



DISASTER RECOVERY SERVICES

Affected by  
storm, flood  
or bushfire?  
Need help?



New South Wales Government

## ASSISTANCE IS AVAILABLE

Disasters such as bushfire, flood, storm or earthquake can happen at any time.

This brochure explains:

- What to do when a disaster is approaching
- What help you may receive when a disaster has occurred

**DoCS State Disaster Recovery Centre**

**(02) 8855 5111**

**1800 018 444**



## WHAT DoCS DOES

The delivery of Disaster Recovery Services is the responsibility of the NSW Department of Community Services (DoCS) under the State Disaster Plan.

This includes assisting victims get their lives back in order by providing food, accommodation, clothing, advice, guidance, and financial and personal support.

DoCS coordinates a number of key non-government agencies who assist in the delivery of some of these services. These include the Red Cross, Salvation Army, St Vincent de Paul Society, ADRA (Adventist Development and Relief Agency) and Anglicare.

We work closely with all Emergency Services and when required set up and manage Evacuation Centres. Staff in these centres help meet the immediate needs of victims. In some cases they will visit victims in their damaged homes.

DoCS also coordinates the longer term recovery phase of an emergency operation and may set up Recovery Centres for this purpose. The Recovery Centre is designed to provide victims with all the assistance and information they need. This includes financial support, insurance and building advice, and interpreter services.

Regional Disaster Recovery Managers are identified across NSW to help provide and coordinate these services. They also develop and implement local Disaster Recovery Plans.



## AREAS OF RESPONSIBILITY

The NSW Department of Community Services (DoCS) coordinates services to make sure people get the help they need during and immediately after a disaster, as well as during the recovery stage. We provide food, accommodation and clothing as well as financial assistance to victims to help make their homes safe and habitable.

DoCS also coordinates the following key non-government agencies which deliver welfare services:

**ADRA**  
(Adventist Development and Relief Agency)



### Emergency Accommodation

Provides temporary shelter and accommodation for people who are homeless during a disaster.

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**Salvation Army**



### Catering

Coordinates meals on site and in Evacuation and Recovery centres for victims, volunteer rescue and recovery workers and, on occasion, for paid emergency workers.

## Australian Red Cross



### Personal Support

Provides care and comfort to victims in evacuation centres and assistance to victims needing information.

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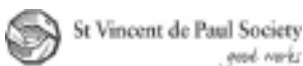
## Anglicare



### General Support

Assists with specific tasks or services as identified by DoCS.

## St Vincent de Paul Society



### Material and personal needs

Provides essential personal items to assist victims such as clothing, blankets, baby layettes, towels, toiletry packs, footwear, mattresses, pillows, bedding and furniture.

### Telephone Interpreter Service

Available 24 hours

**131 450**

## DISASTER RECOVERY SERVICES

In an emergency DoCS sets up and manages **Evacuation Centres**. Staff at these centres help meet the immediate needs of victims:

- food
- clothing
- shelter
- financial assistance.

DoCS also coordinates the longer term recovery phase of an emergency operation and may set up **Recovery Centres** for this purpose.

Recovery Centres provide:

- welfare information
- emergency financial assistance
- referral and advisory services to victims
- personal support
- temporary accommodation
- financial assistance to victims to help them re-establish their homes.

DoCS coordinates recovery services with other agencies (health, counselling, interpreting, housing etc) which may also be located at the Recovery Centre.

DoCS also administers the Community Disaster Relief Fund. The Fund pools money raised through public appeals and ensures that it is fairly distributed to disaster victims.



# EVACUATION CHECKLIST

If a disaster is threatening your house there is a possibility you may be advised to evacuate from your home by an emergency service such as the Police, State Emergency Service (SES) or the Fire Services.

Prior to leaving, let a friend or family know where you are going. Remind your neighbours (especially if old or infirm) about the evacuation.

Make sure you lock your house and check that everyone in your household is with you.

**Remember... If you need help to get your life back to normal after a natural disaster, we're here to help.**

If you do evacuate your home consider taking the following:

- any medications / prescriptions / ventilators
- your glasses, hearing aids and dentures
- nappies and formula for babies
- important papers such as passport / cash / birth certificate / insurance papers / bank books, as well as photos and mementos
- light essential bedding and clothing, at least for overnight
- some non-perishable foods and bottles of water - enough for 12 hours
- your pets.

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Recovery Centre**

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**If you can't speak English,  
we have a telephone interpreter  
service 131 450**

People featured in photographs in this brochure  
are models only.

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