

# EMERGENCY ACTION GUIDE BE PREPARED



Produced by Rockhampton Regional Council

The Emergency Action Guide booklet has been developed by Rockhampton Regional Council. Information contained within this guide has been sourced from State Emergency Services, Queensland Fire and Emergency Services and other Queensland Government Departments.

This guide should be used in conjunction with other disaster and emergency resources available to ensure you are fully prepared for a disaster.

For more information or to request more copies of the Emergency Action Guide Booklet and Disasters Happen DVD, contact Rockhampton Regional Council's Customer Service Centre on (07) 4932 9000 or 1300 22 55 77 or visit our website at [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au).



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# INTRODUCTION

Known for its relaxed lifestyle, outdoor living and natural beauty, the Rockhampton Region is home to more than 83,000 people. We have access to pristine beaches, national parks, mountains and the Fitzroy River, however we are also vulnerable to many hazards and disasters.

This guide has been put together to help residents and visitors prepare for hazards if a disaster strikes.

If at any time you require bi-lingual or interpretation services, please contact Rockhampton Regional Council on 4932 9000 or 1300 22 55 77.

## DEFINITIONS

**Disasters occur** when hazards seriously affect communities. They can occur anywhere and they are generally unpredictable. Disasters (natural or unnatural) can cause severe disruption and major damage to communities and services.

**Hazards** are dangerous conditions or events with the potential to cause injury, loss of life, and/or damage to property, agriculture or environment.

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# SCHEDULE OF SEASONS

KNOW WHAT WILL AFFECT YOU AND YOUR FAMILY AT  
DIFFERENT TIMES THROUGHOUT THE YEAR



## BUSHFIRE SEASON

July to November



## CYCLONE SEASON

November to April



## SEVERE STORMS

November to April



## FLOOD SEASON

November to April



## HEAT WAVES

November to February

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# BE PREPARED

## BE AWARE AND BE PREPARED FOR WHEN A DISASTER STRIKES

1. PREPARE YOUR HOUSEHOLD EMERGENCY PLAN
2. PREPARE YOUR EMERGENCY AND EVACUATION KIT
3. PREPARE YOUR HOME
4. TUNE INTO WARNINGS

### IMPORTANT TO NOTE

Practice your household emergency plan every three months to ensure everyone knows what they are doing. Display your emergency plan and contact information on your fridge, store a copy in your emergency kit and provide copies to household members and relevant friends.



## STEP 1: PREPARE YOUR HOUSEHOLD EMERGENCY PLAN

Preparing your household for a disaster means being aware of any potential risks and their impact, what actions you need to take and ensuring all the household members are informed.

### 1 POTENTIAL RISKS AND IMPACTS

- ↓ Know your seasons calendar and what impacts on our Region.  
Use this guide as the first step and look at all other resources available.

### 2 EMERGENCY CONTACTS

- ↓ Develop an emergency contact list; keep it in an obvious position and ensure all household members can read it.

### 3 ACTIONS TO TAKE

Consider the following:

- Discuss what might happen during a disaster and possible scenarios.
- What actions would you and your family need to take in a disaster?
- Where might you be when an emergency occurs? (home, work, school)
- How will you stay in contact?
- Is it likely you will have to evacuate? Will you leave early to friends or family or can you survive on the supplies you have?
- What preparations will you need to make for your pets?
- Make considerations for all special needs such as infants, medications and mobility.

### 4 HOUSEHOLD EMERGENCY PLAN

- ↓ Develop a household emergency plan, making sure you take into consideration all family members and pets.

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## RESOURCES

Household Emergency Plan – State Emergency Services Emergency, Evacuation and First Aid Kit checklists

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

Disasters Happen DVD - Rockhampton Regional Council

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

RACQ Get Ready Queensland

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

Insurance Council of Australia

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



## STEP 2: PREPARE YOUR EVACUATION & EMERGENCY KITS

Be prepared and have your emergency and evacuation kits ready if a disaster does occur. It is important to understand the difference between an emergency kit and an evacuation kit.

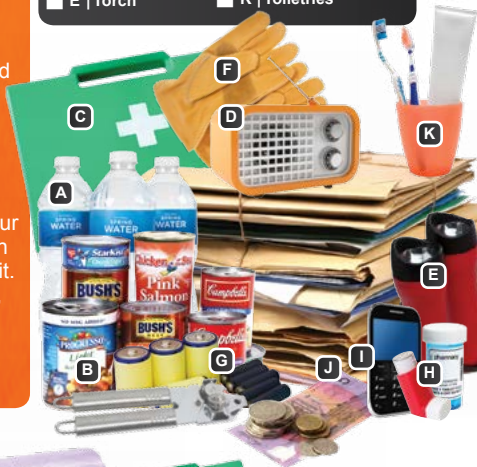
**An Emergency Kit...**contains what you would need if you are at home and lose access to basic lifelines such as electricity, water and sewerage and therefore can not cook or clean as you ordinarily would.

**An Evacuation Kit...**contains items your household would require if you had to evacuate and go to another place to stay for an extended time, such as an evacuation centre. Usually you will not be able to return to your home.

