

STAKEHOLDER PACK

Flood Awareness and Preparedness

TRANSLATED ASSETS

JANUARY 2025





Australian Government



Flood, Storm and Tsunami: awareness and preparedness for NSW Culturally and Linguistically Diverse Communities Project

Jointly funded under the Australian Government – NSW Government National Partnership Agreement on Disaster Risk Reduction.

INTRODUCTION

The New South Wales State Emergency Service (NSW SES) is committed to ensuring risk awareness and risk preparedness information on flood, storm and tsunami is available to all communities of NSW, including multicultural communities.

As part of this commitment, we have created an extensive collection of translated resources in multiple languages to ensure that residents from culturally and linguistically diverse backgrounds are aware and informed of their hazard risks so they can take steps to mitigate them.

As a key stakeholder, you are receiving this stakeholder pack because of your connection and commitment to your communities. This pack includes translated communications material on flood awareness and preparedness in 15 languages.

We encourage you to share these resources across your networks, so your communities are informed about their flood risk and are equipped with the necessary information to make safe decisions and take appropriate action.



WHAT YOU CAN DO TO HELP

This stakeholder pack was developed for key stakeholders to share the free support, guidance and resources available for culturally and linguistically diverse (CALD) communities.

You can help by:

- Sharing the assets from this stakeholder pack with your community in-person or via social media and digital platforms.
- Directing people to www.ses.nsw.gov.au for more information and program updates, and www.ses.nsw.gov.au/languages for resources in language.

Flood

Know Your Flood Risk

TRANSLATED ASSETS

JANUARY 2025



VIDEO

Available in your language

Videos can be shared on platforms including: Facebook, Instagram, Instagram Stories and LinkedIn.

- | | |
|------------------------------|--------------------------------|
| 1. Arabic | 9. Korean |
| 2. Assyrian | 10. Macedonian |
| 3. Chaldean | 11. Punjabi |
| 4. Mandarin | 12. Serbian |
| 5. Cantonese | 13. Spanish |
| 6. Greek | 14. Thai |
| 7. Italian | 15. Vietnamese |
| 8. Khmer | |



SOCIAL MEDIA TILES

Available in your language

Social media tiles can be shared on platforms including: Facebook, Instagram, Instagram Stories and LinkedIn.

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| 8. Khmer | 16. English |



POSTER

Available in your language

Posters can be printed and displayed in community areas and high visibility spaces.

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En-English

SES
NSW STATE EMERGENCY SERVICE

Know your flood risk

Find out about your flood risk

- Contact your council for localised information about your flood risk.
- Contact your local NSW SES Unit for localised flood information.
- Talk to your neighbours and to residents who have lived, worked or visited the area for a long time for historical flood information.
- Research the height your home, business or property may be affected by flood.
- Ensure that you have the right insurance policy to cover flood damage for your home and property.

Be aware of the impacts of flood

- Damage to your home, business or property
- Loss of power and water supply
- Loss of communication connections
- Damage to sewage systems
- Floodwater over roads, bridges and places you visit
- Isolation. Even if your property is not flooded, you could be surrounded by floodwater.

Know what to do and where to go

- Plan to leave early.
- Share your emergency plan with family, neighbours and colleagues and review it regularly.
- Plan safe routes of travel for different road closure scenarios.

Be Informed

Download the **Hazards Near Me** app to your mobile devices and create **Watch Zones** for the areas you live, work and visit.

www.ses.nsw.gov.au

In life threatening situations call **Triple Zero (000)**

For emergency help in flood, storm and tsunami, call the **NSW SES on 132 500.**

@NSWSES | NSWSES | NSWSES



DIGITAL BANNER ADS



Available in your language

Digital banner ads can be used on websites, social media platforms, mobile apps, search engines, email and other digital channels to reach and engage target audiences effectively.

- | | |
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Know your **flood risk**

-  Find out about your flood risk
-  Be aware of the impacts of flood

-  Know what to do and where to go
-  Prepare an emergency kit

FACTSHEET / INFOGRAPHIC

Available in your language

Factsheets can be viewed online or printed. They contain the most information of any asset and can be shared on platforms including: Facebook, Instagram, and LinkedIn, or printed and distributed by hand.

