



# GET READY NORTH BURNETT



**GUIDE TO PREPARING FOR DISASTERS AND EMERGENCY SITUATIONS**

# MESSAGE FROM THE MAYOR

*Like all regions across Australia, natural and other disasters pose a very real threat to the North Burnett. Severe storms, bushfires, floods and heatwaves are but a few of the major natural hazards we face each year. Hazards such as earthquakes may not occur often but due to the location of North Burnett, are a realistic threat.*

*As a community, the best way we can protect ourselves from any disaster is to be prepared. Government officers and relief workers will be on the scene after a disaster, but they cannot reach everyone. It is important for you to know what to do if you had to face a disaster or emergency situation. Your Get Ready guide is designed to provide a practical resource to assist and support North Burnett visitors and residents in preparing for an emergency. The guide steps through the process you and your family need to prepare for an emergency situation. By planning ahead, you can be prepared and help reduce the risk of injury and damage to property.*

*On the following pages you will find information on different hazards to help you make the most informed decision for yourself, your family and your community. There are also a series of information and fact sheets that are designed to help you better prepare for a disaster.*

*If we all take the time to better prepare ourselves for disaster our community will benefit as a whole.*

*If you do a little, we all accomplish a lot.*

**Cr Don Waugh**

*Mayor, North Burnett Regional Council*

*Chairman, North Burnett Disaster Management Group*



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## **What is a Disaster?**

A disaster is “..... a serious disruption in a community caused by the impact of an event that requires a significant coordinated response by the state and other entities to help the community to recover from the disruption.....”

Disaster Management Act 2003



# GET READY NORTH BURNETT

## WHAT IS BEING DONE NOW TO PREPARE?

Even when there is no disaster, preparations are being made for when the time comes. All levels of government have a responsibility to make sure we are as prepared as we can be when our community needs us. Each level of government has a Disaster Management Group:

- Local Disaster Management Group
- District Disaster Management Group
- State Disaster Management Group

### Local Disaster Management Group (LDMG)

The LDMG is made up of Council and local emergency service personnel. They meet regularly to discuss local risks and what is being done to manage these risks. Their action plan is documented in the Local Disaster Management Plan. A copy of this plan can be found on Councils website:

[www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)

Because North Burnett is such a large area which can become isolated during an event we also have Local Disaster Management Sub Groups in each of the six towns. These groups report back to the LDMG and operate under Local Disaster Management Sub Plans.

During a major event, including a declared disaster, a Local Disaster Coordination Centre is established which is made up of all the management group members. They coordinate assistance required and have the ability to request further assistance from the Government should we not be able to source locally.

### District Disaster Management Group (DDMG)

North Burnett Region along with Bundaberg Region make up the Bundaberg District Disaster Management Group.

As with the LDMG, the DDMG meet regularly to discuss issues which effect our whole district. During an event a District Disaster Coordination Centre is established to assist with tasks of a regional significance and to arrange extra support should a request be made by the LDMG.

### State Disaster Management Group (SDMG)

As with the other groups the SDMG meet regularly to discuss disaster issues for the entire state. There is a State Disaster Coordination Centre located at Kedron in Brisbane. While there is no disaster, this facility monitors the entire state for any possible risks and reports accordingly. During an event this facility oversees all disaster operations and provides assistance where the local or district centres cannot.

If the SDMG are unable to assist then resources can be requested from the Attorney-General's Department through the Australian Government Crisis Coordination Centre.

## WHAT CAN I DO TO PREPARE?

In emergency events it is very hard for the emergency services to help everybody - you need to take steps and prepare yourself, don't rely on the services to help you. Let them help the most vulnerable. You should:

- Prepare a *Household Emergency Plan* (Fact Sheet 1)
- Prepare for what you would do in the case of Evacuation (Fact Sheet 2)
- Prepare an *Emergency Kit* (Fact Sheet 3)
- Prepare your home (Fact Sheet 4)
- Become familiar with ways to keep yourself and your family informed (Fact Sheet 5)
- Get to know your neighbours and help your community in times of need (Fact Sheet 6)
- Prepare a *Pet Emergency Plan* (Fact Sheet 7)

The following are the major hazards identified in the North Burnett. This information includes tips and advice on what you can do to stay safe before, during and after an emergency or disaster event. Use this information to help better prepare yourself and your family and complete the checklists at the back of this guide.

# SEVERE STORM

## WHAT I NEED TO KNOW ABOUT SEVERE STORMS

Severe storms or thunderstorms can produce hail, wind gusts, flash floods, tornadoes and lightning which can cause death, injury and damage to property. You can be left without power or cut off by flooded roads.

Severe weather is a natural part of living in North Burnett. Every year, North Burnett experiences severe storms and it's important to take the time to prepare your family, pets and property.

## WHAT CAN I DO TO PREPARE FOR THE SEVERE STORM SEASON?

Before the storm season begins, follow the below guide of what you can do to prepare yourself and your family.

### Prepare your home

- Check and clean your roof, gutters and downpipes. If any roof tiles or sheets are loose have them repaired.
- Trim trees and remove branches that overhang buildings, but call a professional tree trimmer if they are near powerlines.
- Identify loose objects in your yard such as outdoor furniture and toys that will have to be put away or secured if a storm approaches.
- Protect sky lights with wire mesh and fit glass windows and doors with shutters or insect screens.
- Have a supply of plastic shopping bags or sandbags to fill with sand for emergency storm water diversion. Sand for sandbagging can be obtained by contacting Council on 1300 696 272 or SES on 132 500. For tips on how to sandbag and prepare, visit: [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

- Include some basic materials in your *Emergency Kit* (Fact Sheet 3) that can assist with emergency repairs such as masking tape and plastic sheeting or large garbage bags, rope, timber strips, hammers and nails.
- Make sure your insurance is up-to-date and enough to cover your home and contents. It's a good idea to take photographs of your home and possessions. Keep copies of any insurance documentation away from the home as well, maybe at work or with a family member or friend.
- Install a surge protector in your home to protect sensitive electronic equipment.

### Prepare yourself and your family

- Be aware of severe storm patterns in your area, for example, which direction do the storms typically come from, where does storm water flow, where the rivers and creeks are, what are your potential evacuation routes and where they may get cut.
- Be aware of the media outlets you can obtain weather warnings from and if you have a smartphone install a few useful weather and emergency apps. See Fact Sheet 5 for more information.
- Prepare an *Emergency Kit* (Fact Sheet 3).
- Identify the safest place in your home to shelter should a severe storm turn nasty. Typically the bathroom, laundry, or somewhere central in the house away from windows in case they shatter, or under the house.
- Make sure your *Emergency Plan* is up to date (Fact Sheet 1) and that everyone in your household understands what will happen in an emergency situation. Don't forget your neighbours who may need assistance (Fact Sheet 6).



# SEVERE STORM

## HOW DO I KEEP UP TO DATE WITH WARNINGS?

- The Bureau of Meteorology is an excellent source for monitoring and notifying of severe storm activity. They provide a seven day weather forecast as well as radar imaging of storm activity. Visit: [www.bom.gov.au](http://www.bom.gov.au) for more information.
- Councils Facebook page posts the latest BOM warnings. 'Like' North Burnett Regional Council on Facebook to update your newsfeed.
- There are many smartphone apps which track and monitor severe storm activity. See the Web and Social Media section of this guide for more information.

## WHAT CAN I DO WHEN A SEVERE STORM APPROACHES/STRIKES?

- Have your mobile phone fully charged. Don't use a fixed telephone during a severe storm due to lightning danger.
- Secure loose garden furniture, toys etc inside or under cover.
- Turn off and unplug electrical items, external TV/ radio aerials and computer modems.
- Make sure vehicles have a full tank of fuel and park under solid shelter or cover with firmly tied tarpaulins/blankets.
- Secure all external doors and windows and draw curtains.
- Shelter and secure animals.
- Keep valuables and your emergency kit handy.
- Fill containers with water in case water supplies are cut.
- Listen to your (portable) radio for severe storm advice and warnings.
- Stay inside and shelter well clear of windows, doors and skylights.

- If driving, stop clear of trees, powerlines and creeks. Never drive on flooded roads. Even in a small amount of water the current can pick up your car and sweep you away. Remember '**If Its Flooded Forget It!**'.
- If outdoors, seek solid enclosed shelter.
- If the building starts to break up, shelter in the strongest part (eg, internal room, hallway or built-in wardrobe) under a mattress, doona or a strong table or bench.

## WHAT CAN I DO AFTER THE STORM PASSES?

- Listen to your local radio for official warnings and advice.
- If you need emergency assistance, phone Triple Zero '000' - for life threatening emergencies.
- Be cautious around fallen branches, debris and water as there could be hidden fallen power lines. Always assume they are 'live' and dangerous. Report them immediately to Triple Zero '000'.
- If you experience tingles or shocks from electrical appliances or water taps, call Ergon immediately on 13 16 70, 24 hours a day, 7 days a week. And call your licensed electrician to check your electrical wiring immediately. Only use your landline if it's safe.
- Beware of damaged buildings, trees and flooded watercourses.
- Check for structural property damage and cover with plastic sheeting and nailed on wood strips. If you are unable to make repairs or sandbags yourself and require assistance contact the SES on 132 500. Refer to your emergency phone numbers for further assistance (page 33).
- If you request the assistance of the SES please be mindful that jobs are prioritised according to severity. Remember - SES members are volunteers donating their time to assist those in need. Unfortunately they cannot help everyone right away.
- Be available to help neighbours if required.

# SEVERE STORM

- Don't go sight-seeing.
- When cleaning up around your home, remove any stagnant pools of water to help prevent mosquito-borne diseases. Avoid going outside in the late afternoon and early morning when mosquitos are most active. When you are outdoors wear loose and light coloured clothing, covering as much exposed skin as possible. You should also use a repellent which contains DEET or picaridin and reapply every 3-4 hours. Keep screens on doors and windows closed to stop mosquitoes getting inside. If you do not have screens then use mosquito coils and aerosol sprays to reduce contact with mosquitos.

## Emergency Water Treatment

**If water has been contaminated use only bottled, boiled or treated water for drinking, cooking or preparing food, washing utensils and surfaces, brushing teeth, hand washing and bathing.**

**Water can be vigorously boiled for 1 minute and then left to cool in a clean, covered container. Boiling will ensure water is safe from most types of harmful bugs, but will not remove chemical contaminants.**

## WHAT I NEED TO KNOW ABOUT FOOD SAFETY IF THE POWER HAS GONE OUT

- A full freezer will keep food frozen for about two days. A half-loaded freezer will last about half a day if the freezer is left closed. Meat that has thawed but the temperature has not increased above 4°C can be safely cooked and then eaten or refrozen. Do not refreeze thawed cooked foods. Throw away any food that has completely thawed and has been sitting at room temperature for more than 2 hours or an unknown period of time.
- A refrigerator without power will keep food cold for 4-6 hours depending on room temperature and the fridge temperature before the power outage. Potentially hazardous foods stored above 4°C for more than 2 hours should be thrown away. Remember – if in doubt, throw it out!
- All contaminated food should be double bagged and placed in leak proof containers before being disposed of.
- To disinfect add ¼ teaspoon of regular household liquid bleach to 4.5 litres of water. Mix and allow to stand for 15 mins before using.
- Good basic personal hygiene and handwashing are critical to help prevent the spread of illness and disease. Make sure you wash with soap in clean water, particularly before and after preparing and eating food, treating a wound, using the bathroom, participating in flood clean up activities, handling items contaminated by flood water or sewage and touching garbage.





# BUSHFIRE

## WHAT I NEED TO KNOW ABOUT BUSHFIRES

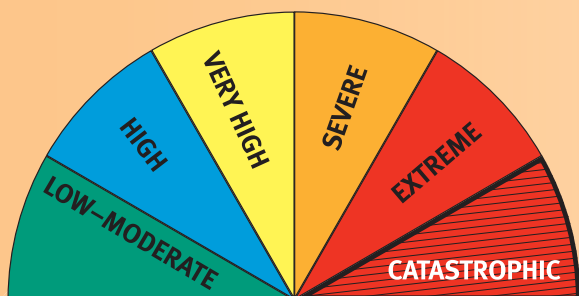
Whether you live in town or in a rural area, it is essential you have considered what you and your family would do if a bushfire was to threaten your home. During a bushfire you and your family's survival and safety depend on your preparations, and the decisions you make.

Whether your plan is to leave early or stay, you must prepare your home and property to increase their level of resilience and your chances of survival.

The Fire Danger Rating (FDR) is an early indicator of potential danger and should act as your first trigger for action. The higher the rating the greater the need for you to act. The FDR is an assessment of the potential fire behaviour, the difficulty of suppressing a fire, and the potential impact on the community should a bushfire occur on a given day. A Fire Danger Index (FDI) of 'low-moderate' means that fire will burn slowly and that it will be easily controlled, whereas a FDI in excess of 'catastrophic 100+' means that fire will burn so fast and so hot that it will be uncontrollable.

Please Note: The below information is a general guide. For a more comprehensive guide of what to do to prepare, act and survive refer to:  
[www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au).

## FIRE DANGER RATING



### CATASTROPHIC

A fire with a rating of '**catastrophic**' may be uncontrollable, unpredictable and fast-moving. The flames will be higher than roof tops. Many people may be injured, and many homes and businesses may be destroyed.

During a '**catastrophic**' fire, well-prepared and constructed homes will not be safe. Leaving is the only option for your survival.

### EXTREME

A fire with an '**extreme**' rating may be uncontrollable, unpredictable and fast-moving. The flames may be higher than roof tops. During an '**extreme**' fire, people will be injured, and homes and businesses may be destroyed.

During an '**extreme**' fire, well-prepared and well-constructed homes may not be safe. Leaving is the only option for your survival.

### SEVERE

A fire with a '**severe**' rating may be uncontrollable and move quickly, with flames that may be higher than roof tops. A '**severe**' fire may cause injuries, and some homes or businesses will be destroyed.

During a fire with a '**severe**' rating, leaving is the safest option for your survival. Use your home as a place of safety only if it is well-prepared and well-constructed.

### VERY HIGH

A fire with a '**very high**' danger rating is one that can be difficult to control with flames that may burn into the tree tops. During a fire of this type, some homes and businesses may be damaged or destroyed.

During a fire with a '**very high**' danger rating, you should use your home as a place of safety only if it is well-prepared and well-constructed.

### HIGH

A fire with a '**high**' danger rating is one that can be controlled, where loss of life is unlikely, and damage to property will be limited.

During a fire with a '**high**' danger rating, you should know where to get more information and monitor the situation for any changes.

### LOW-MODERATE

A fire with a '**low to moderate**' rating can be easily controlled and poses little or no risk to life or property.

During a fire with a '**low to moderate**' rating, you should know where to get more information and monitor the situation for any changes.



## WHAT CAN I DO TO PREPARE BEFORE BUSHFIRE SEASON?

### Prepare your home

- Ensure your house number is clearly displayed (for emergency service crews).
- Mow your lawn regularly.
- Remove excess combustible material (e.g. dry grass, dead leaves and branches) from your yard.
- Move any flammable items such as wood piles, paper, boxes, crates and garden furniture well away from the house.
- Trim low-lying branches (those under 2m in height).
- Keep gutters clear of leaf litter.
- Buy and test gutter plugs.
- Enclose open areas under decks and verandahs.
- Install fine steel wire mesh screens on all windows and doors.
- Make sure any LPG cylinders are upright and relief valves are pointed away from the house.
- Check that pumps, generators and water systems are working.
- Replace any damaged roofing and seal any gaps.
- Check that your *Household Emergency Plan* (Fact Sheet 1) and *Evacuation Kit* (Fact Sheet 2) are up to date.

## PERMIT TO LIGHT FIRE

If you live in a rural area and wish to undertake a fuel reduction burn before the bushfire season you must first obtain a *Permit to Light Fire*.

An application for a *Permit to Light Fire* is made through your local fire warden. Following receipt of your application the fire warden may impose conditions on a permit to reduce unwanted risk or nuisance to other people, property or to the environment.