Planning what you should include in your kits takes time and requires everyone in the household to sit down and discuss it. The kits should be in sturdy containers, as they may need to be carried.

### EMERGENCY KIT CHECKLIST

- |   |   |
|---|---|
| <input type="checkbox"/> A   Fresh water                      | <input type="checkbox"/> F   Sturdy gloves        |
| <input type="checkbox"/> B   Non perishable food & can opener | <input type="checkbox"/> G   Spare batteries      |
| <input type="checkbox"/> C   First aid kit                    | <input type="checkbox"/> H   Essential medication |
| <input type="checkbox"/> D   Portable radio                   | <input type="checkbox"/> I   Mobile phone         |
| <input type="checkbox"/> E   Torch                            | <input type="checkbox"/> J   Documents & cash     |
|   | <input type="checkbox"/> K   Toiletries           |



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### EVACUATION KIT CHECKLIST

- |  |
|--|
| <input type="checkbox"/> A   Sleeping bag          |
| <input type="checkbox"/> B   First aid kit         |
| <input type="checkbox"/> C   Essential medications |
| <input type="checkbox"/> D   Toilet paper          |
| <input type="checkbox"/> E   Toiletries            |



### ITEMS TO INCLUDE IN YOUR EVACUATION KIT

- Medical and sanitation supplies
- First Aid Kit and manual  
(You can pick up your first aid kits from your local pharmacy, St John Ambulance, Queensland Ambulance Service or put one together yourself)
- Essential medications, prescriptions and dosage
- Toilet paper
- Toothbrush/toothpaste
- A sleeping bag
- Soap/shampoo.

Store copies of your emergency plans and emergency contacts in your kits.

## ITEMS TO INCLUDE IN YOUR EMERGENCY KIT

### Medical Items

- Medical and sanitation supplies
- First Aid Kit and manual  
(You can pick up your first aid kits from your local pharmacy, St John Ambulance, Queensland Ambulance Service or put one together yourself)
- Essential medications, prescriptions and dosage
- Toilet paper
- Toothbrush/toothpaste
- Soap/shampoo
- Personal hygiene and toiletry items
- Sunscreen and insect repellent.

### Communications

- Wind-up or battery powered radio with extra batteries
- Fully charged mobile phone and charger
- Prepaid phone cards and coins for phone calls.

### Tools and Supplies

- Whistle, utility knife, duct/masking tape
- Wrench or pliers to turn off all utilities
- Tents or tarpaulins
- Plastic garbage bags and ties
- Safety glasses and sunglasses.

### Food and Water in Kit or at Location

- 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.

### Light

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

### Clothing and Footwear

- Warm jumper, waterproof jacket, hat and gloves for everyone
- Closed-in shoes or boots
- Change of clothes for everyone, stored in plastic bags
- Spare bedding, with woollen and thermal blankets.

### Miscellaneous Items

- Special items for infants (nappies, formula etc.)
- Special items for the elderly or people with special needs
- Spare house and car keys
- Pet food, water and other animal needs
- Cash (ATMs are unlikely to be working if power supply is interrupted).

### Important Documents

- Insurance papers for your house and contents, cars, and for valuable items
- Inventory of valuable household goods (taking photos of the insured items and including them in your important documents can help with proving your ownership in the worse case situation)
- Wills and life insurance documents
- House deeds/mortgage documents
- Birth and marriage certificates
- Passports/Visa details
- Stocks and bonds
- Medicare, pension cards, and immunisation records
- Bank account and credit card details
- A back-up copy of important computer files
- Household Emergency Plan with emergency contact phone numbers.

## STEP 3: PREPARE YOUR HOME

Preparing your home before a disaster strikes is vital. A general maintenance routine for your home and yard ensures you have a better chance of lessening and preventing damage and loss.

Secure roof tiles or panels

Trim branches

If possible, install shutters on your windows

Loose guttering

Unsecured items in garden

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**PREPARED HOME** →

**UNPREPARED HOME** →

A disaster may strike while you are on holidays. Make sure you have plans in place before you go, as you may not always be on hand to react. If you are going on holidays, it is a good idea to empty, clean and unplug the refrigerator and freezer and leave the doors open. This should avoid food spoilage problems if the power fails. You should also switch off the hot water system at the main switchboard and unplug your electrical equipment to avoid damage caused by possible power surges.



## HOUSE

- Ensure your roof is in good condition and checked regularly
- Keep gutters and downpipes clear of debris
- Trim trees and overhanging branches close to the house
- Report any branches overhanging powerlines
- Identify and fix structural issues such as corrosion, rotten timber, termite infestations and loose fittings
- Clear away rubbish and unimportant items in your yard such as sheets of iron, garden waste or timber.

## PETS

Your animals are your responsibility.

- Decide what you plan to do with your pets before each disaster season. You may need to relocate your animals to a safer place beforehand. Where would they go? How will they get there? If you have to evacuate and head for a shelter you may not be able to take your animals with you (guide dogs excluded).