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ADVERTORIALS

Available in your language

Advertorials can be used in online advertising space like newsletters, newspapers or as social media posts on platforms like Facebook, Instagram, WeChat or WhatsApp.

1. [Arabic](#)
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3. [Traditional Chinese](#)
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9. [English](#)



Know your **flood risk**

Find out about your **flood risk**

- Contact your council for localised information about your flood risk.
- Contact your local NSW SES Unit for localised flood information.
- Research the height your home, business or property may be affected by flood.



English - EN

Be aware of the **impacts of flood**



- Damage to your home, business or property
- Loss of power and water supply
- Loss of communication connections
- Damage to sewage systems

Prepare an **emergency kit**

- Portable radio with spare batteries
- Torch with spare batteries
- First aid kit (with supplies necessary for your household)
- Candles and waterproof matches



PRINT ADS

Available in your language

Print ads can be used in print advertising space like in newsletters, newspapers, or printed as postcards.

1. Arabic
2. Simplified Chinese
3. Traditional Chinese
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5. Italian
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AUDIO CONTENT

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Flood

Prepare for Flood

TRANSLATED ASSETS

JANUARY 2025



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En-English

SES
NSW STATE EMERGENCY SERVICE

Prepare for flood

Know the Warnings

Look and listen for flood and weather warnings from the NSW SES and the Bureau of Meteorology.

Monitor the natural signs of flooding, including heavy rainfall, rushing or pooling water. Act early. You may not get a warning from the NSW SES.

The NSW SES will issue an **Advice, Watch and Act** or **Emergency Warning**. The level of warning is dependent on the impact and expected consequences of the flood.

Follow your Emergency Plan

Follow the emergency plans for your home, business and property.

Follow your plan for all people and animals in your care.

Prepare your emergency kit in case you need to leave.

Pack your 'last-minute items' into your emergency kit:

- A good supply of required medications
- Any specific requirements and supplies for babies, disabled people, infirmed and elderly people
- Appropriate clothing and footwear
- Fresh food and drinking water

Before you leave

Turn off gas, electricity and water before you leave.

Take your emergency kit.

www.ses.nsw.gov.au

In life threatening situations call Triple Zero (000)

For emergency help in flood, storm and tsunami, call the NSW SES on 132 500.

@NSWSES

NSWSES

NSWSES

DIGITAL BANNER ADS

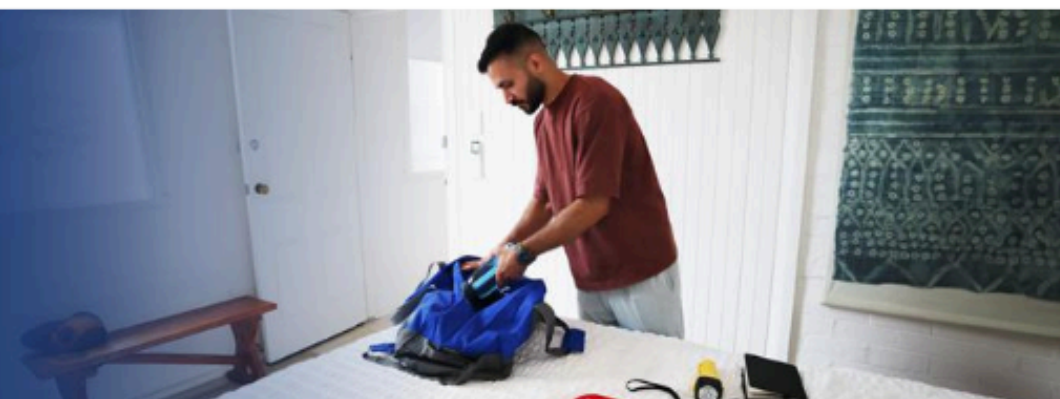
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Prepare for flood

- Know the warnings
- Prepare to leave
- Follow your emergency plan



FACTSHEET / INFOGRAPHIC

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En-English



Prepare for flood

Prepare to leave

Find a safe route to leave by using the [Live Traffic](#) app.

Pack your 'last-minute items' into your emergency kit, for example:

- A good supply of required medications.
- Any specific requirements and supplies for babies, disabled people, infirmed and elderly people.
- Appropriate clothing and footwear.
- Fresh food and drinking water.



Before you leave

Turn off gas, electricity and water before you leave.

