

Community Emergency Management Plan

Nowa Nowa

Nowa Nowa is a vibrant community with a strong artistic scene nestled into the forest of Lake Tyers State Park and Boggy Creek Gorge. Known for our natural beauty, we are located inland of Lake Tyers. Our community is diverse in our skills and experience and we appreciate that living remotely comes with associated risks.

This Plan applies to the communities of Nowa Nowa, Tostaree and Wombat Creek. Our General Store provides the heart to our community especially during challenging times. We are a community that look out for each other, and we have each other's backs. We also have good relationships with emergency service agencies. At last census (2021), we were just over 200 people.

This Nowa Nowa Community Emergency Plan sets out how we respond as a community in an emergency. Our community actions below are key activities taken by our community in the first 72 hours of an emergency, before state and other agencies can physically attend.



Version: Sept 2025

1

i

Before Any Emergency Starts (Pre-Season)



Information

- This Community EMP provides a summary of Nowa Nowa emergency procedures and provides advice for agencies.
- ABC Local Radio (AM 720, 828, FM 100.7, 103.5)
- REG Community Radio (FM 105.5, 90.7)
- VicEmergency App
- Emergency information: <https://www.emergency.vic.gov.au>
- Assembly Area: **Nowa Nowa Community Room** (6 Bridge St, next to Health Centre)



Phone numbers

• Police / Fire / Ambulance	000
• VicRoads	13 11 70
• Vic Emergency Hotline	1800 226 226
• State Emergency Service	13 25 00
• Hearing Impaired, call text phone TTY	1800 122 969
• East Gippsland Shire Council	03 5153 9500

2

Before An Emergency Occurs (Preparation & Planning)



Community Action

- Clean up around house/property
- Practice using STAND features in Community Room (once operational).

Expectation of Agency(s)

- CFA and FFM to update internal maps so 'out of towners' can find waterpoints.
- VicRoads to address culverts or low-lying points in the road that will cut off access.
- EGSC to continue assisting with NBN connection to STAND.
- 16kva generator to be installed at Community Room (before season starts).

3

Emergency Occurs (e.g. storm, fire)



Community Action

- Keep well-stocked pantries, medications and fuel to last 72 hours.
- Identify (visual/smell) where smoke is coming from and notify agencies accordingly.
- Check properties and check in on each other.
- Monitor Emergency advice and warnings (see Step 1 for Information sources).
- Refer to [Nowa Nowa LIMP](#).

Expectation of Agency(s)

- Provide locals with timely information (meetings).

4

Communications



Community Action

- Nowa Nowa Community Room to receive information from Incident Control Centre.
- General Store is the central information point and has [Facebook page](#).
- Telstra has enabled satellite to mobile texting capability to enable basic texting when towers are down (note: can't text 000, but can text family and friends).

Expectation of Agency(s)

- Communications to STAND system to be established (never worked) and NBN to be located at Community Room.
- Accurate localised information required as broadcast information may be too general.
- Newsletters/letter box drops are a successful way of reaching people*

5

Power Out



Community Action

- Some community members have generators, but many do not.
- General Store has a generator and fuel.

Expectation of Agency(s)

- No generator at Community Room or Hall.
- 16kva generator to be installed at Community Room (before season starts).
- Hall has points to accept generated power.
- While some do, community members unlikely to have generators in their homes.*

6

Road Closures



Community Action

- The Colquhoun Forest affects everyone travelling out or trying to return – large trees fall over road, landslips occur following intense rainfall.
- Locals carry proof of address, eg. 2nd wallet (ID, Property Identification Code number and/or rates notice).

Expectation of Agency(s)

- VicRoads provide up to date information at traffic.transport.vic.gov.au.
- Roadblock location to consider ability of local residents to return home from Assembly Area (information point).
- Out of town police need to be properly briefed about local hazards, conditions and to allow locals through where safe to do so.

7

Goods, Food, Water Delivery



Community Action

- Community members to make sure pantries are stocked.
- Pump, tank and sprinklers on health centre (next to Community Room).
- General Store is one stop shop for fuel and groceries, but will close when no longer safe to stay.

Expectation of Agency(s)

- If required, deliver to the Community Room (Assembly Area).
- No donated goods. Cash or gift cards only.

8

Meals



Community Action

- Community Room** has small kitchen (no real cooking facilities).
- When the freezers go out, big BBQs help to eat all the food that would otherwise go to waste – also an opportunity to connect with each other.

Expectation of Agency(s)

- Agencies will need to provide advance notice if require meals. Key local traders may evacuate with young families.

9

Evacuation



Community Action

- Assembly area at the Community Room.
- Some people evacuate early due to caregiving responsibilities.
- Complete **Community Leave Early form** on Council website: www.eastgippslan.d.vic.gov.au/forms/.
- Individuals responsible for own pets and livestock.

Expectation of Agency(s)

- Nowa Nowa Community Development Group (NNCDG) to form interim CRC.

Community Recovery Toolkit:
<https://www.vic.gov.au/community-recovery-toolkit>

10

Relief & Recovery



Community Action

- Risk of isolation is real, and community may need additional relevant and localised support post-emergency.

Expectation of Agency(s)

Version: Sept 2025

Blue text is local information for agency consideration