## BELONGINGS

- Make sure your home, contents and car insurance are current and adequate
- Check that your policy includes debris clean up and removal
- Take photographs of valuables to prove ownership if required.

## HOUSEHOLD MEMBERS

- Identify the strongest room in your house to take shelter
- Know where and how to turn off the main supply for water, power and gas
- Prepare and store your emergency and evacuation kits
- Ensure everyone knows what is needed to be done and why
- Get to know your neighbours. You never know if you'll need to help each other
- Remember to include visitors in your plans should they be in your home during a disaster season.



## STEP 4: BE INFORMED

It is important to stay informed and aware of what is happening in your area. Keep track of disasters that pose a risk to your community and any warnings that may be put out when a disaster is imminent. Look for information from a reliable source and keep checking back to ensure you know what is happening and are sure you can enact your emergency plan in a timely manner.

### TUNE IN, LOG ON, LISTEN OUT AND ACT!



#### TUNE IN

Listen to your local radio and TV station for warnings and weather updates and local community safety announcements.



#### LOG ON

Use the internet to get up-to-date and accurate information. Use reliable sources such as the Rockhampton Regional Council Facebook page and website as it will contain local information on the emergency, information on the evacuation centres and evacuation routes and information on assistance after the disaster. There are further websites listed in the contacts section of this booklet.

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#### LISTEN OUT

Emergency Services and the Rockhampton Regional Council use different methods to warn the community.

**The Standard Emergency Warning Signal (SEWS):** the siren sound used at the beginning of serious warnings on radio and television. Pay careful attention to the message that follows SEWS and act immediately on the advice given.

**Emergency Alerts:** these are the voice messages to your landline and text messages to your mobile telephone based on the location of the billing address held by the telephone service company.

**Loud-hailers:** megaphones are mounted on vehicles playing announcements informing the areas they drive through of important information.

**Door knocks:** Emergency Services' personnel may door knock your local area to pass on warnings.

The information in the warnings can mean further action is required. Ensure all householders are aware of the warning and advice provided. Check on neighbours and friends who may need special assistance or may not be aware of the warnings. If a disaster is imminent you may need to activate your Emergency Plan. The sooner you are aware, the sooner you can act and lessen the risks.

# EVACUATION INFORMATION

## EVACUATING YOUR PROPERTY

There may be times you need to evacuate your property.

### Self Evacuation:

This is when a household decides they can not stay in their home during a disaster (e.g. their house isn't strong enough to withstand the winds of a cyclone). Consider staying with family or friends that live in an area that won't be impacted by the disaster or is a safer alternative. It is important to do this early in case the situation changes (e.g. flooded roads).

### Voluntary Evacuation:

This is when the disaster is likely to impact on a certain area. Authorities will advise residents of the area to evacuate. In these situations there is still time for residents to safely evacuate and an evacuation centre is often set up. Precautions similar to above in self evacuation should be followed.

### Mandatory Evacuation:

This means that all notified residents must evacuate. Such an order would not be delivered without a good reason and generally relates to the safety of those affected in areas such as low lying homes on the coast with an approaching cyclone and storm surge.



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The location of evacuation centres will be publicised when a disaster is imminent.

If you plan to leave, make sure you leave early enough to reach your destination before the disaster's impact is felt.

If the disaster involves strong winds such as those during a cyclone, Emergency Services will not be out on the roads when winds are over 100km an hour. Neither should you!



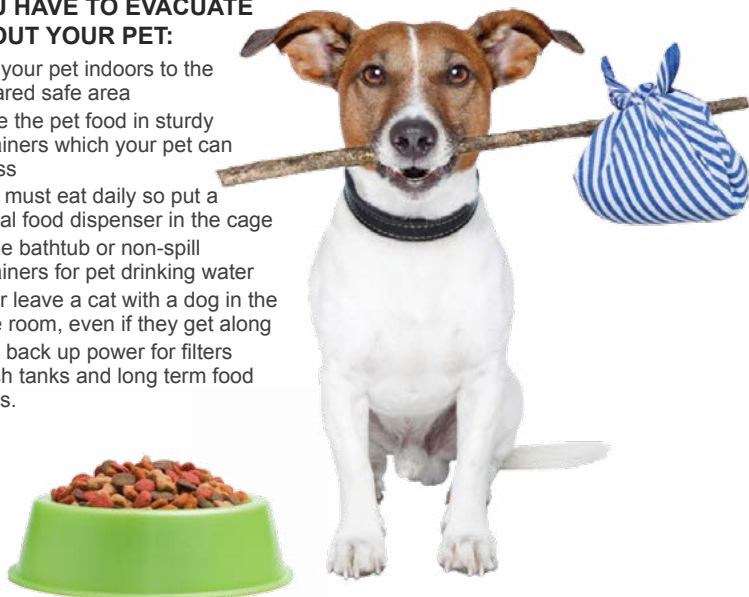
## BEFORE YOU EVACUATE:

- Double check that you are able to stay with friends or family outside the impacted area
- Familiarise yourself with an evacuation route and make sure the roads are not closed
- Ensure your vehicle is filled up with fuel
- Organise alternate transport arrangements if you do not have a car as public transport and taxis may be unavailable
- Switch off electricity and gas
- Collect your prepared emergency evacuation kit
- Dress appropriately
- Lock up your house
- Phone the Local Disaster Coordination Centre, identify yourself and any other persons with you and tell them where you are going
- Find out if an Evacuation Centre has been activated in your area
- Register your details on the national database when you arrive. Registering with the Local Disaster Coordination Centre and at the Evacuation Centre is important. This way, your friends and relatives can check you are safe.