The fire warden may refuse to issue a permit if they believe that appropriate safety measures cannot be reasonably achieved.

To apply for a permit you must:

1. Complete both sides of the *Permit to Light Fire* application form (available from your warden or below link)
2. Contact the owners/occupiers of the land adjoining the property where you wish to light a fire and advise them of your intention to apply for a permit. You need to allow them 72 hours in which to contact the Fire Warden and raise any concerns regarding the intended fire. Record the time you contact them on the application form and also note if they have or have not objected. If the neighbours do have an objection, they should contact the local Fire Warden. If you cannot contact the owners/occupiers, note this in the application form.
3. Contact your local Fire Warden to submit your application.

For more information on Permit to Light Fire contact your local warden or visit:

[https://ruralfire.qld.gov.au/Using\\_Fire\\_Outdoors/Obtaining\\_a\\_Permit\\_to\\_Light\\_Fire/](https://ruralfire.qld.gov.au/Using_Fire_Outdoors/Obtaining_a_Permit_to_Light_Fire/)

### Council Controlled

If you wish to burn off along a Council Road Reserve or any other Council Controlled Reserve you must:

- Complete and submit an *Application for Approval to Burn a Rural Road Reserve or Other Council Controlled Reserve* to North Burnett Regional Council.
- If granted, a *Letter of Approval* will be issued to the applicant.
- This *Letter of Approval* must then accompany your application for *Permit to Light Fire* as per the above. This letter must accompany your permit at all times.

For more information or to obtain an application form please contact Councils Environmental Department on: 1300 696 272.

# BUSHFIRE

## State Controlled

If you wish to burn off along a State Controlled Road Reserve you must:

- Contact the Department of Transport and Main Roads on (07) 4154 0200.
- Provide the department with:
  1. Landholders name and address.
  2. Property address and lot on plan details.
  3. The name of the adjoining road.
  4. Approximate dates to burn.
  5. The name of your Fire Warden.

The department will complete a *Burnoff Permission Telephone Enquiry* over the phone. They will provide your warden and yourself with a Letter of No Objection (LONO) which outlines the conditions. This must be done prior to applying for your *Permit to Light Fire* with your warden. A copy of the Transport and Main Roads LONO should be kept with your *Permit to Light Fire* at all times.

## Who is my Fire Warden?

If you do not know who your Local Fire Warden is you can use the online Fire Warden Finder located at:

[https://ruralfire.qld.gov.au/fw\\_finder.asp](https://ruralfire.qld.gov.au/fw_finder.asp)

Simply enter your address, click on the map to display the contact number of the Warden responsible for that area. Alternatively you can call (07) 4152 3244 for more information.

## HOW DO I KEEP UP TO DATE WITH WARNINGS?

- The Bureau of Meteorology issues fire weather warnings when the Fire Danger Index (FDI) is expected to reach or exceed a value of 50 either today or the next day: [www.bom.gov.au](http://www.bom.gov.au)
- Warnings are broadcast on radio and television. The Standard Emergency Warning Signal (SEWS) is used when bushfire threatens life (Fact Sheet 5).
- Emergency Alert – is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area, about likely or actual emergencies. For more information on Emergency Alert visit: <http://www.emergencyalert.gov.au/>

These messages are delivered through local TV and radio. However, you should not expect that detailed information to be available every time there is a bushfire.

## WHAT SHOULD I DO WHEN A BUSHFIRE APPROACHES/STRIKES?

### Leave early

If you plan to leave early then you must leave your home well before a bushfire threatens and travelling by road becomes hazardous. Your leave early preparations include:

#### Step 1

Preparation - your property should be well prepared for bushfire even if you intend to leave early.

#### Step 2

What you will do - make your *Bushfire Survival Plan* in accordance with your decision to leave early.

#### Step 3

Make a contingency plan - the FDI, the preparedness of your home, a change in household circumstances, a change in your physical preparedness or unexpected visitors are some things that may require you to reconsider your *Bushfire Survival Plan*.

Consider leaving a note advising you have evacuated. Emergency services will then know you are safe and accounted for. If you leave your pets behind include their name and details on the note.

Always avoid travelling in areas where bushfires are burning. If you get caught in the path of a bushfire turn around and drive to safety - don't attempt to drive through.

**REMEMBER - LEAVING LATE CAN  
BE A DEADLY OPTION.**



# BUSHFIRE

## Planning to stay

Planning is critical to successfully staying with your home. Staying with your home may involve the risk of psychological trauma, injury or death.

### Step 1

Preparation - your property must be able to withstand the impact of bushfire and must be well prepared to shelter you and your family.

### Step 2

What you will do - make your *Bushfire Survival Plan* in accordance with your decision to stay.

### Step 3

Make a contingency plan - the FDI, the preparedness of your home, a change in household circumstances, a change in your physical preparedness or unexpected visitors are some things that may require you to reconsider your *Bushfire Survival Plan*.

**In making your decision to stay, here are a few things you need to consider.**

- **Is your property able to withstand the impact of a bushfire?**
- **Are you physically and emotionally prepared to stay with your property?**
- **Do you have well-maintained resources and equipment and do you know how to use them?**
- **Do you have appropriate protective clothing?**
- **Will your bushfire survival plan need to be different for weekdays, weekends or if someone is sick at home?**
- **Do you have a contingency plan?**

## When a fire front is approaching

- Block drain pipes with gutter plugs and fill gutters with water.
- Remove outdoor furniture, door mats and other items.
- Move your car to a safe location.
- Hose down verandahs and vegetation near the house.
- Turn on sprinklers in the garden.
- Take down curtains and move furniture away from windows.
- Fill containers with water, including the bath, sinks, buckets and wheelie bins.
- Soak towels and place under external doors.
- Have ladders ready for roof access (inside and outside).
- Have a generator and pump ready.
- Prepare livestock and pets.
- Stay close to the house.
- Drink plenty of water.
- Patrol your home for spot fires and extinguish them.

# BUSHFIRE

## When the fire front arrives

If you decide to stay and defend your home, you should:

- Take fire-fighting equipment such as hoses and pumps inside (to stop them melting).
- Patrol the inside of your home, including the ceiling space for embers or small fires.
- Shelter inside your home on the opposite side of the approaching fire.
- Maintain a means of escape.
- Continually monitor conditions.
- Drink lots of water and regularly check on family and pets.

## Contingency Plan

Even if your choice is to stay, you must still have a contingency plan as a part of your *Bushfire Survival Plan*. A change in household circumstances (i.e. someone home alone or unexpected visitors), fire danger rating of extreme or catastrophic and the current preparedness of your home are all reasons for you to reconsider your *Bushfire Survival Plan*. You should identify a safer location (i.e. a neighbour's home), a Neighbourhood Safer Place and consider if you should leave early well before bushfire threatens. For more information if you choose to stay please refer to and complete the *Bushfire Survival Plan* at the back of this guide and also available at:

[www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au)

## WHAT SHOULD I DO AFTER THE FIRE PASSES?

- Once it is safe to go outside, check for spot fires or embers:
  - inside the roof space.
  - under the floorboards.
  - under the house.
  - on verandahs and decks.
  - on window ledges and door sills.
  - in roof lines and gutters.
  - in garden beds or mulch.
  - in sheds or carports.
  - in woodpiles.
  - on outdoor furniture.
- Stay at home until the surrounding area is clear of fire.
- Be aware of the increased likelihood of contact with wildlife such as snakes and spiders.
- Continue to drink lots of water and listen to your local radio station for updates.
- Monitor media outlets for updates.

## BUSHFIRE SURVIVAL PLAN

Your bushfire survival plan details how you'll prepare and what action you will take if threatened by a bushfire. Your plan must be written down and practised regularly and should take into consideration the ages and physical capabilities of everyone in your household including children and elderly residents. Your plan needs to take into account what you will do based on the Fire Danger Rating.

At the back of this guide you will find a blank *Bushfire Survival Plan*. For more information on completing your Bushfire Survival Plan visit:

[www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au) and follow the Bushfire Survival Plan - PREPARE.ACT.SURVIVE. links.



## WHAT I NEED TO KNOW ABOUT FLOODING

Queensland's subtropical climate means our state experiences flooding from a variety of sources, particularly during the summer storm season from November through to March. However, it is important to note flooding can occur at any time of the year.

There are 4 types of flooding within North Burnett:

**Flash flooding** results from relatively short, intense bursts of rainfall resulting in very fast, powerful, swift moving water.

**Localised flooding** occurs when part of the storm water drainage system capacity is exceeded. Flooding is influenced by infrastructure such as stormwater pipes, roads, fences and walls.

**Creek flooding** happens when intense rain falls over a creek catchment.

**River flooding** results from widespread and prolonged rainfall over a major river's catchment area.

The Bureau of Meteorology uses the following flood terms. It is important to know what they mean.

**Minor flooding:** Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.

**Moderate flooding:** In addition to the above, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock.

**Major flooding:** In addition to the above, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required.

**Local Flooding:** Used where intense rainfall could be expected to cause high runoff in limited areas local to the rainfall, but not necessarily leading to significant rises in main streams.

**Flash Flooding:** Flooding occurring in less than six hours of rain, usually the result of intense local rain and characterised by rapid rises in water levels. They are difficult to predict accurately and give little time for effective preventive action.

## WHAT CAN I DO TO PREPARE FOR A FLOOD?

If your area is flood-prone, you should:

- Develop a *Household Emergency Plan* (Fact Sheet 1). This should include emergency contacts and meeting places in the event that you are separated from your family or you cannot return home.
- Prepare an *Evacuation Kit* (Fact Sheet 2) and an *Emergency Kit* (Fact Sheet 3).
- Keep a list of emergency phone numbers stored in your mobile phone and on display (Fact Sheet 8).
- If you have a traditional landline phone (non-portable), store this in your *Emergency Kit* for use when you lose power.
- Prepare your pets - plan how you will look after your pets. Make sure all pets have collars and tags with up-to-date contact information (Fact Sheet 7).
- Check home insurance is current and adequate. Check it covers you for flooding including clean-up and debris removal.
- Ensure your home has a safety switch installed and/or consider relocating your switchboard and any wiring in your home to above known flood levels.
- Teach children how and when to call Triple Zero (000) in an emergency (or 112 from mobile phones).
- Ensure everyone knows where, how and when to turn off the main power, water supply and gas bottles in case of emergency and evacuation.
- Know your neighbours – Plan how your neighbourhood could work together (Fact Sheet 6).

- Do regular checks and practices of your *Household Emergency Plan*, *Emergency Kit* and *Evacuation Kit* to make sure you're ready.

To help prepare and assist your community in preparing for and responding to floods - consider joining the State Emergency Service or register with Volunteering Queensland. See page 31 for more details.

## HOW DO I KEEP UP TO DATE WITH WARNINGS?

- Flood warnings, rainfall and river height gauge readings can be found on the Bureau of Meteorology website: [www.bom.gov.au](http://www.bom.gov.au)
- Monitor Councils website or following Councils Facebook page for local updates.
- Sirens and loud-hailer announcements that Emergency Services may use in certain circumstances.
- Emergency Services personnel who may door-knock your local area to pass on warnings.
- Emergency Alert - is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area, about likely or actual emergencies. For more information on Emergency Alert visit: <http://www.emergencyalert.gov.au/>
- Warnings are broadcast on radio and television. The Standard Emergency Warning Signal (SEWS) is used when floods threaten lives (Fact Sheet 5). However, you should not expect that detailed information will be available via these avenues every time.

## WHAT SHOULD I DO WHEN A FLOOD WARNING IS ISSUED?

- Prepare for evacuation as per your *Household Emergency Plan* (Fact Sheet 1).
- Check your *Evacuation Kit* (Fact Sheet 2) and an *Emergency Kit* (Fact Sheet 3) is fully stocked (including essential medications and prescriptions).
- Consider if early evacuation is appropriate for you, especially for frail or mobility impaired family members.
- Check your neighbours (Fact Sheet 6) - Help friends, family and neighbours by passing on warnings.
- *Tune into Warnings* (Fact Sheet 5) stay tuned into additional warnings and updates.
- Move vehicles, outdoor equipment, garbage, chemicals and poisons to higher locations.
- Secure any items that may float away or move in flood waters e.g. gas bottles, garbage bins.
- Store drinking water in clean bathtubs, sinks, plastic bottles, cooking pots and any other safe storage containers.
- Plan which indoor items you will raise or empty if water threatens your home.
- *Prepare your Pets* (Fact Sheet 7) - consider moving your pets to a safer place otherwise secure animals inside so that they do not take flight, run away or hide.
- If you have livestock, move them to a safe area.
- Where possible, move any electrical equipment to higher ground.
- Turn off and unplug any electrical appliances that may become inundated with water.



## WHAT SHOULD I DO IF I NEED TO EVACUATE?

### When evacuation is imminent

- *Tune into Warnings* (Fact Sheet 5).
- Don't wait to be told - Self evacuate to your predetermined evacuation destination if you live in a flood prone area or require support - inform your neighbours/friends/emergency services if you do plan to self evacuate.
- Plan your evacuation route to avoid flood water and other possible hazards.
- Raise your pre-determined furniture, clothing and valuables on to beds, tables and into roof spaces.
- Empty fridges and freezers, leaving the doors open.
- Place sandbags in the toilet bowl and over all laundry/bathroom drain holes to prevent sewage back-flow.
- *Check your neighbours* (Fact Sheet 6) and friends who may need special assistance.
- *Prepare your Pets* (Fact Sheet 7) - have your pets ready to go - if you are unable to take your pets with you never leave them tied up or chained and provide adequate food and water in large heavy bowls.
- Fill your petrol tank and stock your car with emergency supplies.
- Charge your mobile phone.
- Call your out of town contact before you leave and once you arrive at your evacuation location. You can also use social media to post your status to let family and friends know you are okay.
- Consider leaving a note advising you have evacuated. Emergency services will then know you are safe and accounted for. If you leave your pets behind include their name and details on the note.

### When you have been told to evacuate

- Act quickly on the advice provided.
- Follow all instructions by emergency authorities and react to changing conditions.
- Turn off all the main power, water and gas supply, unplug all appliances.
- Ensure all family members are wearing strong shoes and suitable clothing.
- Travel light - do not risk your safety with replaceable possessions.
- If available - consider putting call-forwarding on and forward your home phone number to your mobile phone number.
- Lock your home and take the recommended evacuation routes for your area.
- Take your pets.
- Take your *Evacuation Kit* (Fact Sheet 2) and an *Emergency Kit* (Fact Sheet 3) and commence your evacuation arrangements.
- Seek shelter at your predetermined evacuation location.
- Once evacuated consider registering with the local evacuation centre to help others find you or self register on Register.Find.Reunite. This is a voluntary registration and enquiry service for people impacted by an emergency. It registers, finds and reunites family, friends and loved ones through a computer based filing and retrieval system which is launched during emergency situations. For more information visit:  
[www.redcross.org.au](http://www.redcross.org.au)

## WHAT SHOULD I DO IF I AM NOT REQUIRED TO EVACUATE?

- *Tune into Warnings* (Fact Sheet 5) - stay tuned into additional warnings and updates.
- The best option when you are not required to evacuate is to shelter in a safe and secure structure at home or with family and friends.
- Don't allow children to play in, or near flood waters.
- Be aware of the increased likelihood of contact with wildlife such as snakes and spiders.
- Stay away from drains, culverts and any flowing water.
- Store drinking water in clean and suitable containers. Any water you suspect may be contaminated should be treated before drinking.
- Keep your Emergency Kit (Fact Sheet 3) close at hand.

