phn NORTHERN SYDNEY
An Australian Government Initiative

Sydney North Health Network

CONTACT LIST FOR DISASTERS & EMERGENCIES

When a natural or manmade disaster or emergency occurs, know who to contact.

- Is it urgent and life-threatening?
- Do you have a hearing/speech impairment?
- Keep up to date with latest alerts and warnings

Life-threatening & urgent emergencies, including fires, serious suspected terror incidents, accidents & crimes

- Call **Triple Zero (000)** for assistance - Police, Fire or Ambulance

- For persons with speech or hearing impairment:
  - For Type and Listen (TTY) users -
    Call **106** via the Text Emergency Relay Service
  - By SMS relay -
    Text **0423 677 767** include "000, FIRE, POLICE or AMBULANCE, your name, location and details of emergency, GA (go ahead)".

- Download & use **Emergency Plus mobile app**
  - Uses GPS to report your location details to **mobilise emergency services**

Bushfires, fire incidents, total fire bans & fire safety

- Contact **NSW Rural Fire Service (RFS)** for assistance
- Call Bush Fire Information Line - 1800 NSW RFS (1800 679 737)
- For TTY users, call 1800 555 677 then ask for 1800 679 737

- Alerts & warnings - Download **Hazards Near Me NSW mobile app**

Phone: (02) 9432 8250
Fax: (02) 8088 4770
Email: info@snhn.org.au
Mail: PO Box 1083, Chatswood NSW 2057
Address: Level 5, Tower 2, 475 Victoria Ave, Chatwood NSW 2067

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Floods, storms, severe weather, tsunamis

- Contact **NSW State Emergency Service (SES)** for assistance
- Call NSW SES on 132 500

- Alerts & warnings - Download **Hazards Near Me NSW mobile app**

Alerts & warnings for significant weather events

- Access **Bureau of Meteorology - Warnings**
- Access **rain radar & weather maps**
- Access **heatwave warnings**
- Download the BOM Weather mobile app - Apple store or Google Play

Alerts for infectious disease outbreaks

- Access **NSW Health infectious disease alerts and updates**

Live traffic incidents, roadworks & updates

- Access **Live Traffic NSW**; or
- Download Live Traffic NSW mobile app - Apple store or Google Play

Register as being safe in an emergency

- **Australian Red Cross** **Register.Find.Reunite** - Let family, friends & emergency services know that you are safe during an emergency, including bushfires & floods - accessible via website and evacuation centres

Power outages

- Access **Ausgrid Current Outages**

Non-emergency building fires & safety issues

- Contact **Fire and Rescue NSW (FRNSW)** for assistance
- Latest updates - **Fire & Rescue NSW**
- Find a fire station

24/7 non-urgent health advice & after-hours GP telehealth

- From 1 January 2026, call **1800MEDICARE** (1800 633 4227), a rebrand of Healthdirect
- Advice from registered nurses for local GP, urgent care clinics or hospital services
- Free after-hours GP telehealth sessions (phone or video)

Non-emergency possible terrorism and foreign interference incidents

- Contact **National Security Hotline (NSH)**
- Call 1800 123 400
- Email hotline@nationalsecurity.gov.au; or
- SMS 0498 562 549

Cybercrime & scams

- Report cybercrime - Access **ReportCyber** by **Australian Cyber Security Centre**
- **Report a scam**.

Latest updates

- Watch **ABC News Channel live stream** or other free-to-air TV channels.
- Listen to live radio updates, **ABC NewsRadio**; or other radio channels.
- Download the **ABC Listen Radio mobile app**, or other radio apps.
- Access social media channels e.g. Facebook, Instagram, X (formerly Twitter), YouTube and others.