Fill it in once, print it, pin it up. At 2am nobody wants to search an email chain for the plumber's number.

Emergency & After-Hours Sheet

General guidance, not a rulebook - every building's circumstances differ, so take what's useful and leave the rest.

For the committee: how to use this

Committees and building managers: complete this once, then print it. Put a copy by the door in every lot, one in the lift lobby, one in the mailroom and one in the plant room. Review it annually and whenever a contact changes. A sheet that only exists online is no use in a blackout — which is exactly when it's needed.

Building

Building name: _____

Street address: _____

Nearest cross street (for directing emergency services):

_____

Emergency services

Service	Number
Police, Fire, Ambulance — life-threatening emergency	**000**
Police assistance (non-urgent)	131 444
State Emergency Service (storm and flood)	132 500
Poisons Information	13 11 26

Call 000 first, always. Notify the building manager or committee once you're safe — never instead of calling.

Building emergencies — after hours

Situation	Who to call	Number
Burst pipe, flooding, water through a ceiling		
Electrical fault or total power loss to common areas		
Person trapped in a lift		
Fire alarm activation (no fire)		

Situation	Who to call	Number
Gas smell		
Locked out of the building		
Security incident or broken entry door		
Blocked sewer or drain		

Utilities — faults

Utility	Provider	Faults number
Electricity (network, not retailer)		
Water and sewerage		
Gas		
Internet / NBN (common areas)		

Locations every resident should know

What	Where
Nearest fire exit from your level	
Assembly point	
Fire hose reel / extinguisher	
Fire indicator panel	
Main water shut-off	
Main power switchboard	
Gas isolation valve	
Defibrillator, if the building has one	

Building contacts — non-emergency

Who	Name	Contact
Building manager / caretaker		
Strata / body corporate manager		
Committee chairperson		

Who	Name	Contact
Committee secretary		
Fire warden / chief warden		
Preferred plumber		
Preferred electrician		
Lift contractor		

In an emergency

- **Life-threatening emergency: call 000 first, always**
- Follow illuminated exit signage — **do not use lifts during a fire alarm**
- Proceed to the assembly point and stay there until an all-clear is given
- Don't re-enter the building to collect anything
- Report the emergency to the building manager or committee once safe

Good practice for committees

Task	Who's doing this	By when
☐ Review and reprint this sheet annually, and after any change of contractor or manager		
☐ Confirm fire safety certification is current and displayed as required		
☐ Make sure every new resident receives a copy during move-in		
☐ Post a copy near the lifts, in the mailroom and in the plant room — not just online		
☐ Check that the evacuation diagrams still match the building		
☐ Test that the after-hours numbers actually answer, once a year		

General guidance only. Emergency procedures and fire safety obligations differ by state and by building - follow your building's own evacuation plan and your state's requirements. Current as at August 2026.