## WHAT SHOULD I DO AFTER THE FLOOD PASSES?

- Wait until authorities have declared the area safe before entering a flood zone - If you are allowed to return to your home, do so using the recommended routes only.
- Do not go sightseeing.
- *Check on your neighbours* (Fact Sheet 6).
- Don't use gas or electrical appliances which have been in flood water until checked for safety.
- Check with electricity and water authorities to determine whether supplies to your area have been interrupted and are safe to be turned on by you.
- If you're experiencing dull or flickering lights, 'brown out', low voltage, partial supply tingles or shocks from an electrical appliance or water taps, turn off and unplug appliances at the powerpoint. Do not touch your switchboard or anything metal in your home and call Ergon on 13 22 96 immediately.

- Wait until flood water has fallen below floor level before returning to a flood affected house.
- Wear rubber boots (or at least rubber-soled shoes) and rubber or leather gloves.
- When cleaning up around your home, remove any stagnant pools of water to help prevent mosquito borne diseases. Avoid going outside in the late afternoon and early morning when mosquitos are most active. When you are outdoors wear loose and light coloured clothing, covering as much exposed skin as possible. You should also use a repellent which contains DEET or picaridin and reapply every 3-4 hours. Keep screens on doors and windows closed to stop mosquitoes getting inside. If you do not have screens then use mosquito coils and aerosol sprays to reduce contact with mosquitos. Contact your insurance company before removing or discarding flood affected items.
- Take photographs of flood affected items and/or buildings to assist with claims. Keep good records of repair and cleaning costs.
- Stay away from damaged powerlines, fallen trees and flood water.
- Keep children out of drains, creeks or rivers.
- Watch animals closely - Keep all your animals under your direct control. If there has been damage to boundary fences pets may be able to escape from your home. Be aware of hazards at nose, paw or hoof level, particularly glass or downed power lines.
- Do not corner wild animals that have taken refuge in your home - provide an escape route by opening a window or door.
- Do not attempt to move any large dead animal carcass. Contact Council for help and instructions. on 1300 696 727.
- Recognise the signs of disaster related stress. Profound sadness, grief, and anger are normal reactions to a disaster event. See page 27-28 for more information on coping after the disaster has passed.



## WHAT I NEED TO KNOW ABOUT FOOD SAFETY

- A full freezer will keep food frozen for about two days. A half-loaded freezer will last about half a day if the freezer is left closed. Meat that has thawed but the temperature has not increased above 4°C can be safely cooked and then eaten or refrozen. Do not refreeze thawed cooked foods. Throw away any food that has completely thawed and has been sitting at room temperature for more than 2 hours or an unknown period of time.
- A refrigerator without power will keep food cold for 4-6 hours depending on room temperature and the fridge temperature before the power outage. Potentially hazardous foods stored above 4°C for more than 2 hours should be thrown away. Remember – if in doubt, throw it out!
- All contaminated food should be double bagged and placed in leak proof containers before being disposed of.
- To disinfect add ¼ teaspoon of regular household liquid bleach to 4.5 litres of water. Mix and allow to stand for 15 mins before using.
- Good basic personal hygiene and handwashing are critical to help prevent the spread of illness and disease. Make sure you wash with soap in clean water, particularly before and after preparing and eating food, treating a wound, using the bathroom, participating in flood clean up activities, handling items contaminated by flood water or sewage and touching garbage.
- Don't eat food which has been in flood waters. This includes food from fruit trees and vegetable gardens.



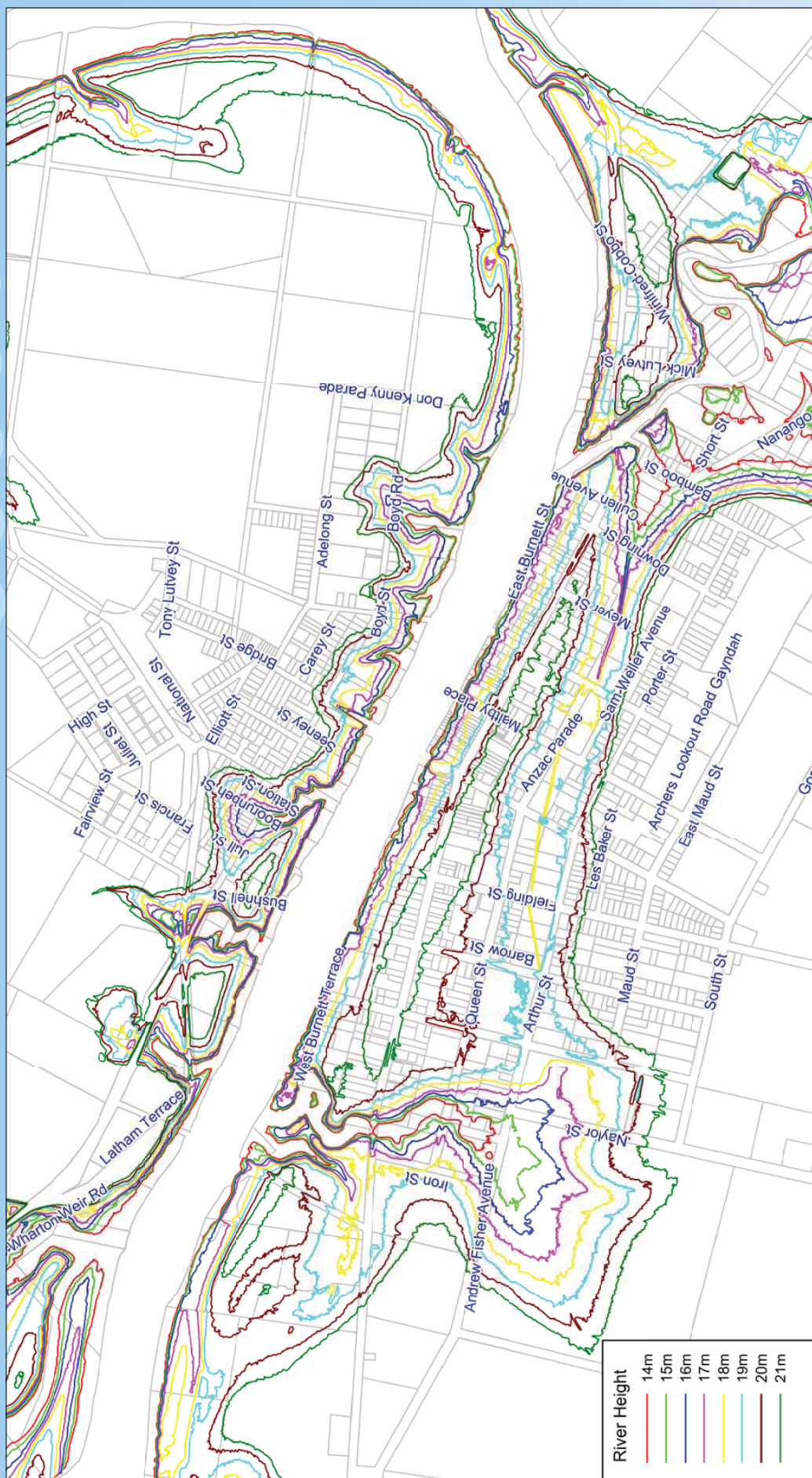
## Emergency Water Treatment

If water has been contaminated use only bottled, boiled or treated water for drinking, cooking or preparing food, washing utensils and surfaces, brushing teeth, hand washing and bathing.

Water can be vigorously boiled for 1 minute and then left to cool in a clean, covered container. Boiling will ensure water is safe from most types of harmful bugs, but will not remove chemical contaminants.



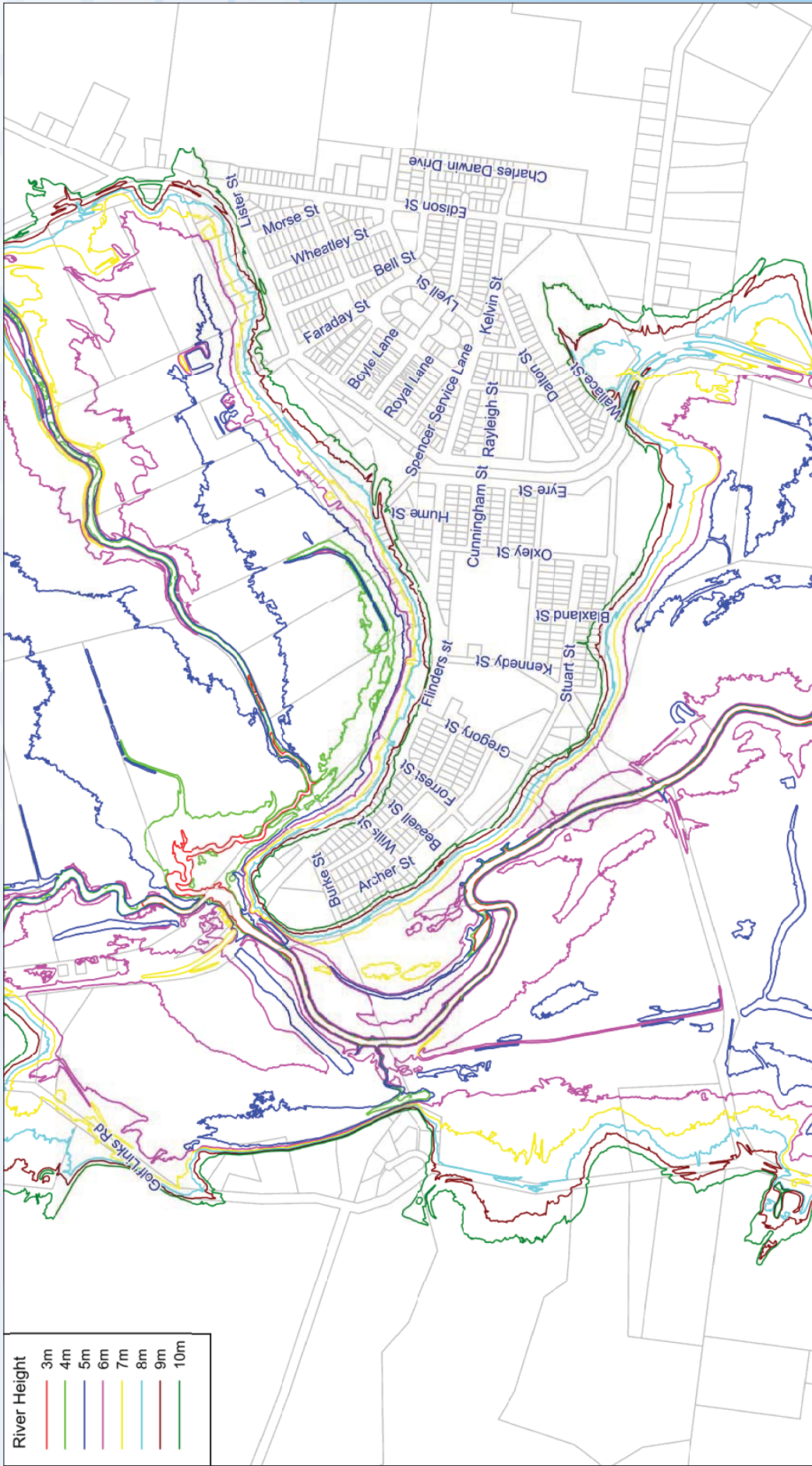
# GAYNDAH FLOOD MAP



Disclaimer: This map is intended only as a general guide. It provides river height data during different size flood events to help you and your family better prepare and make decisions. They are not designed to be accurate at the individual property level and are not a substitute for independent professional advice. Accordingly, use of the information contained in this map is at the users own risk. Council accepts no liability nor makes any warranty or representation regarding the quality, accuracy or otherwise of any information within this map. Council does not warrant that land not shown as being subject to flooding or inundation is flood-free. A property may be affected by other sources of potential inundation such as overland flow from adjoining or nearby land or streets or the bursting of pipes. The flood information shown does not provide any information relating to these or other potential sources of flooding. Flood paths can be altered by built infrastructure such as buildings, fences, bridges etc. All inundation areas shown on the flood maps have been determined from the information available to Council at the date of issue.



# MONTO FLOOD MAP





# MUNDUBBERA FLOOD MAP



Disclaimer: This map is intended only as a general guide. It provides river height data during different size flood events to help you and your family better prepare and make decisions. They are not designed to be accurate at the individual property level and are not a substitute for independent professional advice. Accordingly, use of the information contained in this map is at the users own risk. Council accepts no liability nor makes any warranty or representation regarding the quality, accuracy or otherwise of any information within this map. Council does not warrant that land not shown as being subject to flooding or inundation is flood-free. A property may be affected by other sources of potential inundation such as overland flow from adjoining or nearby land or streets or the bursting of pipes. The flood information shown does not provide any information relating to these or other potential sources of flooding. Flood paths can be altered by built infrastructure such as buildings, fences, bridges etc. All inundation areas shown on the flood maps have been determined from the information available to Council at the date of issue.

# HEATWAVE

## WHAT I NEED TO KNOW ABOUT HEATWAVES

A heatwave is a prolonged period of excessive heat (usually over 36°C), often combined with high humidity. This unusual and uncomfortable hot weather can impact on human and animal health and cause disruption to community infrastructure such as power supply.

## WHAT SHOULD I DO TO PREPARE FOR EXTREME HEAT?

- Identify any particularly at risk members of your family such as babies, young children, elderly people, pregnant women, people on certain medications or with medical conditions.
- Consider installing alternatives such as awnings, shade cloth, internal blinds or curtains to help cool your home.
- Ensure any air conditioners are serviced regularly.
- Listen to weather forecasts for potential heatwaves.
- Prepare for a power failure:
  - Plan for what you would do if a heatwave caused failure of electricity.
  - If a power failure does occur, ensure you have a torch, fully-charged telephone or mobile phone, battery operated radio and spare batteries.

## WHAT CAN I DO WHEN THE WEATHER IS EXTREMELY HOT?

### Drink water regularly and eat sensibly

- Drink at least 2 to 3 litres of water a day at regular intervals (even if you do not feel thirsty).
- Sports drinks do not replace water. If your fluid intake is limited on medical advice then check with your doctor on how much you should drink during hot weather.
- Avoid alcoholic drinks, carbonated soft drinks, tea and coffee as they worsen dehydration.

- Eat as you normally would but try to eat cold foods, particularly salads and fruit which contain water. Avoid heavy protein foods (eg. meat, dairy products) which raise body heat and increase fluid loss.

### Keep out of the heat

- Plan your day to keep activity to a minimum during the hottest part of the day (11am - 3pm).
- If you must go out then wear lightweight, light-coloured, loose, porous clothes, a wide-brimmed hat and sunscreen and regularly rest in the shade and drink fluids.
- Avoid strenuous activities and gardening.
- Do not leave children, adults or animals in parked cars.

### Stay cool

- Wear appropriate clothing to suit the hot weather.
- Stay inside, in the coolest rooms in your home, as much as possible.
- Block out the sun during the day by closing curtains and blinds and keep windows closed while the room is cooler than it is outside.
- Open up windows and doors when there is a cool breeze, when the temperature inside rises and at night for ventilation.
- Use fans and air-conditioners at home to keep cool; or spend time in an air-conditioned library and community centres.
- Take frequent cool showers or baths and splash yourself several times a day with cold water, particularly your face and the back of your neck.