Take your emergency kit.

In life threatening situations call Triple Zero (000)

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www.ses.nsw.gov.au/languages

@NSWSES

NSWSES

NSWSES

En-English



Prepare for flood

Know the warnings

Look and listen for flood and weather warnings from the **NSW SES** and the **Bureau of Meteorology**.

Monitor the natural signs of flooding, including heavy rainfall, rushing or pooling water.



Act early. You may not get a warning from the **NSW SES**.

The **NSW SES** will issue an **Advice, Watch and Act** or **Emergency Warning**. The level of warning is dependent on the impact and expected consequences of the flood.

Follow your emergency plan

Follow the emergency plans for your home, business and property. Follow your plan for all people and animals in your care.

Prepare your emergency kit in case you need to leave.



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NSWSES

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Prepare for flood



Know the warnings

- Look and listen for flood and weather warnings from the **NSW SES** and the **Bureau of Meteorology**.
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- Prepare your emergency kit in case you need to leave.



Prepare to leave

Pack your 'last-minute items' into your emergency kit, for example:

A good supply of required medications

Appropriate clothing and footwear

Fresh food and drinking water

Any specific requirements and supplies for babies, disabled people, infirmed and elderly people

Before you leave

Turn off gas, electricity and water before you leave.

Take your emergency kit.

PRINT ADS

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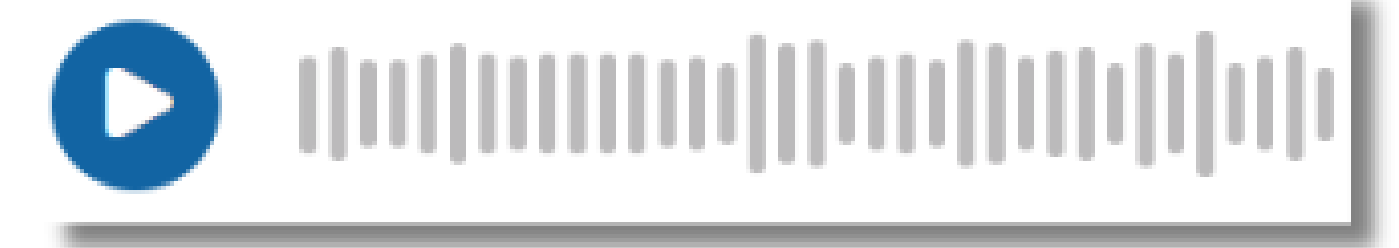
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Flood

Make Safe Decisions During a Flood

TRANSLATED ASSETS

JANUARY 2025



VIDEO

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En - English

SES
NSW STATE EMERGENCY SERVICE

Make **safe decisions** during a flood

Check the latest warnings

- Visit the **NSW SES website** for current information.
- Check the **Hazards Near Me** app.
- Listen to radio and TV for information, updates and advice.
- Share information about floods with family, friends and neighbours.



Monitor local conditions

- Check for road closures at the **Live Traffic website**.
- Stay away from flooded areas.

Act safely

Follow all advice from emergency services.
Never walk, ride or drive through floodwater.
Never play in floodwater.
Go to the safe place you identified outside the flood risk area or to an evacuation centre.



Too late to leave

If you are trapped by flood, seek shelter in the highest part of a sturdy building or on higher ground and call **Triple Zero (000)** for rescue. This is a life-threatening situation.



In life threatening situations call **Triple Zero (000)**

For emergency help in flood, storm and tsunami, call the **NSW SES on 132 500.**

www.ses.nsw.gov.au

@NSWSES NSWSES NSWSES

DIGITAL BANNER ADS

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Make *safe decisions* during a flood

Check the latest warnings • Monitor local conditions • Act safely



ADVERTORIALS

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Make **safe decisions** during a flood



Check the latest warnings

- Visit the NSW SES website for current information.
- Check the **Hazards Near Me** app.
- Listen to radio and TV for information, updates and advice.
- Share information about floods with family, friends and neighbours.

Monitor local conditions

- Check for road closures at the **Live Traffic website**.
- Stay away from flooded areas.



Act safely

- Follow all advice from emergency services.
- Never walk, ride or drive through floodwater. Never play in floodwater.
- Go to the safe place you identified outside the flood risk area or to an evacuation centre.

