

Temporary Housing

Emergency and evacuation arrangements

Temporary Housing located on land that is subject to flooding or bushfire risk must set out emergency and evacuation arrangements within the plan of management (POM).

The emergency plan is a written set of instructions setting out the procedures for the site in the case of an emergency. The plan should ensure occupants are aware of potential risks and ensure their safety and well-being in an emergency or a natural disaster.

The plan should be verbally explained to all new occupants, easy to understand and tailored to the temporary housing site. The plan should also be available in languages other than English where this is required. The plan should be displayed in a place that is available to temporary housing residents and be updated as emergency situations change.

What to include in the plan?

The plan must include emergency procedures, including:

- building safety information including location of fire exits, fire alarms and assembly area locations and contact details for emergency services
- arrangements for effective communication between the operator/ social housing provider and temporary housing occupants
- If affected, responses to emergencies including bushfire

The emergency plan for the temporary housing site is in addition to any other requirements for a CHP to prepare a plan or strategy for disaster or risk management, but can be based on the programs, measures or coordination procedures established in another plan.

Check if a site is on flood prone land or bushfire prone land: [NSW Planning Portal Spatial viewer](#)

Notification of the plan

Prior to occupation of a building for temporary housing the POM must be sent to the local council. If the building is on bushfire or flood prone land the Council may also notify the Local Emergency Management Committee.

In addition, the social housing provider must also forward the POM to:

- The State Emergency Services (SES) – for buildings on bushfire or flood prone land: rra@ses.nsw.gov.au

- The RFS – for buildings affected by bushfire pes@rfs.nsw.gov.au and the relevant [Fire Control District Office](#)

Guideline for emergency planning and evacuation planning for temporary housing

Emergency and evacuation arrangements for flood prone land

The plan is to be prepared by a suitably qualified person and contain:

- Site details (address, layout etc) and how it could be impacted by flood and what areas are most at risk
- Information on when flood is likely to occur (i.e. following significant rain or storm events)
- Number of occupants and contact telephone number for the site
- Outline duties and actions required to be undertaken before, during and after an emergency, stating clearly who is to do what, and when. They can be separated into three categories: preparation, response and recovery.
- Identify communication strategies including warning times and notification procedures
- Identify emergency assembly points, evacuation points and refuge protocols. Ensure consistency with existing emergency management arrangements and evacuation routes in the area.
- Outline how awareness of flood and risk and what to do in a flood will be communicated to occupants
- Outline any specific arrangements relevant to the needs or diversity of the expected occupants of the site (e.g. measures for physical assistance or support for children or the elderly)
- Outline arrangements for occupants to identify themselves at the assembly location and process for contact with any missing occupants
- Outline arrangements and procedures to determine when it is safe to return to the site or alternative accommodation and arrangements for the transport/transfer of occupants.

The social housing provider is to assist each resident or household to prepare a Home Emergency Plan in line with the template provided by the SES.

Flood planning resources

NSW SES Home Emergency Plan

A template for households to help prepare for flood, storms or tsunamis.

NSW State Emergency Service Flood Plans

Advice on flood emergency preparation, the NSW State Flood Plan and local flood plans.

NSW Flood Data Portal

A collection of key flood-related information, including flood studies, floodplain risk management studies, plans and associated data from around the state. The data is added by councils or other authorised groups, allowing the information to be shared by government agencies and other stakeholders.

Emergency and evacuation arrangements for bushfire

The plan is to be prepared by a suitably qualified person and be consistent with the Guide to Developing a Bush Fire Management and Evacuation Plan published by the NSW RFS and include:

- Site details (address, layout etc) and how it could be impacted by bushfire and what areas are most at risk
- Information on when bushfire is most likely to occur
- Number of occupants contact telephone number for the site
- Outline the primary action in case of fire (evacuation or shelter)
- Bush Fire Action Statements: Outline duties and actions required to be undertaken before, during and after an emergency, stating clearly who is to do what, and when. They can be separated into three categories: preparation, response and recovery.
- Identify communication strategies including warning times and notification procedures
- Identify emergency assembly points, evacuation points and refuge protocols if required
- Outline how awareness of bushfire risk will be communicated to occupants
- Outline any specific arrangements relevant to the needs or diversity of the expected occupants of the site (e.g. measures for physical assistance or support for children or the elderly).
- Outline arrangements for occupants to identify themselves at the assembly location and process for contact with any missing occupants
- Outline arrangements and procedures to determine when it is safe to return to the site or alternative accommodation and arrangements for the transport/transfer of occupants.

The social housing provider is to assist each resident or household to prepare a Bush Fire Survival Plan in line with the template provided by the RFS.

Bushfire planning resources

NSW Rural Fire Service Guide to Developing a Bush Fire Management and Evacuation Plan

A guide for proponents of at risk premises to prepare a Bush Fire Emergency Management and Evacuation Plan.

NSW Rural Fire Service Bush Fire Survival Plan

A template for households to help know the risk and have a plan for what to do during a fire.

NSW Rural Fire Service Planning for Bush Fire Protection

A guide for councils, planners, fire authorities and developers. Providing development standards for designing and building on bush fire prone land in New South Wales.

NSW Reconstruction Authority

Information on reducing risks, preparedness and disaster recovery for NSW communities including the State Disaster Mitigation Plan.

General emergency tools and contacts

- **Emergency 000** – call 000 for police, fire or ambulance for life-threatening emergencies
- **Emergency text** – call 106 if you are deaf or have a speech or hearing impairment
- **NSW Rural Fire Service** – call 1800 679 737 for information on fire bans and bushfires
- Visit NSW Rural Fire Service online for **fire** alerts and warnings
- **NSW State Emergency Service** – call 132 500 for support and advice in an emergency
- Visit NSW SES online for **floods, storms and tsunamis** alerts and warnings.
- **RSPCA** – call (02) 9770 7555 to find a shelter, branch, care centre or vet
- **WIRES** – call 1300 094 747 for emergency advice for injured wildlife.
- Download the Hazards Near Me App for current information about local emergencies including bushfires, floods, tsunamis and advice on what to do to stay safe.
- Bureau of Meteorology Warnings- <http://www.bom.gov.au/nsw/warnings/>