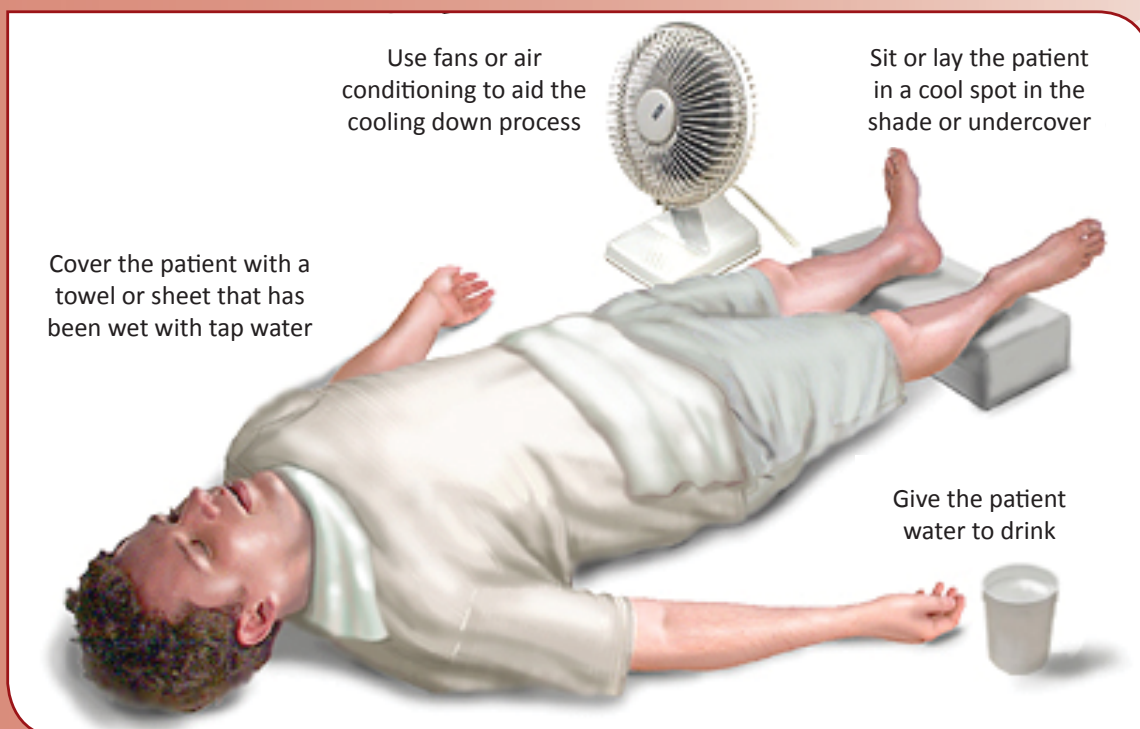


## Monitor animals and pets for heat stress

Pets and livestock can be affected by heat related illness and anyone in charge of an animal, livestock or a pet has a duty of care to provide food, water and appropriate shelter for the animal.

## WHAT SHOULD I DO IF I THINK SOMEONE IS SUFFERING FROM A HEAT RELATED ILLNESS?

- Call Triple Zero '000' for life threatening emergencies.
- Seek medical advice from your usual doctor, hospital or health clinic.
- Sit or lay the patient in a cool spot in the shade or under cover.
- Remove as much of the patient's clothing as possible or loosen tight clothing.
- Cover the patient with a towel or sheet that has been wet with tap water (NOT iced water).
- Use fans or air conditioning to aid the cooling down process.
- Give the patient water to drink, if they can swallow.
- If the patient becomes unconscious then position them on their side and dial Triple Zero '000'.





# EARTHQUAKE

## WHAT I NEED TO KNOW ABOUT EARTHQUAKES

Earthquakes occur within the North Burnett more often than you would think. In recent history earthquakes have been located within rural areas of North Burnett and have not caused damage to property or put lives at risk. It is important for you and your family to be familiar with the dangers associated with earthquakes and what to do should an earthquake occur.

Earthquakes are unpredictable and strike without warning. They range in strength from slight tremors to great shocks lasting from a few seconds to a few minutes. The magnitude of an earthquake is recorded by a seismograph using the Richter Scale.

Earthquakes can cause:

- Damage to the electricity network causing fallen power lines and telephone lines.
- Broken or split sewer and water mains.
- Roads and bridges can be damaged and be unsafe to drive on.
- Landslides.
- Buildings can be destroyed or become unstable and unsafe.

## WHAT CAN I DO TO PREPARE FOR EARTHQUAKES?

Although earthquakes are unpredictable and can happen at any time there are still things you can do to prepare yourself should an earthquake hit.

- Find out how and where to turn off power, gas and water supplies.
- Prepare your *Household Emergency Plan* and make sure everyone understands what is in it (Fact Sheet 1). This includes a list of emergency phone numbers.
- Prepare your *Emergency Kit* and make sure it is stocked (Fact Sheet 2).
- Identify your safe areas for during an earthquake. These include under a door frame, table or bench.

- Check that you have adequate household and contents insurance and which hazards are not covered by the policy.

## WHAT CAN I DO WHEN AN EARTHQUAKE STRIKES?

- If you are indoors - stay there (clear of falling debris outside). Keep clear of windows and overhead fittings. Shelter under and hold onto a door frame, strong table or bench.
- If outside, keep well clear of buildings, overhead structures, walls, bridges, powerlines, trees etc.
- In a vehicle, stop in an open area until shaking stops. Beware of fallen powerlines and road damage, including overpasses and bridges and listen to your car radio for warnings before moving.

## WHAT CAN I DO AFTER AN EARTHQUAKE PASSES?

- Expect aftershocks.
- Listen to your local radio station and heed warnings and advice on damage and service disruptions (Fact Sheet 5).
- Turn off electricity and water. Check for broken water, sewerage or electrical mains and report to Council or Ergon Energy (see the important phone numbers on page 33).
- Check for cracks and damage to the roof and evacuate the building if it is badly damaged.
- Avoid driving unless for emergency (to keep the streets free for emergency services).
- Do not go sightseeing or enter damaged buildings.

# EVACUATION CENTRES

During a disaster it may be necessary to establish an emergency evacuation centre for members of the community who are unable to stay in their homes. Evacuation centres are pre determined and identified, however, depending on the scale and type of event the evacuation centre may be different. The location of evacuation centres will be advised before opening.

## TYPES OF EVACUATION

It is important to understand the types and authority involved in evacuations. These are:

- Self-evacuation: No formal authority required, you can choose to self evacuate at any time if you don't feel safe. But please let someone know that you are evacuating and where you are going.
- Voluntary evacuation: Implemented by the Local Disaster Management Group (LDMG) in consultation with District Disaster Coordinator.
- Directed evacuation: You are ordered to 'evacuate now' by the District Disaster Coordinator in consultation with the LDMG. At this stage Council will advise where evacuation centres will be opened. Directed evacuations are mandatory.

Note: A declaration of a disaster situation is required for directed evacuation.

## HOW WILL I KNOW IF I SHOULD EVACUATE?

It is important for you to understand the hazards and reasons you may need to evacuate your home. If an event should occur you should be ready to go before directed evacuations are enforced.

Evacuations are advised through the following methods:

- Voluntary and directed evacuations will be broadcast through your local radio station (Factsheet 5).
- Emergency Services personnel may door knock potentially affected residents to advise on voluntary or directed evacuations.
- Council's Facebook page, website and community notice boards are kept up to date with the latest information.

- For large scale evacuations a loud speaker drive by may be the fastest and most effective option.
- Emergency Alert - is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area, about likely or actual emergencies. For more information on Emergency Alert visit: <http://www.emergencyalert.gov.au/>
- Some North Burnett communities have used sirens in the past as an effective way of advising residents of evacuation. Information about the procedure for sirens will be forwarded to residents where sirens are used before the severe weather season intermittently.

## WHAT SHOULD I DO BEFORE I EVACUATE?

For safety and security reasons the following should be undertaken before evacuation, if it is safe to do so:

- Unplug appliances and turn off gas at the bottle, electricity at the mains and water at the meter.
- Secure and lock all windows and doors.
- Ensure neighbours are aware of alert.
- Take your emergency and evacuation kits (fact Sheet 2 and 3) with you, including important documents, emergency food supply and emergency bedding.
- Call your out-of-town contact to let them know where you are going.
- Consider leaving a note advising you have evacuated. Emergency services will then know you are safe and accounted for. If you leave your pets behind include their name and details on the note.
- Allow for the special needs of infants, the aged and people with disabilities.
- Collect family members or go to your agreed meeting place.
- If you go to an evacuation centre, register your details as soon as you arrive.

# EVACUATION CENTRES

## WHERE SHOULD I EVACUATE TO?

Think about where you might go if you weren't able to go home, or had to leave home because of an emergency. It is important to plan where you would stay if an emergency occurs. You should consider staying with family and friends who live in a safe area as your first option. This enables emergency response teams to help those who have no place to go.

An evacuation centre may be set up for people to shelter while the worst of the emergency passes. The accommodation in evacuation centres is very basic, in some cases just a roof over your head, and tend to be very crowded and noisy.

Once you have made a decision as to where you may go, add this to your *Household Emergency Plan* (Fact Sheet 1). Remember to consider different types of events, you may need to consider more than one emergency evacuation point.

Even if you evacuate to a friend or relative's house, consider registering with the local evacuation centre to help others find you or self-register on Register. Find.Reunite registration and enquiry service for people impacted by an emergency. It registers, finds and reunites family, friends and loved ones through a computer based filing and retrieval system which is launched during emergency situations. For more information visit: [www.redcross.org.au](http://www.redcross.org.au)

*Remember: When you evacuate, take your Evacuation Kit and Emergency Kit with you. Aim to be self sufficient whether at family and friends or an evacuation centre. Even taking a sleeping bag, pillows and blankets with you can decrease the demand on limited supplies.*

## WHAT IS AN EVACUATION CENTRE?

An evacuation centre is established to provide immediate basic needs to people who are directly affected by an emergency situation and do not have anywhere else to go. This includes people who may be travelling through the affected area and are unable to progress due to road closures. They offer short-term accommodation while longer-term alternatives are established.

Halls or gymnasiums are a common location for Evacuation Centres due to the size and facilities they contain. It is recommended that people seek shelter with family or friends before attending an evacuation centre.

Basic immediate essential needs that are provided in evacuation centres include, where available:

- Shelter.
- Basic food.
- Basic clothing.
- Basic sleeping equipment.
- Basic personal hygiene facilities (toilets, hand basin, showers where available).
- Care and support for unaccompanied minors until reunited with their parents/guardians.
- Personal support and information about services available to assist.
- Assistance with finding temporary accommodation.

**Please note: Evacuation centres are selected to cater for large numbers of people with the most appropriate facilities available at the time. They are not specifically built to withstand extreme weather events. They are existing facilities which may also suffer damage during an event.**



# EVACUATION CENTRES

## WHAT TO DO AND EXPECT AT AN EVACUATION CENTRE

When you arrive at an evacuation centre you are expected to:

- Register the name and details of your family with the staff on duty. This helps in knowing who is at the centre and assisting to reunite evacuated people with friends and family.
- You may be asked to discuss your situation and your immediate needs, and be asked to provide proof of identity and verification that you live in the affected area.
- Those with disabilities or specialist requirements should make themselves known to the evacuation centre staff so that adjustments can be made to assist if available.
- In most cases the evacuation centre will be managed by a very small group of staff. Please be considerate and calm when at the Evacuation Centre.
- Sleeping quarters are communal, limit loud noises/yelling as this may wake up or frighten young children.
- Do not smoke or consume alcohol in the Centre as it is prohibited.
- Your personal items are your responsibility. Secure your valuable and personal items.

Due to there being many people in such a small confined area, the risk of spreading illness is very high. Maintaining good personal hygiene during your stay can help stop the spread.

- Wash your hands regularly especially after using the toilet.
- Do not share eating utensils or drinking containers.
- Do not share other personal articles such as toothbrushes or towels.
- Maintain a clean living space. Dispose of any food/human waste promptly.

If you leave the evacuation centre please let staff know. That way people are not worried where you are.

## PETS

Don't forget your pets and animals when making your *Emergency Plan* (Fact Sheet 1) and *Evacuation Kit* (Fact Sheet 2).

Consider what you would do before, and what you would do during an emergency and complete a *Pet Plan* (Fact Sheet 7). Evacuating your pets early to family or friends can save a lot of grief when your family evacuates.

If you do not have someone who can look after your pets there may be limited, basic enclosures available to house your pets onsite at the evacuation centre. Please check with the evacuation centre before you bring your pets to be sure there are facilities available. You will be responsible for your pet whilst they are housed there. Should your pet cause any issues you may be asked to find a more appropriate location off-site.

## STAYING WITH FAMILY AND FRIENDS

The generosity we receive during a disaster shows just how strong our sense of community is. However, living in someone else's home during the recovery period can be stressful on you and them.

In major disasters temporary accommodation may be established to help those who can not return to their homes for a few months. Even if you stayed with family or friends during the initial response you are entitled to make use of these facilities/arrangements.

During your stay with family and friends you may wish to help with duties around the home and contribute towards the bills.

# COPING AFTER THE DISASTER HAS PASSED

Disasters and emergency situations can evoke emotional and psychological trauma. They shatter your sense of security, making you feel helpless, overwhelmed and vulnerable in a dangerous world, even if it doesn't involve physical harm. Traumatic events affect survivors, rescue workers, and the friends and relatives of victims who have been involved. They may also have an impact on people who have seen the event either firsthand or on television.

An event may lead to emotional or psychological trauma if:

- It happened unexpectedly.
- You were unprepared for it.
- You felt powerless to prevent it.
- It happened repeatedly.
- Someone was intentionally cruel.
- It happened in childhood.

The same event may have little impact on one person but cause severe distress in another individual. The impact that an event has may be related to the person's mental and physical health, level of available support at the time of the event and past experience and coping skills.

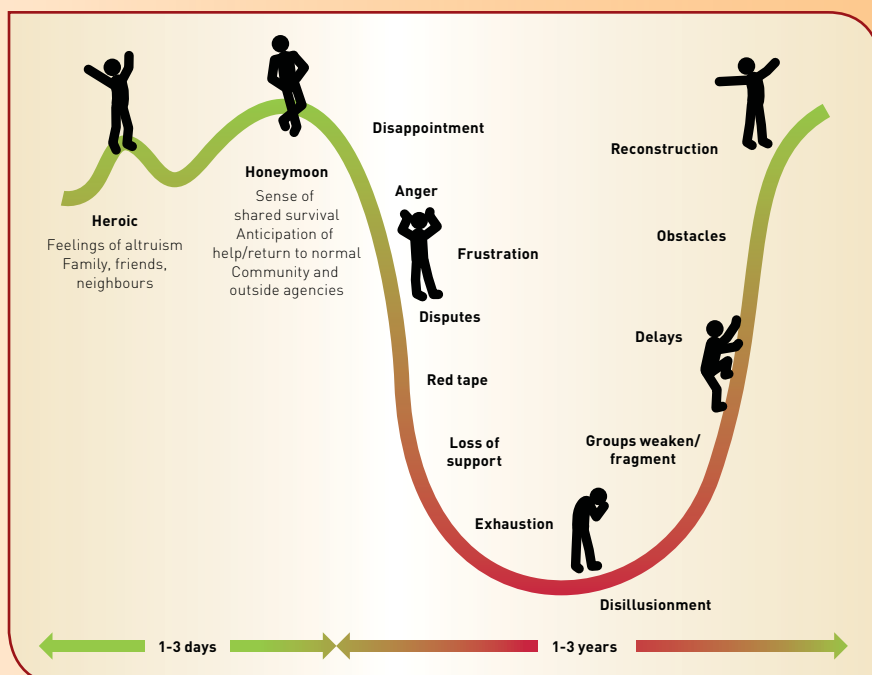
## WHAT ARE SOME COMMON RESPONSES?

A person's response to a traumatic event may vary. Sometimes symptoms can be ongoing and affect both physical and mental health and wellbeing.

Common responses include:

- Physical – Excessive alertness, easily startled, fatigue/exhaustion, disturbed sleep, general aches and pains.
- Cognitive (thinking) - Intrusive thoughts and memories of the event, visual images of the event, nightmares, poor concentration and memory, disorientation, confusion.
- Behavioural – avoidance of places or activities that are reminders of the event, social withdrawal and isolation, loss of interest in normal activities.
- Emotional – Fear, numbness and detachment, depression, guilt, anger and irritability, anxiety and panic.

It is important to recognise and accept these common responses as normal reactions to a distressing event and not try to ignore them. Most people report feeling better within three months after a traumatic event. If the problems become worse or lasts longer than one month after the event, the person may be suffering from post-traumatic stress disorder (PTSD).



# COPING AFTER THE DISASTER HAS PASSED

## WHAT CAN I DO FOR MYSELF?

There are many things you can do to cope with traumatic events.