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## IF YOU HAVE TO EVACUATE WITHOUT YOUR PET:

- Take your pet indoors to the prepared safe area
- Leave the pet food in sturdy containers which your pet can access
- Birds must eat daily so put a special food dispenser in the cage
- Fill the bathtub or non-spill containers for pet drinking water
- Never leave a cat with a dog in the same room, even if they get along
- Have back up power for filters on fish tanks and long term food blocks.



# DISASTER RECOVERY

## AFTER A DISASTER

After a disaster has struck, it is important to stay safe.

- Do not return to your home until advised by the authorities. When advised, use the recommended route
- Take precautions when venturing outside
- Watch out for wildlife that's been displaced, such as snakes and insects
- Stay away from fallen powerlines and notify Ergon Energy.

Contact the Local Disaster Coordination Centre if you do not know how to respond to damage sustained by your property.

## RECOVERING FROM A DISASTER

### COPING EMOTIONALLY

Disasters can have a significant impact on our emotional state. Fear and anxiety are natural, but controllable emotions. It is important to remain calm so you can control your fears and actions.

- Stop what you are doing and take a few slow, deep breaths
- Focus on your feelings and any irrational thoughts you may have. Talk calmly about them with family
- Focus on what practical tasks you and your family can do
- Keep children up to date and provide reassurance
- When the danger has passed, check to see if children or neighbours are still distressed and talk to them about their experience

It is normal to experience these feelings and have a strong emotional reaction during a time of disaster or emergency.

Remember, every member of the community will be affected in some way by what has happened. Each person will deal with their emotions differently and it is important to let them work through them in their own time. However, should those feelings continue for an extended period, consult your local health service. It is never too late to ask for help.

## RESOURCES

Recovery Fact Sheets - [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)

Red Cross - [www.redcross.org.au/emergency-services.aspx](http://www.redcross.org.au/emergency-services.aspx)

Givit Disaster Recovery - [www.givit.org.au](http://www.givit.org.au)

Insurance - [www.understandinsurance.com.au](http://www.understandinsurance.com.au)

Volunteering in a disaster - [www.emergencyvolunteering.com.au](http://www.emergencyvolunteering.com.au)

Queensland Building and Construction Commission - [www.qbcc.gov.au](http://www.qbcc.gov.au)



# DISASTER MANAGEMENT

## ROCKHAMPTON REGIONAL COUNCIL

Rockhampton Regional Council is committed to ensuring our Region is prepared for any disaster. This is achieved through the Local Disaster Management Group (LDMG) and the development of the Local Disaster Management Plan.

The Rockhampton Regional Council LDMG and relevant emergency services do all they can to assist the community in times of disaster, however individuals are ultimately responsible for their own safety. Individuals need to be aware of the hazards that could affect their community and disaster management arrangements, included in the Local Disaster Management Plan, which are in place to deal with them.

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### DEFINITIONS

#### **Local Disaster Management Plan**

The Local Disaster Management Plan is prepared in accordance with the requirements of the Disaster Management Act 2003 to ensure safety of the community and effective coordination of available resources during a disaster.

#### **Local Disaster Management Group (LDMG)**

The LDMG operates at a local level involving all major stakeholder agencies and organisations. The LDMG is responsible for the planning, organisation, coordination and implementation of all measures to mitigate, prepare for, respond to and recover from disasters within the Rockhampton Region.

#### **Local Disaster Coordination Centre (LDCC)**

The LDCC is an interactive multi-agency coordination centre used for complex emergency and disaster events. The LDCC acts as a centre for acquiring and deploying support resources, managing information collection and dissemination, developing intelligence and strategic plans for the local capabilities and maintaining an overall record of the event. When activated, the LDCC is the central contact point for the community to receive the most up to date information.

# WHAT DISASTERS CAN IMPACT OUR REGION?

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# CYCLONES

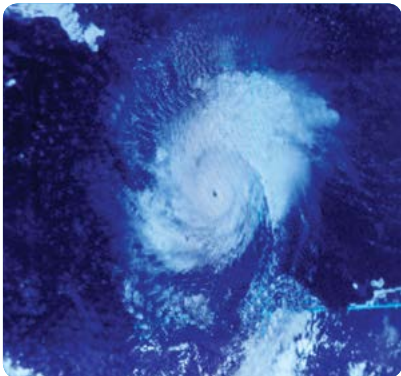


## WHAT IS A CYCLONE?

Cyclones are violent storms that contain high winds rotating around a calm centre of low pressure. Winds can be in excess of 200km/h which can cause extensive damage and can result in death or injury caused by flooding, buildings collapsing or flying debris.