Too late to leave

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Make **safe decisions** during a flood

**Check the latest warnings**

- Visit the NSW SES website for current information.
- Check the Hazards Near Me app.
- Listen to radio and TV for information, updates and advice.
- Share information about floods with family, friends and neighbours.

**Monitor local conditions**

- Check for road closures at the Live Traffic website.
- Stay away from flooded areas.

**Act safely**

- Follow all advice from emergency services.
- Never walk, ride or drive through floodwater. Never play in floodwater.
- Go to the safe place you identified outside the flood risk area or to an evacuation centre.

**If you stay**

If you are trapped by flood, seek shelter in the highest part of a sturdy building or on high ground and call **Triple Zero (000)** for rescue. This is a life-threatening situation.



In life threatening situations call
Triple Zero (000)

For emergency help in flood, storm and tsunami, call the
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www.ses.nsw.gov.au/languages

 @NSWSES

 NSWSES

 NSWSES

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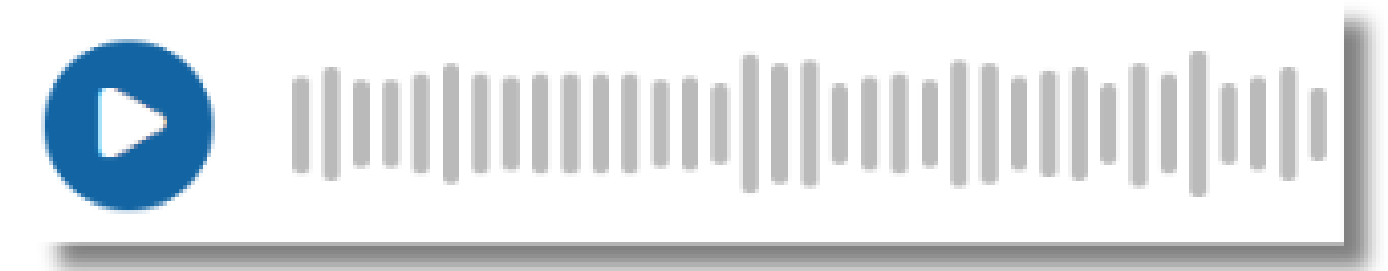
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Flood