- Recognise that you have been through a distressing experience and give yourself permission to experience some reaction to it. Don't be angry with yourself for being upset.
- Keep to your usual routine.
- Carry out practical tasks, tackling the jobs that need to be done a bit at a time and counting each success.
- Do not shy away from situations, people and places that remind you of the trauma.
- Find ways to relax and be kind to yourself.
- Avoid overuse of alcohol or other drugs to cope.
- Turn to family, friends, and clergy person for support, and talk about your experiences and feelings with them.
- Participate in leisure and recreational activities.
- Get regular aerobic exercise, it is very effective in managing stress. Exercise helps to burn up the chemicals (like adrenalin) that hype you up and it will help you to become more relaxed.
- Get enough rest it will help to increase your reserves of strength and energy.
- Eat healthy meals - A poor diet will increase your stress levels - if in doubt, talk to your general practitioner or a dietician. Focus on your strengths and coping skills.
- Recognise that you cannot control everything.
- Recognise the need for trained help.

## WHAT CAN I DO FOR MY CHILD?

- Let your child know that it is okay to feel upset when something bad or scary happens.
- Encourage your child to express feelings and thoughts, without making judgments.
- Answer children's questions honestly.
- Acknowledge concerns and fears.
- Reassure children and help them to understand how they are protected.
- Limit television viewing and avoid repeated viewing of disaster scenes.
- Return to daily routines.

## IF I NEED FURTHER ASSISTANCE

You may need to consider seeking professional help if your symptoms affect your relationship with your family and friends, or affect your job. If you suspect that you or someone you know needs assistance there are a variety of services and agencies that provide support for those experiencing mental ill health.

In the North Burnett Region, QLD Health Mental Health Services can be contacted 24/7 by calling: (07) 4161 3534 or (07) 4150 2600.





# WEB & SOCIAL MEDIA

## WHERE CAN I GET MORE INFORMATION?

Top 10 ways to keep up to date with disasters:

	<p><b>North Burnett Regional Council</b>  <a href="http://www.northburnett.qld.gov.au">www.northburnett.qld.gov.au</a>          Phone: 1300 696 272</p> <p> North.Burnett.Regional.Council   @northburnettRC</p>
	<p><b>Get Ready Queensland</b>  <a href="http://www.getready.qld.gov.au">www.getready.qld.gov.au</a>  <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></p>
 <p>Australian Government Bureau of Meteorology</p>	<p><b>Bureau of Meteorology</b>  <a href="http://www.bom.gov.au">www.bom.gov.au</a></p> <p> Bureau of Meteorology</p>
 <p>Queensland Government</p>	<p><b>Department of Transport and Main Roads</b>          Traffic and travel information: <a href="http://www.131940.qld.gov.au">www.131940.qld.gov.au</a> or          Phone: 13 19 40          Planning ahead: <a href="http://www.tmr.qld.gov.au/greenlighttogo">www.tmr.qld.gov.au/greenlighttogo</a>          Phone: 13 23 80 for registration and licensing enquiries.          13 QGOV (13 74 68) for all other enquiries.</p>
	<p><b>RACQ</b>          Road conditions report: <a href="http://www.racq.com.au">www.racq.com.au</a>          Phone: 1300 130 595</p>
	<p><b>Queensland Police Service</b>  <a href="http://www.police.qld.gov.au">www.police.qld.gov.au</a></p> <p> QueenslandPolice   @qpsmedia</p> <div data-bbox="1145 1249 1369 1323">Available on the App Store</div> <div data-bbox="1145 1330 1369 1404">ANDROID APP ON Google play</div>
	<p><b>The Early Warning Network</b>  <a href="http://www.ewn.com.au">www.ewn.com.au</a></p> <p> EWN Alerts - Queensland   @EWNAAlerts</p> <div data-bbox="1145 1435 1369 1509">Available on the App Store</div> <div data-bbox="1145 1516 1369 1590">ANDROID APP ON Google play</div>
	<p><b>Harden Up</b>  <a href="http://www.hardenup.org">www.hardenup.org</a></p> <p> Green Cross Australia   @hardenupqld</p>
	<p><b>Fire Alert Queensland App</b></p> <div data-bbox="1145 1809 1369 1883">Available on the App Store</div>
	<p><b>Queensland Fire and Emergency Services</b>  <a href="http://www.emergency.qld.gov.au/emq">www.emergency.qld.gov.au/emq</a>  <a href="https://www.fire.qld.gov.au/default.asp">https://www.fire.qld.gov.au/default.asp</a></p> <p> QFES   @qldFES</p>

You can find more information on the following websites:

<b>ABC Emergency</b> <a href="http://www.abc.net.au/news/emergency">www.abc.net.au/news/emergency</a> Radio: 100.1FM or 855AM
<b>Department of Agriculture, Fisheries &amp; Forestry</b> Animal Disease & Biosecurity: <a href="http://www.daff.qld.gov.au">www.daff.qld.gov.au</a>
<b>Queensland Fire and Emergency Services</b> <a href="http://www.communitysafety.qld.gov.au">www.communitysafety.qld.gov.au</a>
<b>Emergency Management Australia</b> <a href="http://www.ema.gov.au">www.ema.gov.au</a>
<b>Emergency Services and Safety</b> <a href="http://www.qld.gov.au/emergency">http://www.qld.gov.au/emergency</a>
<b>Emergency Volunteering</b> <a href="http://www.emergencyvolunteering.com.au">www.emergencyvolunteering.com.au</a>
<b>Ergon Energy</b> <a href="http://www.ergon.com.au">www.ergon.com.au</a> Phone: 13 16 70
<b>Geoscience Australia</b> <a href="http://www.ga.gov.au">www.ga.gov.au</a>
<b>Queensland Alert</b> <a href="http://www.qldalert.com">www.qldalert.com</a>
<b>Queensland Ambulance Service</b> <a href="http://www.ambulance.qld.gov.au">www.ambulance.qld.gov.au</a>
<b>Queensland Health</b> <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>
<b>Queensland Premiers Disaster Recovery</b> <a href="http://www.thepremier.qld.gov.au">www.thepremier.qld.gov.au</a>
<b>Queensland Rural Fire Service</b> <a href="http://www.ruralfire.qld.gov.au">www.ruralfire.qld.gov.au</a>
<b>RSPCA</b> <a href="http://www.rspca.org.au">www.rspca.org.au</a> <a href="http://www.lostfound.rspcaqld.org.au">www.lostfound.rspcaqld.org.au</a>
<b>Telstra</b> <a href="http://www.telstra.com.au">www.telstra.com.au</a> Faults and Damage: 132 203



# HOW CAN I HELP DURING A DISASTER?

There are many organisations both part-time paid and volunteer within the North Burnett. If you'd like to help why not consider giving something back to the community and join a group.

## QUEENSLAND FIRE AND EMERGENCY SERVICES (QFES) GROUPS

### STATE EMERGENCY SERVICE (SES)

The SES is a volunteer based organisation that is designed to empower people to help themselves and others in their community in times of emergency and disaster.

Functions of the SES are to perform:

- Rescue or similar operations in an emergency situation;
- Search operations in an emergency or similar situation;
- Other operations in an emergency situation to
  - Help injured persons; or
  - Protect persons or property from danger or potential danger associated with the emergency.
- Other activities to help communities prepare for, respond to and recover from an event or a disaster.

For more information visit:

[www.emergency.qld.gov.au/ses](http://www.emergency.qld.gov.au/ses)

To find out how you can become an SES member in North Burnett phone: 0427 611 663.

## QUEENSLAND FIRE AND EMERGENCY SERVICES, AUXILIARY

Auxiliary firefighters are integral members of the Queensland Fire and Rescue Service. They provide an efficient and effective service to Queensland communities in the preservation of life, property and the environment. Their duties include structural and environmental fires, motor vehicle entrapment, chemical spills, technical rescue, building compliance inspections and community education.

Auxiliary firefighters live and work within communities they serve. Most hold regular jobs as farmers, tradespeople and at the time of an incident Auxiliary firefighters are integral members of the Queensland Fire and Emergency Services working alongside full-time or volunteer firefighters in the provision of fire and emergency services to the communities of Queensland.

For more information visit:

<https://www.fire.qld.gov.au/employment/auxiliary.asp>

To find out where vacancies exist in the North Burnett; please contact the Gayndah Command Area Office for more information on (07) 4140 8010.

# HOW CAN I HELP DURING A DISASTER?

## RURAL FIRE SERVICE QUEENSLAND

Rural Fire Service Queensland, is the volunteer side of the QFES and it is these volunteers who provide fire services to Queensland.

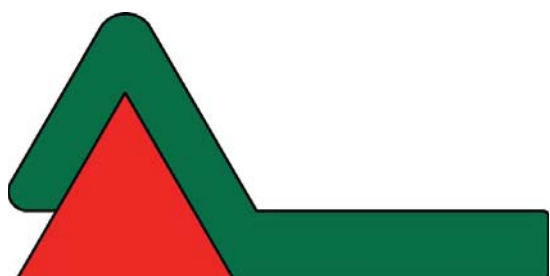
Members of the Rural Fire Service (RFS) and your local Rural Fire Brigade (RFB) provide a range of services to help keep Queensland communities safe.

- Fighting fires – RFS respond to the outbreak of fires within their local area and in surrounding areas in support of other RFB and emergency service workers.
- Fire prevention – RFB's in conjunction with Rural Operations staff, undertake a range of planning and preparation activities throughout the year to ensure communities are well prepared for the fire season. One of these activities is hazard reduction burns.
- Permits to light fire – In Queensland the RFS controls the use of fire by not allowing fires to be lit without a specific permit. RFS volunteer Fire Wardens and authorised fire officers manage the permit to light fire system.

For more information visit:

[www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au)

To find out how you can become a volunteer firefighter phone 4152 3244



**RURAL FIRE SERVICE**

## EMERGENCY VOLUNTEERING

Most Emergency Volunteering roles will get you dirty and it will be repetitive, but despite this, so many volunteers who have participated in recovery projects view it as a life-changing experience.

Being a part of Emergency Volunteering CREW will position you so that your skills and motivations are as connected as possible with the community response you participate in – and as a result of this connection, we hope that your experience is a highly rewarding one.

For more information call 3002 7600 or visit:

[www.emergencyvolunteering.com.au](http://www.emergencyvolunteering.com.au)

## DONATIONS

Do you have items that could be better used by someone in need? During a disaster we all like to give where we can.

GIVIT is an online not-for-profit organisation who's primary goal is to quickly match material donations and offers of assistance to those in immediate need. Cash donations are used to buy needed items which are sourced locally when possible.

To donate items or services, and to see what is urgently needed in the disaster affected area visit:

[www.givit.org.au](http://www.givit.org.au)





# EMERGENCY PHONE NUMBERS & INFORMATION

My address is:

My landline phone number is:

My mobile phone number is:

My GPS coordinates are:

**POLICE**

**FIRE**

**AMBULANCE**

In an Emergency or Life Threatening Situation call Triple Zero '000'

<b>Police</b>	Biggenden	3 Edward Street	
	Eidsvold	17 Moreton Street	
	Gayndah	13 Pineapple Street	
	Monto	1 Lyell Street	
	Mount Perry	Heusman Street	
<b>Emergency: Call Triple Zero '000'</b>	Mundubbera	22 Bouverie Street	
	Biggenden	22 George Street	
	Eidsvold	Hodgkinson Street	
	Gayndah	8 Pineapple Street	
	Monto	27 Luthje Road	
<b>For non-urgent crime or incident: Policelink 131 444</b>	Mount Perry	Railway Street	
	Mundubbera	7 Wilson Avenue	
	Biggenden	57-67 Alice Street	4127 6400
	Eidsvold	Eidsvold-Theodore Road	4165 7100
	Gayndah	69 Warton Street	4161 3500
<b>State Emergency Service (SES) 132 500</b>	Monto	35 Flinders Street	4166 9300
	Mount Perry	150 Heusman Street	4156 3200
	Mundubbera	96 Leichhardt Street	4165 5200
	Ergon Energy	Faults only	13 22 96
	Life threatening emergencies		'000' or 13 16 70
<b>Hospitals</b>	Department of Transport and Main Roads		13 19 40
<b>13 HEALTH (13 43 25 84)</b>			
<b>Electricity</b>			
<b>Road Closures</b>			

There are also two secondary emergency call service numbers '112' and '106'. 112 is available from all GSM or GSM derived mobile phones. 106 connects to the text-based relay service for people who have a hearing or speech impairment. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free of charge.

## How to find my GPS location:

1. <http://www.whatsmygps.com/>
2. Type in your address
3. Zoom in on the map
4. If the dropped pin is in the wrong location, drag it to the position you want a GPS location for.

Most smart phones can also identify your location. Google how to online.

# GET READY FACT SHEETS

**PREPARE YOUR EMERGENCY PLAN - FACT SHEET 1**

**PREPARE FOR EVACUATION - FACT SHEET 2**

**PREPARE AN EMERGENCY KIT - FACT SHEET 3**

**PREPARE YOUR HOME - FACT SHEET 4**

**TUNE INTO WARNINGS - FACT SHEET 5**

**CHECK YOUR NEIGHBOURS - FACT SHEET 6**

**PET EMERGENCY PLAN - FACT SHEET 7**

**BUSHFIRE SURVIVAL PLAN**

The following fact sheets are available in translations.  
Visit: [www.getready.qld.gov.au/be-prepared](http://www.getready.qld.gov.au/be-prepared)



**Prepare your household with all 7 fact sheets:**

**1 Prepare Emergency Plan**

- 2 Prepare for evacuation
- 3 Prepare Emergency Kit
- 4 Prepare your home
- 5 Tune into warnings!
- 6 Check your neighbours
- 7 Pet Emergency Plan

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

1

**Always remember:**

**Having an Emergency Plan is an important step to prepare for, survive and cope with emergencies.**

**Know:** All householders need to know where your Emergency Plan is kept.

**Involve:** all householders in your disaster preparations so all understand risks and appropriate actions required in an emergency.

**Practice:** your Emergency Plan with all householders every few months to make sure everyone knows what to do if an emergency occurs.

**On this Fact Sheet here are four simple steps to help you, your family and household.**

**The Emergency Plan is on the other side of this page for you to complete for your household.**

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# Prepare your emergency plan

## 1. Research hazards and disaster management arrangements in your community.

- What potential hazards could impact your community? Is there any information on Disaster Management Plans for these hazards?
  - Check with your local library and local council for information and plans.
  - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
- Ask about emergency and evacuation plans at your workplace, school, and childcare providers. Check if they need details of your household emergency contacts.
- What local support is available?
  - Ask for contact details of local support agencies and record these on your Emergency Plan.
  - If your household will need support to evacuate, find out what assistance is available from local council and support agencies.
- Become familiar with weather warnings issued by the Bureau of Meteorology ([www.bom.gov.au](http://www.bom.gov.au) and phone services).

## 2. Discuss possible scenarios and responses with your household.

- Discuss each hazard and potential scenarios.
- What would you do in the event of each emergency?
- Where might you be when such an emergency occurs?
- Depending on the type of emergency, decide how you would keep in touch and where you would meet.
- Does everyone know the **Standard Emergency Warning Signal (SEWS)** and what to do when this warning is issued? *To learn more about SEWS visit [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)*
- Does everyone know to tune into the local ABC radio station to hear updates and warnings?
- You may also need to prepare for evacuation. Discuss where to go if you were unable to return home or if you have to leave your home.
- **Nominate two meeting places** in case of an emergency, **one nearby, another outside your neighbourhood**, everyone can easily get to.
- **Nominate two family members** or friends who do not live with you (**one local, one interstate**) to be household emergency contacts in case you and your family become separated. Ensure everyone know how to contact these people.
- Discuss medical conditions of household members. Include essential medications and dosages in your Emergency Kit.
- Discuss what preparations are needed for your pets. *Also see Fact Sheet 7.*

## 3. Record important details on your Emergency Plan (over the page), such as:

- emergency and related phone numbers
- Triple Zero (000);
- 132 500 (SES)
- medical services
- local council
- electricity and other service providers
- insurance providers
- relatives and friends.
- All householder mobile phones, other numbers such as work, school, childcare providers, friends, neighbours and your household emergency contacts.
- Details of the two meeting places you have nominated.
- Any specific medical conditions, essential medications and dosage.
- Details for your pets - description, photo, veterinarian contact details, medication.
- Radio frequency of your local ABC radio station ([www.abc.net.au/local](http://www.abc.net.au/local)), Bureau of Meteorology website ([www.bom.gov.au](http://www.bom.gov.au)) and telephone weather services for local warnings.

