



Contacting the ERT

Emergency Response Team

When any emergency situation occurs the goal is to speak with a member of the ERT who will assist and advise you.

There are 3 Ways to contact the ERT

1. Phone – 02 9638 9099
2. Text/SMS message – 0483 900 140
3. Email – ert@sunsw.org.au

Mode of Contact	Purpose	When to use
Phone – 02 9638 9099	Primary contact for advice and assistance	<ul style="list-style-type: none"> - In any emergency situation - When any emergency situation occurs the goal is to speak with a member of the ERT who will assist and advise you
SMS – 0483 900 140	To arrange a phone conversation or to make initial contact with the ERT when phone service is limited or when making a call is not suitable due to the immediate situation	<ul style="list-style-type: none"> - When phone service is limited - To alert the ERT of an immediate emergency - To arrange a suitable time for a one-to-one call with the ERT. - To maintain communication and updates during an emergency
Email – ert@sunsw.org.au	<p>For follow up and reporting of an incident or emergency.</p> <p>For non-urgent matters and situations</p> <p>For asking questions.</p>	<ul style="list-style-type: none"> - Sending a report following an emergency and ERT Contact - Updating the ERT on situations or incidents that did not require an immediate and/or urgent contact with the ERT - To ask questions or clarify issues that do not require an emergency call.