Stay Safe After Floods

TRANSLATED ASSETS

JANUARY 2025

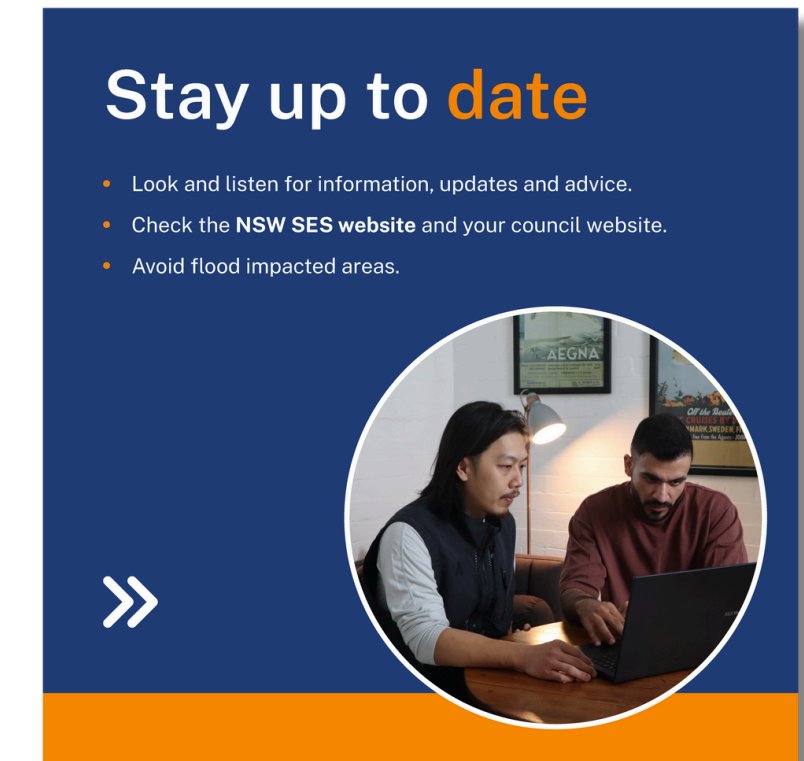


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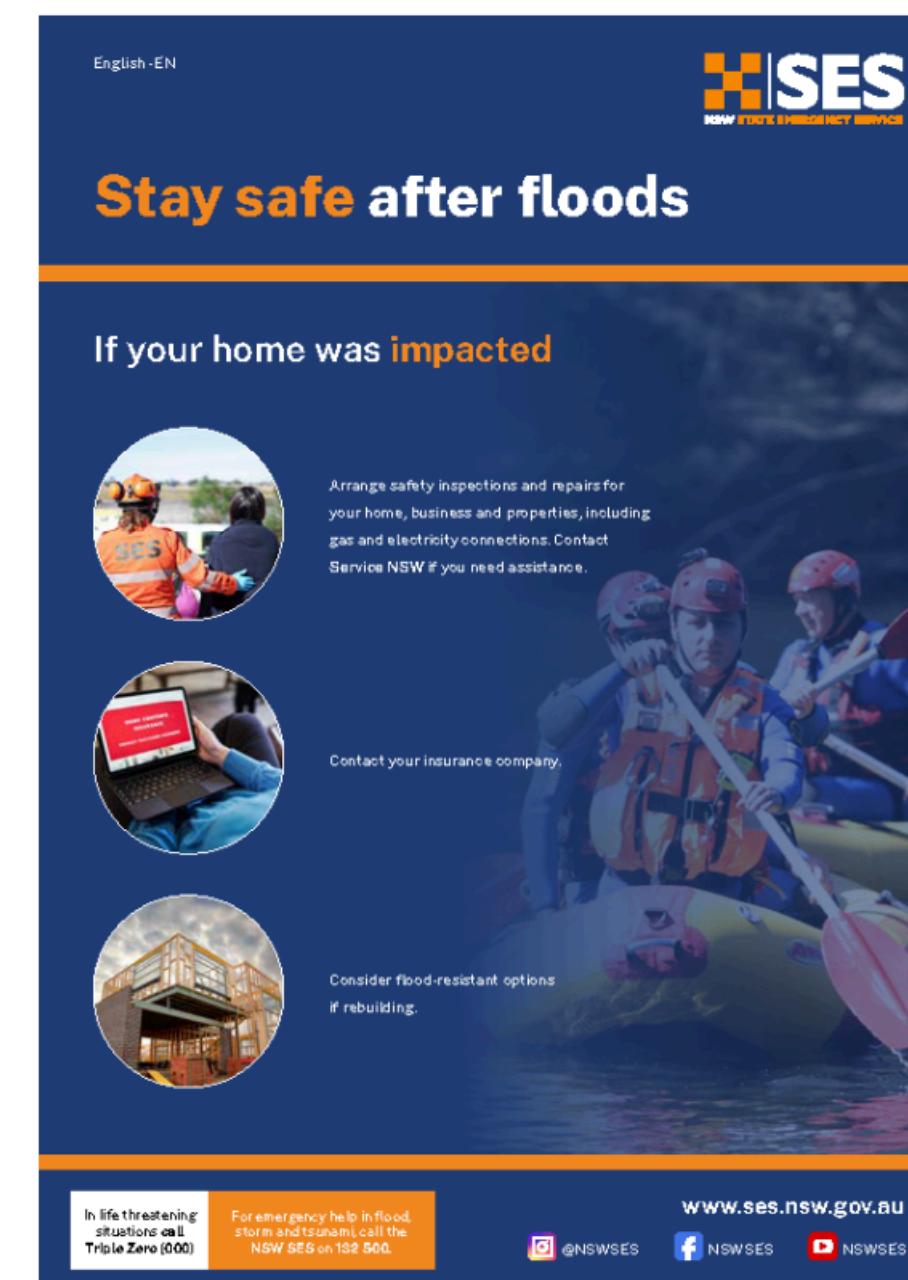


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All Campaigns

Call to Action

TRANSLATED ASSETS

JANUARY 2025



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TRANSLATED WEBSITE

Available in your language

The NSW SES website is a central hub for all translated information. The website can be shared on social media like Facebook, Instagram, LinkedIn, WhatsApp and WeChat.

- | | |
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FOR MORE INFORMATION VISIT:
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