Cyclone season in Australia is between November and April, with an average of 10 cyclones per year being tracked by the Bureau of Meteorology (BoM).

Cyclones fall into one of five categories. When a cyclone warning is issued, these categories will help you determine what level of precautions you need to take and what damage can result.



**The Bureau of Meteorology** is Australia's national weather, climate and water agency expertise and services assist Australians in dealing with the harsh realities of their natural environment including drought, floods, fires, storms, tsunamis and tropical cyclones.

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## CYCLONE CATEGORIES

CATEGORY	WIND GUSTS	TYPICAL EFFECTS
1	Less Than 125 Km/Hr	Negligible house damage. Damage to some crops, trees and caravans. Small crafts may drag moorings.
2	125 Km/Hr TO 169 Km/Hr	Minor house damage. Significant damage to signs, trees and caravans. Heavy damage to crops. Risk of power failure. Small craft may break moorings.
3	170 Km/Hr TO 224 Km/Hr	Some roof and structural damage. Some caravan destruction. Power failure likely.
4	225 Km/Hr TO 279 Km/Hr	Significant roof loss and structural damage. Caravans destroyed and blown away. Dangerous airborne debris. Widespread power failure.
5	More Than 280 Km/Hr	Extremely dangerous with widespread destruction.

## UNDERSTANDING TROPICAL CYCLONE ADVICE

Tropical Cyclone Warnings includes information on:

- The location of the cyclone
- The cyclone's movement and direction
- The speed and risk path of the cyclone.

### 48 HOURS BEFORE TROPICAL CYCLONE "WATCH"

If the data collected by the BoM indicates a cyclone is likely to affect coastal or inland communities within 48 hours, a Tropical Cyclone Watch is issued by the BoM. Information is updated and communicated regularly.

### 24 HOURS BEFORE CYCLONE "WARNING"

A Cyclone Warning is issued by the BoM when a cyclone is likely to affect coastal or inland communities within 24 hours. Information is updated every three hours, with hourly warnings issued if the cyclone moves closer to the coast.

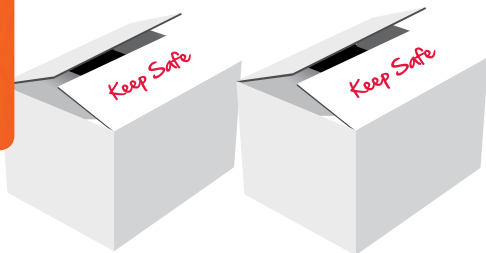
## WHAT SHOULD YOU DO?

**There are a few things that you need to do to be specifically prepared for a cyclone:**

- Trim any tree branches hanging over your roof or powerlines (report trees overhanging powerlines to Ergon Energy)
- Take down all shade sails that would catch the wind and tear during the powerful wind gusts
- Clear your property of any loose items that could become missiles during wind gusts of a cyclone (i.e. sheet iron and wood) and tie down anything that can't be stored away appropriately or is too big to move
- Assist friends and neighbours in their preparations as well. If someone requires help due to disability or being elderly, assistance can be provided if requested before the cyclone hits.
- Speak with your neighbours to ensure they are aware and know what action they need to take
- Store all loose items inside
- Put wooden or plastic outdoor furniture in your pool to avoid them becoming airborne

### IMPORTANT TO NOTE

Emergency Services may cease operation and not be able to provide assistance once winds exceed 100km/hr.



- Fill as many water containers as possible including cleaned garbage bins and boats (water can be used for washing if required)
- Fuel your car and park it under solid cover
- Close shutters, board up or heavily tape all windows
- Prepare the strongest part of the building (usually an internal hallway or bathroom) using strong tables and mattresses and have your emergency kits on hand
- Bring your pets inside
- Keep up-to-date with the warnings and advice
- Beware of the eye of the storm and do not go outside until advised to do so
- Stay inside your prepared area – remain calm.

If a tropical cyclone reaches land, the cyclone will lose energy and become a rain depression, dropping vast amounts of rain in short periods of time. It is important to remember this, as it can cause flash flooding.

When a cyclone is impacting on our Region and is close to crossing over, you need to have already enacted all of your preparation efforts.

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## IMPORTANT TO NOTE

If the eye of the cyclone passes directly over you, a sudden lull in the wind will occur. This lull may last for a few minutes or as long as two hours, leading many to believe the cyclone has passed. The other side of the cyclone will strike with the winds blowing from the opposite direction.

**SO BE PREPARED!**



# SEVERE STORMS

## WHAT IS A SEVERE STORM?

Severe storms typically occur between November and April, and generally impact on a smaller geographic area. Severe storms may bring lightning, thunder, hail, wind gusts and flash flooding which can cause death, injury and damage to infrastructure and homes. The winds can be very damaging and exceed 450km per hour. If the intensity reaches a certain level, a tornado can occur. Warnings issued from the Bureau of Meteorology will show the area expected to be impacted.