## 4. Ensure everyone in your household is prepared.

- Prepare an Emergency Kit and store in a safe, accessible place. *Also see Fact Sheet 3.*
- Review and practise your Emergency Plan regularly (three times per year).
- Teach children how and when to call Triple Zero (000) in an emergency (use 112 from mobile phones). **Only call Triple Zero (000) if you believe the emergency is life threatening, critical or serious.**
- Ensure householders have current First Aid certification. Include a fully stocked First Aid Kit in your Emergency Kit. First aid training and equipment is provided by the Queensland Ambulance Service – visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au)
- **Tune into warnings. See Fact Sheet 5.**
- Create wallet emergency cards for all household members to refer to when activating your Emergency Plan.
- Ensure everyone knows where, how and when to turn off the main power, water and gas supply in case of evacuation.
- Display your Emergency Plan on the fridge or household notice board, provide copies to household members, relevant friends, family and neighbours and keep a copy in your Emergency Kit.
- Consider joining a community emergency service organisation such as the State Emergency Service (SES) to learn more and help your community prepare for and respond to natural disasters – visit [www.emergency.qld.gov.au/ses](http://www.emergency.qld.gov.au/ses)

# FS.1 Household emergency plan

## Practice dates

(Three times per year):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Shelter

Where we will shelter if we are staying in the house?  
Where will our pets shelter?


## Mains services

Locations in house, and how to switch off supply:

### Electricity


### Gas


### Water


## Emergency

**Police, Fire and Ambulance**  
Phone **000 Triple Zero**  
(112 from mobile)

**State Emergency Service (SES)**  
Phone **132 500**

Page 2 of 2

## Local radio station


## Household contacts

Name	Mobile number	Email address

## Emergency contacts

Nearby contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	
Out-of-town contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	

## Meeting places

Nearby meeting place	
Address	
Phone number	
Email address	
Further away meeting place	
Address	
Phone number	
Email address	

## Phone numbers

Local Council	
Electricity provider	
Local GP or doctors' surgery	
Hospital	
Veterinary practice	
Insurance provider	
Childcare provider	
Local primary school	
Local high school	
Workplace	
Workplace	
Bureau of Meteorology	<a href="http://www.bom.gov.au/other/voice.shtml">www.bom.gov.au/other/voice.shtml</a>
Friends	
Friends	
Neighbours	
Neighbours	

## Medical information

Medication	Who needs it and at what dosage?



**Prepare your household with all 7 fact sheets:**

- 1 Prepare Emergency Plan
- 2 Prepare for evacuation**
- 3 Prepare Emergency Kit
- 4 Prepare your home
- 5 Tune into warnings!
- 6 Check your neighbours
- 7 Pet Emergency Plan

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

2

**Always remember:**

If you live in an area prone to flood or storm surge, planning for an evacuation now can save you time and stress in the event of such an emergency.

On this page are three steps to help prepare evacuation arrangements for your Emergency Plan, as well as a checklist before you evacuate.

On the other side of this page is a suggested list of items to have prepared in your Evacuation Kit.

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# Prepare for evacuation

## 1. Research hazards and disaster management arrangements in your community.

- What potential hazards could impact your community? Is there any information on Disaster Management Plans for these hazards?
  - Check with your local library and local council for information and plans.
  - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
  - Find out if you live in a flood-prone area or evacuation zone. Do you need to make arrangements to stay with friends on higher ground?
- Ask about emergency and evacuation plans at your workplace, school, and childcare providers. Check if they need details of your household emergency contacts.
- What local support is available?
  - Ask for contact details of local agencies and record these on your Emergency Plan.
  - If your household will need support to evacuate, find out what assistance is available.
- Become familiar with weather warnings issued by the Bureau of Meteorology ([www.bom.gov.au](http://www.bom.gov.au) and phone services).

## 2. Discuss possible scenarios and responses with your household.

- Discuss each hazard and potential scenarios.
- What would you do in the event of each emergency?
- Where might you be when such an emergency occurs?
- Depending on the type of emergency, decide how you would keep in touch and where you would meet.
- Does everyone know the **Standard Emergency Warning Signal (SEWS)** and what to do when this warning is issued? *To learn more about SEWS visit [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)*
- Does everyone know to tune into the local ABC radio station to hear updates and warnings?
- You may also need to prepare for evacuation. Discuss where to go if you were unable to return home or if you have to leave your home.
- **Nominate two meeting places** in case of an emergency, **one nearby, another outside your neighbourhood**, everyone can easily get to.
- **Nominate two family members** or friends who do not live with you (**one local, one interstate**) to be household emergency contacts in case you and your family become separated. Ensure everyone know how to contact these people.
- Discuss medical conditions of household members. Include essential medications and dosages in your Emergency Kit.
- Discuss what preparations are needed for your pets. (Also see *Fact Sheet 7*)

## Checklist for evacuation

- ☐ Has official advice been given to evacuate?
- ☐ Do you know where you will be evacuating to?
- ☐ Is your evacuation point further inland, on higher ground and secure?
- ☐ Do you know the preferred route for evacuation?
- ☐ Is your vehicle full of fuel?

## Have you packed your:

- ☐ **1. Evacuation Kit?**  
(See other side of this page.)
- ☐ **2. Emergency Kit?**  
(Also see *Fact Sheet 3*.)
- ☐ **3. Emergency Plan?**  
(Also see *Fact Sheet 1*.)
- ☐ Do you have essential medications for your family?
- ☐ Have you packed important documents and valuables?
- ☐ Have you turned off all the power, gas and water mains to your home?
- ☐ Are your pets safe and secure?
- ☐ Have you secured and locked your home?
- ☐ Have you packed emergency water supplies?
- ☐ Have you checked on neighbours who are elderly or disabled?

**If you have completed the items above, then commence your evacuation plan.**

**If you are visiting or holidaying in Queensland, or interstate, and do not have family or friends to shelter with, contact your accommodation manager to identify options for evacuation.**

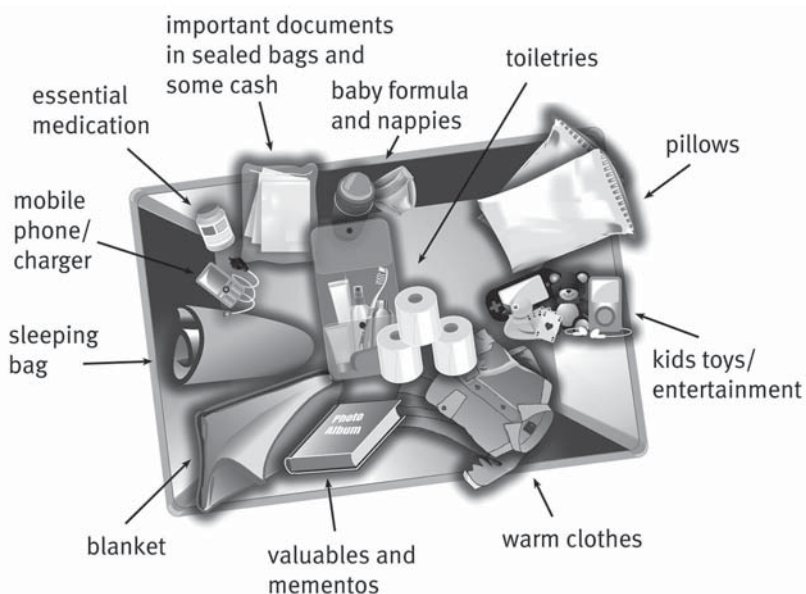
**Your evacuation kit should be kept in a sturdy, easy to carry bag or waterproof storage box and stored in a safe place that is easy to access.**

### Items to include:

- Multiple changes of clothes for all household members, stored in watertight plastic bags (long pants, long sleeved shirts, hats and strong shoes are recommended)
- Extra essential medicines and repeat prescriptions
- Extra First Aid supplies, sunscreen, insect repellent
- Extra toiletry and sanitary supplies
- Pillows, sleeping bags and blankets for each household member
- Books and games for children
- Extra baby formula, food and nappies (if required)
- Valuables, photos (prints, CDs, USB data stick) and mementos in waterproof plastic bags
- Extra money as cash
- Mobile phone, spare battery and charger
- **Your emergency kit**  
(also see Fact Sheet 3)
- **Your emergency plan**  
(also see Fact Sheet 1)

### Documents to include:

- ☐ Insurance papers for house and contents
- ☐ Insurance papers for vehicles and valuable items
- ☐ Inventory of valuable household goods
- ☐ Wills and life insurance documents
- ☐ House deeds/mortgage documents
- ☐ Birth and marriage certificates
- ☐ Passports/visa details
- ☐ Stocks and bonds
- ☐ Medicare and pension cards
- ☐ Immunisation records
- ☐ Bank account and credit card details
- ☐ Back-up copies of important computer files
- ☐ Copy of household emergency plan
- ☐ Emergency contact telephone numbers



Page 2 of 2

at least

**3 days**

is how long you may be without assistance



**Prepare your household with all 7 fact sheets:**

- 1 Prepare Emergency Plan
- 2 Prepare for evacuation

**3 Prepare Emergency Kit**

- 4 Prepare your home
- 5 Tune into warnings!
- 6 Check your neighbours
- 7 Pet Emergency Plan

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

3

**Always remember:**

**Having an Emergency Kit is an important step to prepare for, survive and cope with emergencies.**

**Know:** All householders need to know where your Emergency Kit is kept.

**Check:** and update the contents of your kit regularly, to ensure everything is in working order and has not expired.

**Discuss:** your Emergency Kit with all householders and make sure everyone knows what to do in an emergency.

**On this page is a list of items which should be in your kit at all times.**

**On the other side of this page is a list of extra items which, if you do not keep at all times, you should add to your kit during storm or cyclone season**

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# Emergency kit: essential items, all times

## Food and water

- Range of non-perishable food items ☐
- Bottled water ☐

## Medical and sanitation

- First Aid Kit and manual ☐
- Essential medications, prescriptions and dosage ☐
- Toilet paper ☐
- Toothbrush/toothpaste ☐
- Soap/shampoo ☐
- Personal hygiene items ☐

## Light

- Flashlight/torch with extra batteries ☐
- Battery powered lantern ☐

## Communications

- Battery powered radio with extra batteries ☐
- Traditional wired telephone ☐
- Prepaid phone cards and coins for phone calls ☐

## Clothing and footwear

- Warm jumper, waterproof jacket, hat and gloves for everyone ☐
- Closed-toed shoes or boots for everyone ☐

## Tools and supplies

- Whistle, utility knife, duct/masking tape ☐
- Plastic garbage bags, ties ☐
- Safety Glasses and sun glasses ☐

## Miscellaneous

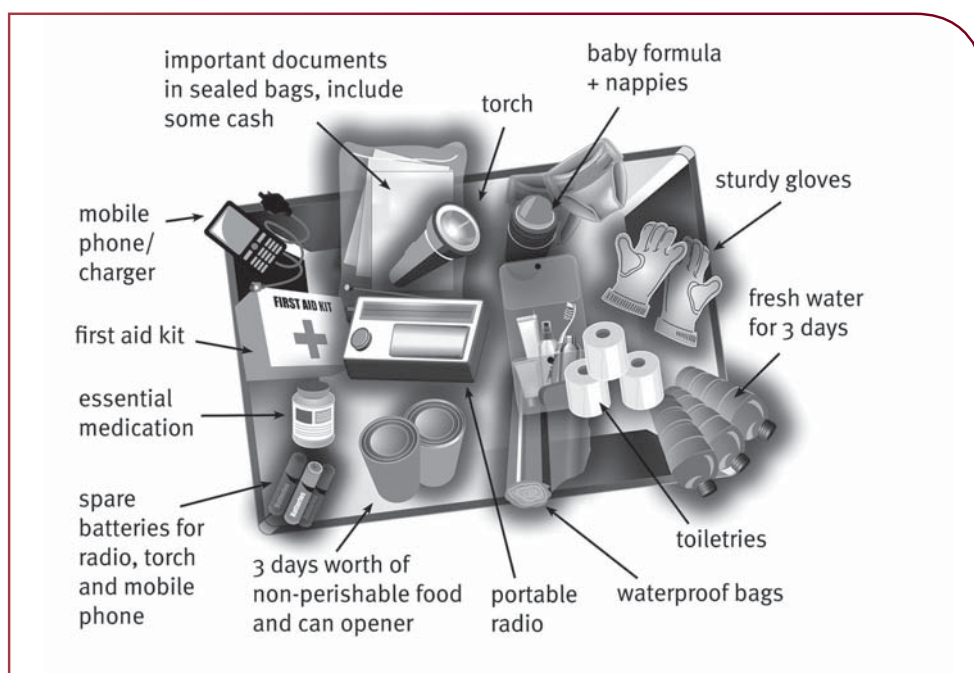
- Special Items for Infants (nappies, formula etc) ☐
- Special items needed by elderly or people with special needs ☐
- Spare house and car keys ☐
- Pet food, water and other animal needs ☐

## Important documents

**Keep original or certified copies of these documents in your Emergency Kit.**

**Scan copies of them and save the files on a USB memory stick or CD to include in your kit. Keep all these items in sealed plastic bags.**

- Insurance papers for your house and contents, cars, and for valuable items ☐
- Inventory of valuable household goods ☐
- Wills and life insurance documents ☐
- House deeds/mortgage documents ☐
- Birth and marriage certificates ☐
- Passports/visa details ☐
- Stocks and bonds ☐
- Medicare, pension cards, immunisation records ☐
- Bank account and credit card details ☐
- A back-up copy of important computer files ☐
- Household Emergency Plan with emergency contact numbers (also see Fact Sheet 1) ☐



### Extra items to include in your Emergency Kit during cyclone and storm season.

Weather warnings are issued when emergencies like floods, storms and cyclones are expected.

During storm and cyclone season add the items on this page to your Emergency Kit.

It is preferable to keep stocks of these items in your kit all the time.

However, if you do not have enough space in your kit, make a note of where to find the extra items in your home so you can collect them quickly.

