677 767 and ask for Triple Zero (000)*
- Captioned relay users - make a captioned relay call and ask for Triple Zero (000)*

Emergency calls from mobile phones

Call Triple Zero (000) as normal.

If Triple Zero (000) doesn't work, call 112.

*You don't need credit on your mobile phone to call Triple Zero (000) or 112
- its always free.*

Calling Triple Zero (000) from a mobile phone

Network coverage

Your mobile will use any available network to connect to triple zero, even if you can't get coverage on your normal service.

If there is no mobile coverage on any network you won't be able to reach the emergency call service, unless you have a mobile satellite phone.

Your location

When you call Triple Zero (000) on your mobile, it won't automatically give your exact location.

If you don't know your exact location, using the Emergency+ app to call Triple Zero (000) can assist. The app provides you with GPS coordinates which you can tell the emergency call-taker.

The Emergency+ app is available to download free of charge from emergencyapp.triplezero.gov.au.

Locked handset

You can call Triple Zero (000) without having to unlock the keypad or key in a PIN.

Making calls during a major emergency

Find out what to do in a major event like a severe bushfire or storm if you have trouble making phone calls.

Crime

Dangerous or life-threatening situations - Triple Zero (000)

Crime Stoppers (report crime anonymously) - 1800 333 000

- by TTY - dial 1800 555 677 then ask for 1800 333 000*
- by speak and listen - dial 1800 555 727 then ask for 1800 333 000*
- by internet relay and ask for 1800 333 000*
- make a report online*

Electricity

Power network faults and emergencies, including loss of supply - 13 13 66.

If you are deaf, or have a hearing impairment or speech impairment, contact SA Power Networks through the NRS:

- TTY users phone 13 36 77 then ask for SA Power Networks*
- Speak and Listen users phone 1300 555 727 then ask for SA Power Networks*
- internet relay users connect to the NRS then ask for SA Power Networks*

Fire

All fires, including bushfire and house fire - Triple Zero (000)

Gas

Gas leaks - 1800 GAS LEAK (1800 427 532) and Triple Zero (000)

Reporting gas leaks and incidents

Health and medical

Emergency situations - Ambulance - Triple Zero (000)

Health Direct for free health advice from trained clinicians - 1800 022 222

Mental health emergencies - 13 14 65 or contact hospital mental health services

Poisons information - 13 11 26

Health emergencies

Police

Emergency situations - Triple Zero (000)

Non-urgent matters - 131 444

- by TTY - dial 133 677 then ask for 131 444
- by speak and listen - dial 1300 555 727 then ask for 131 444
- by internet relay and ask for 131 444
- contact your local police station, Millicent Police Station 8733 3622

Plant and animal disease

Plant disease

Emergency plant pest hotline - 1800 084 881

Fruit fly and quarantine hotline - 1300 666 010

Agriculture and animal services emergency - 1800 255 556

Your nearest PIRSA Mt Gambier office 8735 1300

Animal disease

Report it to your local vet

Emergency animal disease watch hotline - 1800 675 888

Fishwatch hotline - 1800 065 522

Agriculture and animal services emergency - 1800 255 556

Your nearest PIRSA Mt Gambier office 8735 1300

Roads and traffic

Accidents where there is fire or the need for medical assistance - Triple Zero
(000)

Accidents resulting in a traffic hazard - 131 444

Major arterial roads (dangerous conditions, road hazards and signal faults)
- 1800 018 313

Local council roads (dangerous conditions, road hazards) - the local council

Reporting road hazards 8733 0900

Suspicious activity

National Security Hotline - 1800 123 400

SA Police - 131 444

Tree or branch has fallen

Caused damage to a house - 132 500

Damaged powerlines - 131 366

Fallen on a vehicle - 132 500

Water

Burst water mains - 1300 729 283

Sewer blockage or overflow - 1300 729 283

Weather

Storm or flood response - 132 500

For Further Information, visit website:

<https://www.sa.gov.au/topics/emergencies-and-safety/during-an-emergency/emergency-numbers>