## WHAT SHOULD YOU DO?

**If a severe storm warning is issued, follow these steps:**

### **If caught outside:**

- Shelter in an enclosed vehicle or building if possible
- Never shelter under trees or open structures like gazebos or marquees
- If you can not reach shelter, crouch down with your feet together. Do not lie down and avoid being the highest object in the area (as lightning strikes the highest objects in the area)
- Stay away from metal objects such as fishing rods, fence lines and washing lines
- Do not travel in open vehicles, on motorcycles, bicycles or horses
- Take note of early lightning strike indicators e.g. hair standing on end, hearing a buzzing sound from nearby objects such as rocks or fences (at night the object may have a blue glow just before being struck)
- Avoid being in water, creeks, the ocean or swimming pools
- If in a vehicle, slow down and park undercover away from trees and powerlines.

### **If you're indoors:**

- Disconnect external aerials and electrical appliances
- Draw all curtains and keep clear of windows and doors and any other metal or electrical fixtures such as pipes or landline telephones
- Avoid touching brick or concrete or standing barefoot on concrete or tiled floors.

The duration of severe storms can vary. Wait for the warning period to pass before venturing outdoors.

# FLOODS



## WHAT IS A FLOOD?

Floods occur when water covers land which is normally dry and may result from prolonged or very heavy rainfall.

The Fitzroy River catchment is capable of producing severe flooding following heavy rainfall events due to its immense size and shape.

During 2010–2011, the Rockhampton Region experienced two flood peaks. The first reached 8.1m but the next peak was larger at 9.2m. This flood peak left 2000 properties inundated with water and 200 households with water above the floor boards. The Bruce Highway and Rockhampton Airport were closed for two weeks and the Capricorn Highway for more than three weeks, leaving Rockhampton isolated from the majority of Queensland.

**There are three levels of flood warnings that you need to be aware of:**

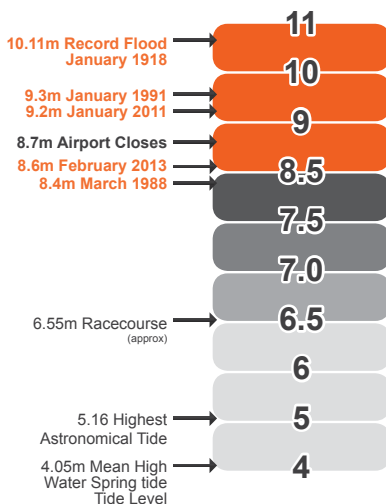
**Minor flooding:** Causes inconvenience such as closure of minor local roads and low bridges.

**Moderate flooding:** Low lying areas will be inundated requiring removal of stock, equipment and evacuation of homes. Some major roads or access points may be covered.

**Major flooding:** Higher areas will be inundated with isolation of towns and properties causing extensive damage.

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## FITZROY RIVER ROCKHAMPTON FLOOD LEVEL CLASSIFICATION



### LEVEL KEY

- MAJOR
- MODERATE
- MINOR
- FLOOD WATCH

## WHAT SHOULD YOU DO

### If flooding is predicted to impact your home, you should:

- Heed all warnings and advice
- Move as many household items (including cardboard boxes and newspaper items) to as high a point possible
- Pile furniture on beds and personal items on the furniture and remove all drawers from built-ins
- Tie down loose items in your yard to prevent them floating away
- Protect items of value that cannot be removed by enclosing them in waterproof covers or coating them in grease for protection
- Ensure all chemicals that may react with water are within a waterproof container and are moved to a higher level
- Gas cylinders and gas bottles should be disconnected and tied down or placed above flood height
- Close the main water valve.

### If flooding occurs, you should:

- Collect your Emergency Kit if you are staying and Evacuation Kit if leaving
- Switch OFF electricity and gas if you leave home
- Don't drink flood water or water that may have been contaminated by flood waters
- Avoid entering flood waters on foot or in a vehicle.

Some properties can be impacted for a long time by flood water. If you decide to stay in your house once it has been cut off, you will need to have enough supplies to last the expected timeframe of the flood.

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## RECOVER

After the flood there are a number of things you need to take into consideration when recovering from the floods:

- Do not eat food that has been in contact with flood water
- Boil all tap water until supplies have been declared safe
- Do not use gas or electrical appliances that have been flood affected until they have been checked for safety by qualified personnel
- Beware of snakes and spiders that may have moved to the drier areas in your house
- Avoid wading, even in shallow water, as it may be contaminated
- If you must enter flood water, wear solid shoes and check the depth with a stick
- Check for safe routes before driving anywhere.



# BUSHFIRES



## WHAT IS A BUSHFIRE?

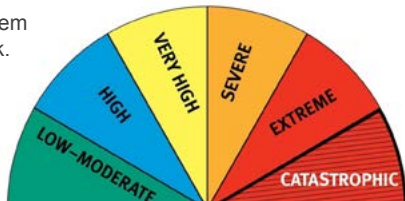
A bushfire is a fire that burns in grass, bushland or woodlands which threatens life, property and the environment. Bushfires are fuelled by leaf litter, trees and other vegetations. This vegetation provides a path or ladder for fire to travel up, taking the fire from the ground, high into the tree tops. Bushfires are unpredictable in nature and can turn at any time depending on the wind conditions. Bushfire season in Australia is between July and November.

