

## Communication is the key

If you think it's a good idea to exchange telephone numbers, use the space below to write them down, and make sure your neighbours have your telephone number.

### My neighbours

Name: .....

Address: .....

Phone: .....

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Name: .....

Address: .....

Phone: .....

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Name: .....

Address: .....

Phone: .....

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**In an emergency call 000**

Moreland City Council  
90 Bell Street  
Coburg, Victoria 3058

Postal Address:  
Locked Bag 10  
Moreland, Victoria 3058

Telephone: 03 9240 1111  
Facsimile: 03 9240 1212  
Email: [info@moreland.vic.gov.au](mailto:info@moreland.vic.gov.au)  
Website: [moreland.vic.gov.au](http://moreland.vic.gov.au)

### Moreland Language Link

廣東話	9280 1910	हिंदी	9280 1918
Italiano	9280 1911	普通话	9280 0750
Ελληνικά	9280 1912	ਪੰਜਾਬੀ	9280 0751
عربي	9280 1913		
Türkçe	9280 1914	All other languages	
Tiếng Việt	9280 1915	9280 1919	

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Moreland City Council

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## Get to know your neighbours



## Heatwave, Storm, Flood, Fire, Blackouts

Phone: (03) 9240 1111  
Email: [info@moreland.vic.gov.au](mailto:info@moreland.vic.gov.au)  
Website: [moreland.vic.gov.au](http://moreland.vic.gov.au)

## It feels good to help.

Extreme hot weather and prolonged heatwave conditions can cause heat related illnesses that can be very serious. The young and elderly are most at risk.

Summer is coming and we should all start thinking about vulnerable people in our community and what we can do to help them in case of a heatwave, fire or flood.

If you don't already know your neighbours this is a good time to introduce yourself and find out whether they might need a little help in case of a heatwave, fire or flood.

## Ask Yourself

Is my neighbour elderly and living alone?

Could he or she get out of the house in case of an emergency?

Does my neighbour have a disability that might make it difficult to cope in an emergency?

## How can I assist during a heatwave?

Here are some tips to help keep your neighbour cool:

- If your neighbour has outside blinds or awnings, offer to lower them to keep the sun off the windows. Ensure windows are closed and indoor curtains and blinds are drawn.
- Remind your neighbour to stay indoors and ensure he/she has a cool place to sit or lie down.
- Provide a wet washer or damp cloth to place around the back of the neck.
- If your neighbour does not have an air conditioner, invite them to stay at your home for a couple of hours during the hottest part of the day.



## Remind your neighbour to:

- Wear lightweight clothing and not too many layers.
- Take a cool shower or bath or put their feet in a bucket of cold water.
- Use the air conditioner or fan and open a nearby window a little bit.
- Eat and drink small amounts of food and water regularly. If on fluid restrictions, get doctors advice.



## How to assist in case of fire or flood, storm or blackout

Make sure your neighbour has heard and understood any warning issued by emergency services. Ensure emergency services know that your neighbour lives alone and is elderly or disabled and may need help to evacuate to a safer place.