**Remember: if you have visitors during an emergency, you will need supplies for them also.**

Page 2 of 2

**at least 3 days**  
is how long you may be without assistance

## Emergency kit: extra items, storm times

### Food and water

- Three days' supply of non-perishable food  
(plus can opener, cooking gear, plates and utensils)
- Clean water in sealed containers  
(10 litres per person is recommended for three days supply)
- Water purification tablets

in kit or location

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

### Medical and sanitation supplies

- Extra supplies of medications
- Extra toiletry and sanitary supplies, sunscreen and insect repellent
- Prescription details for all medications
- Spare spectacles

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

### Tools, communications and supplies

- Wide masking tapes for windows
- Wrench or pliers to turn off all utilities
- Tent or tarpaulin
- Woollen and thermal blankets
- A mobile phone, spare battery and charger

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

### Clothing and footwear

- Change of clothes for everyone, stored in plastic bags
- Spare clothes and bedding

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

### Miscellaneous items

- Extra supplies for infants (extra formula, nappies etc)
- Extra items for the elderly or people with special needs
- Spare cash in case electronic bank tellers don't work
- Pets – provisions and information  
(such as vet's papers, leash, food & water, collars with identification tag, pet beds, litter pan & scooper, carrier or harness, medication)

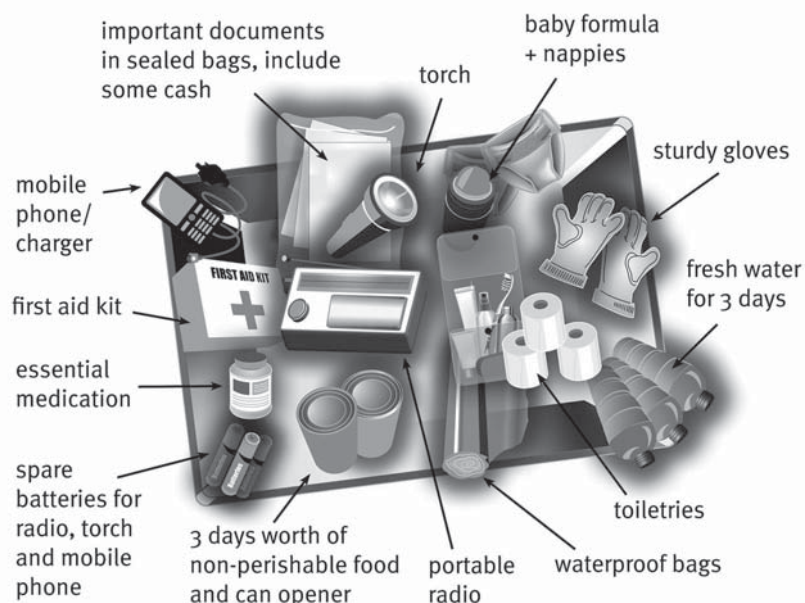
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

**In an emergency, there may be interruptions to power and water supplies.**

**Ensure you have adequate stocks on hand:**

- Barbeque or portable stove with fuel
- Fully charged batteries for mobile phone
- Spare batteries for torch and radio
- Esky or gas / battery powered refrigerator

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____





**Prepare your household  
with all 7 fact sheets:**

- 1 Prepare Emergency Plan
- 2 Prepare for evacuation
- 3 Prepare Emergency Kit

**4 Prepare your home**

- 5 Tune into warnings!
- 6 Check your neighbours
- 7 Pet Emergency Plan

Available in more than  
20 languages online at:  
**[disaster.qld.gov.au](http://disaster.qld.gov.au)**

**Fact Sheet**

**4**

**Remember:**

- **Preparing your home is an important step towards your family being prepared for, surviving and coping with emergencies.**
- **The best time to take action to prepare your home is before storm, cyclone and monsoon season.**
- Completing the list of suggested tasks on this fact sheet will assist you to prepare your home and property to minimise potential damage.

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# Prepare your home

## 1. General maintenance

- Check the condition of the roof and repair loose tiles, eaves and screws;
- Clean gutters and downpipes so water can drain away as quickly as possible;
- Trim trees and overhanging branches;
- Secure loose items that could cause damage if blown around in high winds (such as garden furniture and toys).

## 2. General preparations

- Ensure your home, contents and car insurance is current and covers your assets adequately – check your policy includes debris clean up and disposal;
- Identify which room is the strongest part of the house, in case you need to shelter in your home during severe storm or cyclone. Usually this would be the smallest room in the house, with the least windows;
- Identify where and how to turn off the mains supply for water, power and gas; and
- Purchase emergency essentials to have on hand, such as:
  - containers to store drinking water;
  - spare supply of fuel for use in your vehicle (ensure you store safely);
  - wide masking tape for windows;
  - hessian bags and sand for sandbagging indoor drains to prevent sewerage backwash from flooding.

## 3. If you live in a flood-prone area:

- Store all poisons well above ground level;
- Identify which indoor items you will need to raise or empty if flooding threatens your home;
- Also consider:
  - alternatives to carpet floor coverings,
  - relocating electrical sockets and power-points to well above floor level.

## 4. If you live in an area prone to cyclone or severe storm:

- Fit windows with shutters or metal screens for added protection during high winds;
- Arrange a professional builder to check your building and identify measures to increase its structural security to withstand high winds.

## 5. When severe weather warnings are issued:

- Disconnect electrical appliances and all external television and radio aerials;
- Turn off electricity and gas main supplies if instructed by emergency authorities;
- Secure outdoor furniture and other garden items;
- Fill buckets and bath with clean water in case of interruptions to main supply;
- Close windows with shutters, or use strong tape in a criss-crossing pattern and draw curtains;
- Park vehicles under cover, away from trees, powerlines and waterways;
- If you cannot access undercover shelter for your vehicles, secure with firmly tied blankets to minimise hail damage;
- Check all household members are safe and are in the strongest room in the house;
- Take your Emergency Kit in with you whilst sheltering from the storm or cyclone (*also see Fact Sheet 3*);
- Tune in and listen to your local radio station for updates on the event and further warnings and safety messages (*also see Fact Sheet 5*).

**Prepare your household with all 7 fact sheets:**

- 1 Prepare Emergency Plan
- 2 Prepare for evacuation
- 3 Prepare Emergency Kit
- 4 Prepare your home

**5 Tune into warnings!**

- 6 Check your neighbours
- 7 Pet Emergency Plan

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

**5**

**Emergency Services use a range of methods to warn the community about severe weather and other emergencies that require preparation and action at the household level.**

**When warnings are issued you may be directed to:**

- Finalise preparations
- Secure items around your home
- Activate your Emergency Plan
- Shelter in place, or
- Commence evacuation to your predetermined safer location

**Warnings are urgent – you will need to act immediately on the information provided.**

**If you are visiting or holidaying in Queensland, or interstate, and do not have family or friends to shelter with, contact your accommodation manager to identify options for evacuation.**

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# Tune into warnings!

## 1. Tune in:

- Tune your battery powered radio to your local radio station to listen for weather and warning updates.
- Turn your television to your local station to watch and listen for warning updates.

## 2. Log on:

- Bureau of Meteorology website for weather updates, weather warning and tsunami warning information: [www.bom.gov.au](http://www.bom.gov.au)
- Queensland Disaster Management Services website for information on preparing, Emergency Alerts issued and current information on disaster events. [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)
- Your local council website for local emergency management plans and evacuation information and routes. Find your council at [www.dip.qld.gov.au/local-government-directory.html](http://www.dip.qld.gov.au/local-government-directory.html)

## 3. Listen out:

- For the Standard Emergency Warning Signal (SEWS) used at the beginning of serious warnings.
- For Emergency Alert voice messages to your landline and text messages to your mobile telephone.
- For local community safety announcements (radio and television) for updates.
- For sirens and loud-hailer announcements, that Emergency Services may use in certain circumstances.
- For Emergency Services personnel who may door-knock your area to pass on warnings.

## 4. and Act:

- Act immediately on the advice provided
- Ensure all householders are aware of the warning and advice provided. Check on neighbours and friends who may need special assistance
- Activate your Household Emergency Plan
- Locate and collect your Emergency Kit
- Activate your evacuation arrangements if required.

**More information on weather warnings:**

- Queensland Tropical Cyclone Warnings **1300 659 212**
- Queensland Land Weather and Flood Warnings **1300 659 219**
- Queensland Coastal Marine Warnings **1300 360 427**
- Queensland General Warnings **1900 969 922 (call costs apply)**
- Australian Tsunami Threat Information (1300 TSUNAMI) – **1300 878 6264**



## EMERGENCY ALERT. BE WARNED. BE INFORMED.

**Emergency Alert is a telephone warning system that authorities can use to provide warnings to communities.**

Emergency Alert can be used to send voice alerts via landline telephones based on the location of the handset, and text alerts to mobile phones based on the billing address.

It is for use in a range of emergency situations, including extreme weather events and bushfires. You are not charged and will not have to pay for the alert. Importantly, you cannot opt out of receiving emergency alerts.

If you receive an Emergency Alert, you need to listen carefully to the advice provided and act immediately. Voice messages will be repeated if you hold the line. You may be directed to finalise preparations, secure items around your home, shelter in place or commence evacuation to your predetermined safer location. For more information, visit: [www.disaster.qld.gov.au/ea/emergencyalert.asp](http://www.disaster.qld.gov.au/ea/emergencyalert.asp)



**stop&listen**  
Standard Emergency Warning Signal

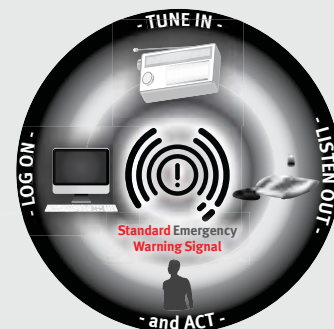
When warnings are issued for major emergencies, relevant authorities may use the Standard Emergency Warning Signal (SEWS) prior to providing information on the emergency.

**SEWS is a wailing siren sound used throughout Australia for serious emergency events such as severe cyclone, bushfire, flood and storm.**

When you hear the signal on radio, television or over the phone via Emergency Alert messages, pay careful attention to the information that follows and act immediately on the advice given.

To listen to the SEWS go to:

[www.disaster.qld.gov.au/disasters/warning.asp](http://www.disaster.qld.gov.au/disasters/warning.asp)



### Emergency

**Police, Fire and Ambulance**  
Phone **000 Triple Zero**  
(112 from mobile)

**State Emergency Service (SES)**  
Phone **132 500**

### Tune in:

My local radio station \_\_\_\_\_

Local TV station \_\_\_\_\_

### Log on:

Bureau of Meteorology (BoM) [www.bom.gov.au](http://www.bom.gov.au)

Local Bureau page \_\_\_\_\_

Queensland Disaster Management Services  
[www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

Local council page \_\_\_\_\_

### Listen out:

**For the Standard Emergency Warning Signal.**

**For Emergency Alert messages sent to your telephone.**

**For local community safety announcements.**

### Act:

**Warnings are urgent.**

**Act immediately on the information provided.**

Page 2 of 2

## Emergency contact information

Police – Fire – Ambulance	Triple Zero (000) (112 from mobiles)	<a href="http://www.safer.qld.gov.au/Emergencies/Triple_Zero">www.safer.qld.gov.au/Emergencies/Triple_Zero</a>
<b>Bureau of Meteorology</b>		
QLD General Warnings	1900 969 922 (call costs apply)	<a href="http://www.bom.gov.au">www.bom.gov.au</a>
QLD Tropical Cyclone Warnings	1300 659 212	<a href="http://www.bom.gov.au/cyclone">www.bom.gov.au/cyclone</a>
QLD Land Weather and Flood Warnings	1300 659 219	<a href="http://www.bom.gov.au/hydro/flood/qld">www.bom.gov.au/hydro/flood/qld</a>
QLD Coastal Marine Warnings	1300 360 427	<a href="http://www.bom.gov.au/marine">www.bom.gov.au/marine</a>
Australian Tsunami Threat Information	1300 TSUNAMI 1300 878 6264	<a href="http://www.bom.gov.au/tsunami">www.bom.gov.au/tsunami</a>
<b>Radio</b>		
ABC Local Radio		<a href="http://www.abc.net.au/local">www.abc.net.au/local</a>
ABC Local Radio Frequency Finder		<a href="http://www.abc.net.au/rn/frequency/qld/">www.abc.net.au/rn/frequency/qld/</a>
Commercial Radio Australia (CRA)		<a href="http://www.commercialradio.com.au/index.cfm?page_id=1012">www.commercialradio.com.au/index.cfm?page_id=1012</a>
<b>Government, health, education, roads</b>		
Standard Emergency Warning Signal (SEWS)		<a href="http://www.disaster.qld.gov.au/disasters/warning.asp">www.disaster.qld.gov.au/disasters/warning.asp</a>
Local Government Directory		<a href="http://www.dip.qld.gov.au/local-government-directory.html">www.dip.qld.gov.au/local-government-directory.html</a>
Health & Hospitals	13 HEALTH (13 43 25 84)	<a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>
Schools		<a href="http://www.education.qld.gov.au">www.education.qld.gov.au</a>
Road Closures – Queensland	13 19 40	<a href="http://131940.qld.gov.au">131940.qld.gov.au</a>
<b>Electricity</b>		
Downed power lines - South East Queensland	Energex: 13 19 62	<a href="http://www.energex.com.au">www.energex.com.au</a>
All other Queensland	Ergon Energy: 13 16 70	<a href="http://www.ergon.com.au">www.ergon.com.au</a>
Supply and outages - South East Queensland	Energex: 13 62 62	
All other Queensland	Ergon Energy: 13 22 96	
<b>Telephone</b>		
Telstra	132 203	<a href="http://www.telstra.com.au">www.telstra.com.au</a>
Optus	1300 307 937	<a href="http://www.optus.com.au">www.optus.com.au</a>
<b>Animals and wildlife</b>		
Wildlife Hotline	1300 130 372	
RSPCA	1300 852 188	<a href="http://www.rspcaqlld.org.au/emergencies">www.rspcaqlld.org.au/emergencies</a>
Disease Watch Hotline (report Animal Diseases)	1800 675 888	<a href="http://www.dpi.qld.gov.au/27_127.htm">www.dpi.qld.gov.au/27_127.htm</a>
Lost / missing animals		<a href="http://lostfound.rspcaqlld.org.au/">http://lostfound.rspcaqlld.org.au/</a>



**Prepare your household with all 7 fact sheets:**

- 1 Prepare Emergency Plan
- 2 Prepare for evacuation
- 3 Prepare Emergency Kit
- 4 Prepare your home
- 5 Tune into warnings!

**6 Check your neighbours**

- 7 Pet Emergency Plan

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

**Getting to know your neighbours is an important part of preparing your household.**

Neighbours can help each other in many ways and can include people in your street or community.

Don't be caught out during an emergency – make time to get to know your neighbours and their needs before an emergency situation occurs.

There may be people who could need more help than others in the case of an emergency – help that often can be provided by neighbours.

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# Check your neighbours

## What can I do?

- Get to know your neighbours. Think about people in your neighbourhood who may need your help, for example:
  - older people living by themselves;
  - people with physical or sensory disabilities;
  - people with a chronic illness or with a mental illness;
  - single parents with young children;
  - large families;
  - people newly arrived, including tourists, refugees or immigrants.
- Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy.
- Make a list of tasks neighbours can help each other. Does anyone have special skills, such as: medical, technical, trade?
- Plan how the neighbourhood could work together after a disaster.
- Organise a community working bee – it's a great way to get to know your neighbours.
- Examples of ways in which you may be able to help others:
  - Bill has a sensory disability and needs someone to let him know when weather warnings are issued and cancelled.
  - Joan is unable to lift heavy objects and will need help to raise her furniture when flooding is imminent.
  - If the power is disrupted, Jack will need assistance to prepare meals and to contact his family.
  - Sally is in a wheel chair and will need assistance to secure loose items around her property.

## Help your neighbours

- Help to evaluate and prepare the home for an emergency by:
  - Helping them prepare a household emergency plan (*Fact Sheet 1*);
  - Helping prepare an emergency kit (*Fact Sheet 3*);
  - Helping prepare an emergency plan for pets or assistance dogs (*Fact Sheet 7*);
- Assist in identifying and obtaining resources needed to cope effectively with an emergency.
- Assist moving furniture and valuables out of the way of flood water.
- Provide information about what is happening.
- Help to secure a property prior to a cyclone or storm.
- Provide a place to shelter while an emergency occurs.
- Help in the clean up after a disaster.
- Sit down with your neighbours and have a cup of tea and chat about what has happened.

**Complete your neighbours' details on the other side of this page, and help them complete a fact sheet of information for themselves if needed.**

## Important telephone numbers

<b>Police, Fire and Ambulance</b> (only call if you believe the emergency is life threatening, critical of serious)	Emergencies: 000 Triple Zero (112 from a mobile)
<b>State Emergency Service (SES)</b>	132 500
<b>Local Council</b>	
<b>RSPCA</b>	1300 363 736 to report a lost or found animal
<b>Help for injured or trapped native animals</b>	1300 ANIMAL 1300 264 625

## FS.6 Check your neighbours

Key information tables below can be completed for neighbours on your left and right, opposite you across the street, or behind you at the rear of your property.