## RESOURCES

Queensland Fire and Emergency Services [www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)

It is important to have a thorough understanding of bushfires within our Region. Queensland Fire and Emergency Service (QFES) has developed a DVD containing all the information you require on being prepared for bushfire season. Request a copy by calling 13 74 68.

The National Bushfire Warning System indicates the severity of bushfire risk. This system will help you decide what level of preparedness you need to take.



## WHAT SHOULD YOU DO

Always be prepared for a potential bushfire and keep your property clean. If you live near bushland or national park area, know the requirements for fire breaks. Certain areas within our Region are only covered by Rural Fire Service Brigades, so it is important that you take the necessary precautions to prepare your family and property.

## IMPORTANT TO NOTE

As a property owner, you will need to identify whether you will evacuate your property or stay and fight when a bushfire is imminent.

No matter what you decide, it is important that you are prepared!

**PREPARE, ACT, SURVIVE**

## PROPERTY

- Create a fuel free zone around your property by grading/burning a fire break and keeping the fuel levels (grass, leaf litter) minimal
- Reduce fuel by proper landscaping with appropriate plants
- Plant a wind break
- Look at fire mitigation measures such as enclosing all eaves, fitting wire screens to doors, windows and roof vents, enclosing under-floor space and shift woodpiles away from the house
- Install taps and long hoses outside at strategic places
- Consider installing sprinklers on your roof
- Ensure LPG safety valves face away from buildings
- Ensure adequate and safe access to your property for fire fighting equipment.

Notify the fire brigade when you see smoke and/or flames – don't assume someone else has notified them – Dial 000.

**Know your BUSHFIRE WARNINGS**

ADVICE	WATCH AND ACT	EMERGENCY WARNING
Monitor conditions and review your bushfire survival plan.	Conditions are changing. Start taking action and follow your bushfire survival plan.	YOU ARE IN DANGER. Act on your bushfire survival plan NOW.

## RECOVER

Once the fire front has passed:

- Monitor media outlets – radio, TV and internet
- Wear protective equipment
- Go outside once it is safe.

Check for and extinguish small spot fires and any burning embers when it is safe:

- Inside roof space, lines and gutters
- Under floor boards
- Under house space
- On window ledges and door sills
- On garden beds and mulch
- On veranda and desks
- On woodheaps
- On outdoor furniture.

# STORM SURGES



## WHAT IS A STORM SURGE?

A storm surge is a dome of water produced by a cyclone that can be several kilometres wide and higher than a normal tide. Storm surges can create abnormally high tides, destructive wave action and can result in increased flooding.

A storm surge can affect up to 100 kilometres of the coast. The waves and seawater can move inland quickly, damaging buildings and cutting off escape routes. There is a high risk of drowning if a person is caught in an inundation area.

All cyclones produce storm surges but all surges are not dangerous. The level of impact will depend on the strength of the cyclone, its speed, the shape of the sea floor, the features of the land, the angle it crosses the coast and most importantly WHEN it makes landfall. If this occurs at high tide, flooding will be at its worst.

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### RESOURCES

Storm Surge Maps:  
[www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)

#### NORMAL HIGH TIDE

High Tide

Main Sea Level

Low Tide

#### CYCLONE STORM SURGE

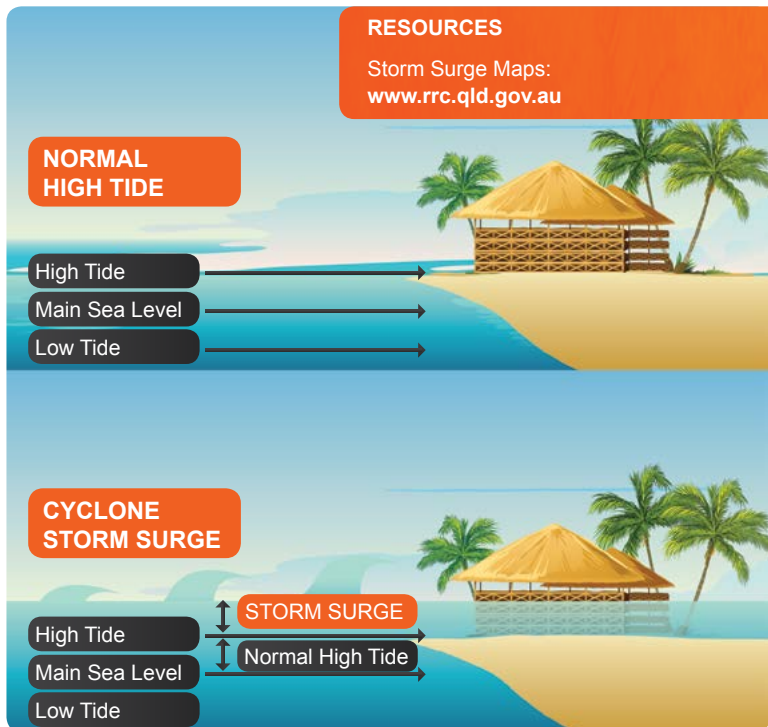
High Tide

Main Sea Level

Low Tide

STORM SURGE

Normal High Tide



Maps available at Rockhampton Regional Council's website indicate the approximate Storm Surge inundation limits. These limits depend on the severity of the cyclone and the time it crosses the coast.