### Emergencies

#### Police, Fire and Ambulance

Phone **000 Triple Zero**  
(112 from mobile)

#### State Emergency Service (SES)

Phone **132 500**

#### RSPCA

Phone **1300 ANIMAL**  
**1300 264 625**

Phone **1300 363 736**  
to report a lost or found animal

### Notes

Page 2 of 2

### Local radio station

### Neighbour TO MY LEFT

House number	
Family surname	
Family members	
Pets (type / names)	
Phone numbers	
Emergency contact phone numbers	
Email address	
Notes (such as: assistance required?)	

### Neighbour TO MY RIGHT

House number	
Family surname	
Family members	
Pets (type / names)	
Phone numbers	
Emergency contact phone numbers	
Email address	
Notes (such as: assistance required?)	

### Neighbour in front, OPPOSITE

House number	
Family surname	
Family members	
Pets (type / names)	
Phone numbers	
Emergency contact phone numbers	
Email address	
Notes (such as: assistance required?)	

### Neighbour behind, AT REAR

House number	
Family surname	
Family members	
Pets (type / names)	
Phone numbers	
Emergency contact phone numbers	
Email address	
Notes (such as: assistance required?)	

**Prepare your household with all 7 fact sheets:**

- 1 Prepare Emergency Plan
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- 3 Prepare Emergency Kit
- 4 Prepare your home
- 5 Tune into warnings!
- 6 Check your neighbours

**7 Pet Emergency Plan**

Available in more than 20 languages online at:  
[disaster.qld.gov.au](http://disaster.qld.gov.au)

**Fact Sheet**

**Always ensure:**

- Your pet has access to plenty of food and fresh water.
- Your pet has shelter and bedding.
- All animals under your care can be properly and easily identified.
- You have telephone numbers for your veterinarian or animal welfare agency included in your household emergency kit.
- You never leave an animal tied-up or chained without shelter and bedding.
- You never leave an animal in a motor vehicle.

**The Pet Emergency Plan on the other side of this page is for your household pets.**

**If you have more than 2 pets, or are looking after your neighbours' pets, complete a second Plan.**

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# Pet emergency plan

## Pets are special

Check with your local council and other agencies on possible hazards, local emergency plans and what arrangements are in place regarding temporary animal shelters during times of major emergencies or disasters.

**You may have to move your animals first, for safety.** It may not be possible to take your pet with you to a temporary evacuation shelter – plan ahead and be prepared.

## Trained assistance dogs

In most cases, trained assistance dogs will be allowed to stay in emergency shelters with their owners. Those that are accepted may require proper identification and proof of vaccination.

Check with your local council for more information

## Be prepared

Individual needs will vary and you will need to decide on the best plan for your circumstances and region.

- Secure animals inside before an emergency event, so they do not take flight or run away.
- Use a secure pet carrier/cage, leash or harness to transport animals to safety.
- Ensure all vaccinations remain current.
- It may be possible for your pet to be boarded in a safe environment away from the emergency zone.
- If you are able to house your animal in a temporary foster home, ensure your pet's medical and feeding information, food, medicine and other supplies accompany them.
- Ensure all pets are properly identified. Remember: during times of disaster, telephones may not be available and it is important any registered method includes your current address.
- Have a current photograph. This may assist in identifying you as the legal owner.

## My pet is not a cat or dog ...

The suggested information on this fact sheet can be generally applied to household pet emergency planning.

Although most household companion pets are cats, dogs and birds, this is not always the case.

Should your companion pet/s be different – such as aquarium fish, reptiles, small livestock (pigs, fowls, goats, horses, cattle, sheep) – you may have to make special arrangements in advance of any emergency situation.

Contact specialised agencies, such as Queensland Primary Industry and Fisheries (livestock), the RSPCA, or your local pet shop or animal's veterinarian for specialised advice in planning for emergencies.

## Pet emergency kit

Ensure your pet emergency kit is easily accessible and includes:

- Medications (for up to two weeks), medical and vaccination records and veterinarian details.
- Sufficient food (including treats) and bottled water for each animal, for up to two weeks. Don't forget the can opener if you have tinned food.
- A familiar pet blanket or bedding, toys, grooming equipment.
- A secure pet carrier, leash or harness to move any animals to safety.
- Consider your animal's sanitation needs – important for their (and your) health – such as newspaper, paper towels disinfectant, rubbish bags.
- Birds must eat daily – put special food and water dispensers in bird cages and have a cover for the cage.
- Details of identification methods.
- A current photograph of each pet for identification purposes.
- Record important telephone numbers, such as: veterinarian, pet information and advisory services. *Complete these details on the other side of this page.*



## FS.7 Pet emergency plan

Pet emergency kit checklists (1 for each animal; add another sheet if needed)

7  
Fact Sheet

### Household pets

If more than 2 pets in your household, write their names and breeds here:


### Neighbours' pets

Note their names and breeds here:


(Also see Fact Sheet 6:  
Check your neighbours)

### Emergencies

#### RSPCA

Phone 1300 ANIMAL  
1300 264 625

Phone 1300 363 736  
to report a lost or found animal


#### Police, Fire and Ambulance

Phone 000 Triple Zero  
(112 from mobile)

#### State Emergency Service (SES)

Phone 132 500


Page 2 of 2

### Local radio station


Pet name
Type / breed
Identification details
Medications (name, dose)
Vaccination records
Veterinarian details
Bedding, toys
Grooming equipment
Food, can opener
Water and bowl
Secure carrier/cage, lease, harness
Sanitation needs

Pet name
Type / breed
Identification details
Medications (name, dose)
Vaccination records
Veterinarian details
Bedding, toys
Grooming equipment
Food, can opener
Water and bowl
Secure carrier/cage, lease, harness
Sanitation needs

### Phone numbers

Animal medical emergency centre	
Local animal welfare agency	
Veterinarian	
Local Council	
Pet insurance provider	
Pet information and advisory services	
Neighbours	
Workplace	

### Main household contact

Name	
Mobile phone number	
Email address	

### Emergency contacts

Nearby contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	
Out-of-town contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	

# BUSHFIRE SURVIVAL PLAN

Complete your personalised Bushfire Survival Plan lift-out.

## Personal details:

Important phone numbers: **000 (Triple Zero)** (Fire, Police and Ambulance)

Family: \_\_\_\_\_ Family: \_\_\_\_\_ Family: \_\_\_\_\_

Work: \_\_\_\_\_ Friends: \_\_\_\_\_ Friends: \_\_\_\_\_

School: \_\_\_\_\_

## Important contact details – name and phone number:

Insurer: \_\_\_\_\_ Policy Number: \_\_\_\_\_ Phone: \_\_\_\_\_

Electricity: \_\_\_\_\_ Phone: \_\_\_\_\_

Water: \_\_\_\_\_ Phone: \_\_\_\_\_

Gas: \_\_\_\_\_ Phone: \_\_\_\_\_

Phone Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Council: \_\_\_\_\_ Phone: \_\_\_\_\_

## Leave early:

List all names and contact phone numbers of household members who have decided to leave early – then complete Section 1.

Names: \_\_\_\_\_

Phone: \_\_\_\_\_

## Stay:

List all names and contact phone numbers of household members who have decided to stay – then complete Section 2.

Names: \_\_\_\_\_

Phone: \_\_\_\_\_

# Leave early – Section 1

Pull this Bushfire Survival Plan lift-out from this document and keep in a safe place.

Leaving early will always be the safest option for you and your family. It is extremely important for you to prepare a detailed leave-early plan to ensure everyone understands what to do and when. Use the boxes below to list tasks to do.

**When to go** – Think of different triggers that will cause you and your family to leave early. Think about what you will do if you have sent the children to school that day. Think about whether or not you will have to travel from work into the fire zone.

**Where to go** – Identify one or more safer locations. Consider putting on personal protective clothing before you leave home.

**How to get there** – What roads will you take to your destination? Have an alternative route if your first choice is impassable.

**What to take** – Make a list of your most valuable items (e.g. insurance papers, electronic records, photo albums, passports, birth certificates and other important information).

**PREPARE. ACT. SURVIVE.**



## Stay – Section 2

Anyone who is not going to leave early must be involved in completing this stay-and-defend plan to ensure they know what to do. Every stay plan will be different depending on your circumstances. Use the boxes below to list tasks to do.

**Before the fire approaches** – Start getting yourself and your property ready for a bushfire.

**As the fire approaches** – Prepare for ember attack on or near your home.  
Remember to put on personal protective clothing.

**As the fire front arrives** – Stay safe by monitoring the fire from inside your home.

**After the fire passed** – Patrol your property and extinguish any spot fires or burning embers.  
You may need to keep this up for several hours.

## Everyone must have a contingency plan

**Have a contingency plan** – what will you do if you can't activate your Bushfire Survival Plan? Remember that leaving late can lead to loss of life.

**Know where your nearest NSP is and how to get there.**

# ACTIVATING YOUR BUSHFIRE SURVIVAL PLAN

Once you have prepared your Bushfire Survival Plan and completed your preparations, it is absolutely essential that you regularly practise and review your plan. This will make sure you and your family are well organised in the event of a bushfire. If a bushfire threatens the health and safety of you, your family, home or property, you should follow these steps:

## Step 1 – Activate your Bushfire Survival Plan

Someone must take charge and lead other family members through this emotional experience by carefully communicating the various tasks set out in the plan. Know who is going to leave early and who is going to stay.

## Step 2 – Put on your personal protective clothing

Every member of the family must change into their personal protective clothing, including long pants, long-sleeve-shirt and closed-in shoes.

## Step 3A – Pack your vehicle and leave early

If your plan is to leave early, pack all valuables in your vehicle (see Relocation Kit) and relocate to your designated safer location. Give yourself enough time to get you and your family to safety. Don't return home until it is safe to do so.

OR

## Step3B – Implement your strategy to stay and defend

If your plan is to stay, ensure you have all the items in the Bushfire Survival Kit ready to go. This can be a dangerous option, and you should be physically and mentally prepared.

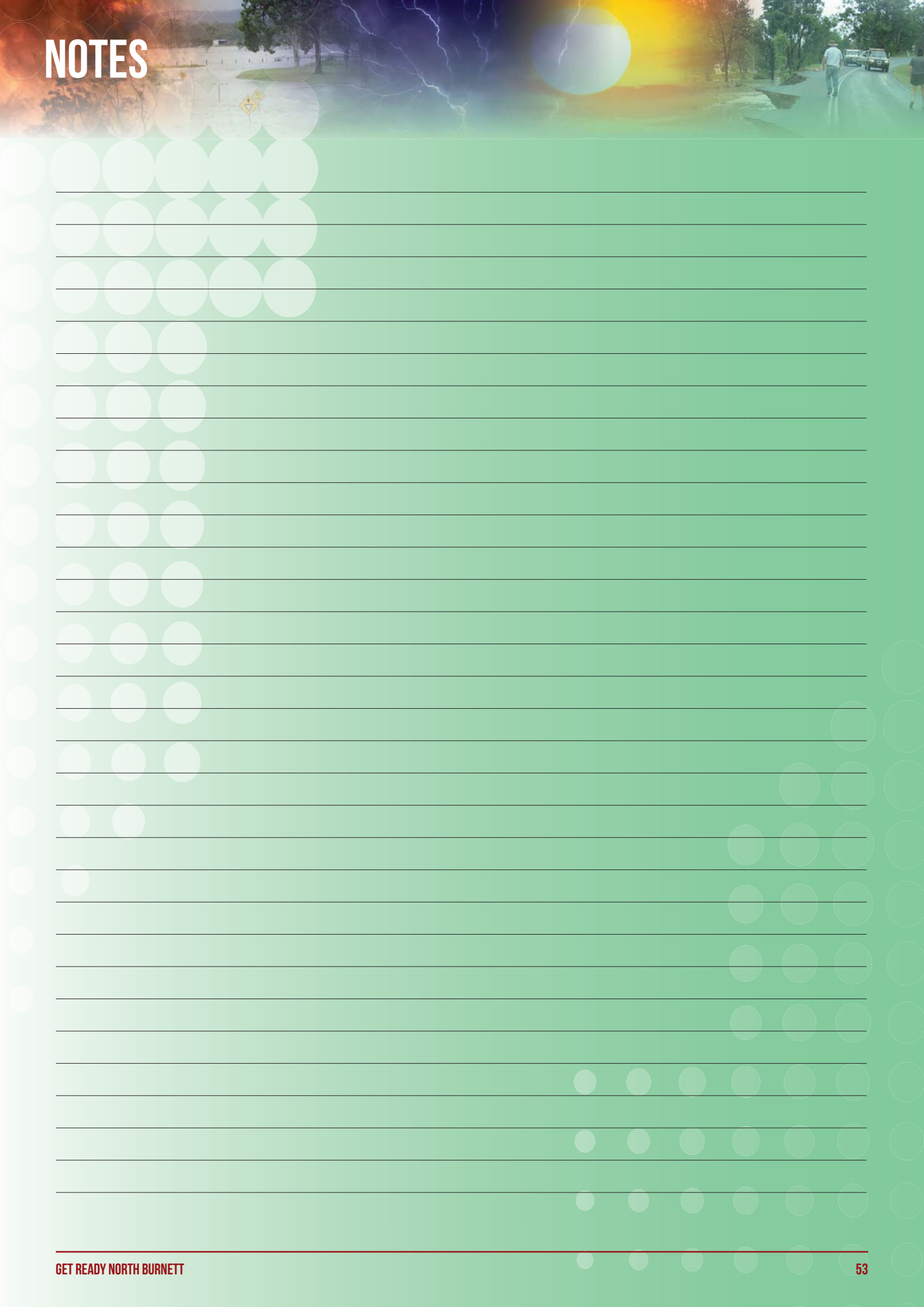
## Step 4 – Keep informed of bushfire activity

Listen to the radio, television, internet, firefighters and/or police for information on the fire in your local area. Bushfire is dynamic and unpredictable, so you need to be prepared for the unexpected. Warnings are not guaranteed, so do whatever is necessary to ensure you remain safe.

# NOTES



# NOTES



# NOTES

This booklet is intended as a guide to let visitors and people living in the North Burnett know that the best way to prepare is to have a plan they can put into action. While all care has been taken in the compilation of this guide, no responsibility is taken for any errors or omissions contained herein. As this information is generic in nature, it is not intended to replace information provided by professionals in the areas of law, health and community.

Information about health issues should be sought from medical practitioners and advice on the law or legal matters should be sought from the Police or legal practitioners. Issues of food safety standards and hygiene are available on Queensland Health's website.

Information about Australian or Queensland government departments and services are available at each North Burnett Regional Council office.

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Government



Phone: 1300 696 272 (My NBRC)

Fax: (07) 4161 1425

Email: [admin@northburnett.qld.gov.au](mailto:admin@northburnett.qld.gov.au)

Web: [www.northburnett.qld.gov.au](http://www.northburnett.qld.gov.au)

Post: PO Box 390, Gayndah QLD 4625



# REMEMBER: YOUR SAFETY IS YOUR RESPONSIBILITY

In emergency events it is very hard for the emergency services to help everybody. You need to take steps to prepare yourself – don't rely on the services to help you. Let them help the most vulnerable. You should:

## STEP 1 - PREPARE

Have an Emergency Plan (Fact Sheet 1) and Evacuation Kit (Fact Sheet 2 & 3) in place before a disaster strikes. Know where you are going if an event is to occur.

## STEP 2 - TAKE ACTION

- Put your plans into action if an event approaches/occurs.
- Make sure you have enough supplies to sustain you and your family for at least 3 days.
- Don't forget about medication & prescriptions, valuable items and your pets if you evacuate.

## WHO TO CALL

Make sure you keep your Emergency Phone Numbers and Information (page 29) and your contacts up to date in your Emergency Plan (Fact Sheet 1).

If you require assistance contact:

- Life Threatening Emergency – Call Triple Zero '000'
- Localised Event – Call SES on 132 500
- Declared Disaster – Call Council on 1300 696 272