Whilst every effort has been made to establish accurate limits, it must be understood that many factors (wind speed, barometric pressure, cyclone direction, etc.) can contribute to a variation in the final water level.

Remain alert throughout the Storm Surge period (6 to 12 hours) if you live within the designated Storm Surge Zone and consider finding alternative shelter.

## WHAT SHOULD YOU DO

If you live in a Storm Surge Zone:

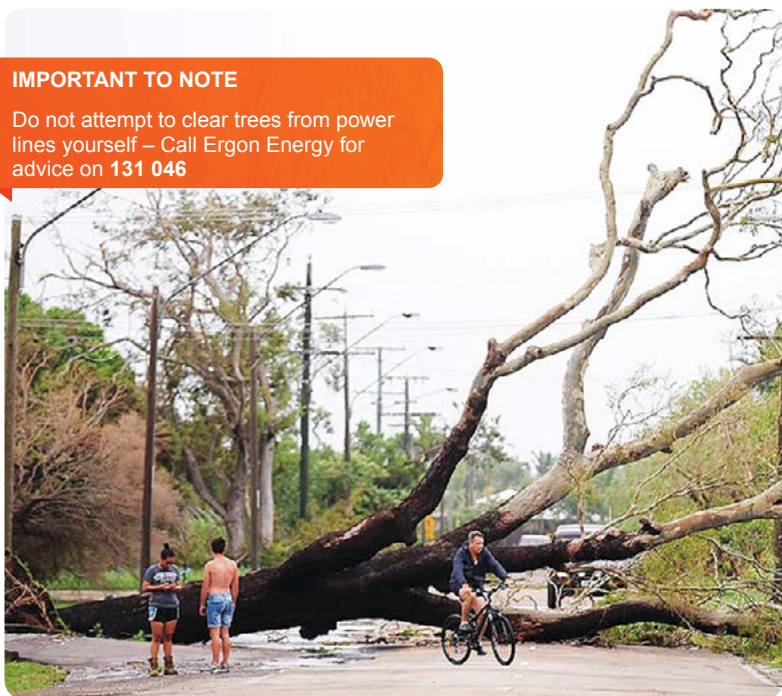
- Look at the storm surge map on Rockhampton Regional Council's website
- Ensure your property is adequately prepared.

If you can, evacuate to relatives, friends or another town which is not likely to be affected by the storm surge.

The more people who choose to help themselves by leaving when there is still plenty of time, the easier it will be for emergency services to deal with a possible mass evacuation.

### IMPORTANT TO NOTE

Do not attempt to clear trees from power lines yourself – Call Ergon Energy for advice on **131 046**



# EARTHQUAKES



## WHAT IS AN EARTHQUAKE?

Earthquakes are the vibrations caused by the plates of earth's outer layer being put under stress by continually moving towards, away from or past each other.

Whilst Central Queensland is situated approximately 1000km from the edge of an active tectonic plate, there have been many earthquakes felt in the Rockhampton Region. Over the last 60 years there have been approximately 70 tremors measured and reported in the area; the smallest measuring 0.1 on the Richter Scale in 1993 and the strongest at 4.7 in 1998 which was located off the coast north-east from Yeppoon.

The likelihood of an earthquake impacting on the Rockhampton Region is possible, though a rare occurrence.

## WHAT SHOULD YOU DO?

Learn about the history of the earthquakes in your area to assess the potential impact.

- Consult a professional on how to make your home sturdier and more likely to withstand an earthquake
- Ensure your home is securely anchored to its foundations
- Develop and implement an emergency household plan and make sure all household members know what to do should an earthquake happen.

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## ACT

If an earthquake occurs, take the following steps:

### Indoors:

- Drop to the ground; take cover under something strong such as a table. If there is no suitable furniture, cover your face and head with your arms and crouch inside the corner of the building
- Stay away from areas where glass from windows and doors and items on walls could fall onto you
- Do not attempt to exit the building until the shaking stops
- Do not use elevators or escalators/travelators.

### Outdoors:

- Move away from buildings and other infrastructure such as power poles and street lights
- Do not enter a building; wait for the shaking to stop
- If you are outside in a car, stop as quickly as it is safe to do so, away from infrastructure such as power poles and remain in the vehicle.

## BE AWARE

**Expect Aftershocks:** these are less violent than the original earthquake but can occur hours, days, weeks and even months afterwards.

They can cause further damage to already damaged buildings and infrastructure, causing further losses.

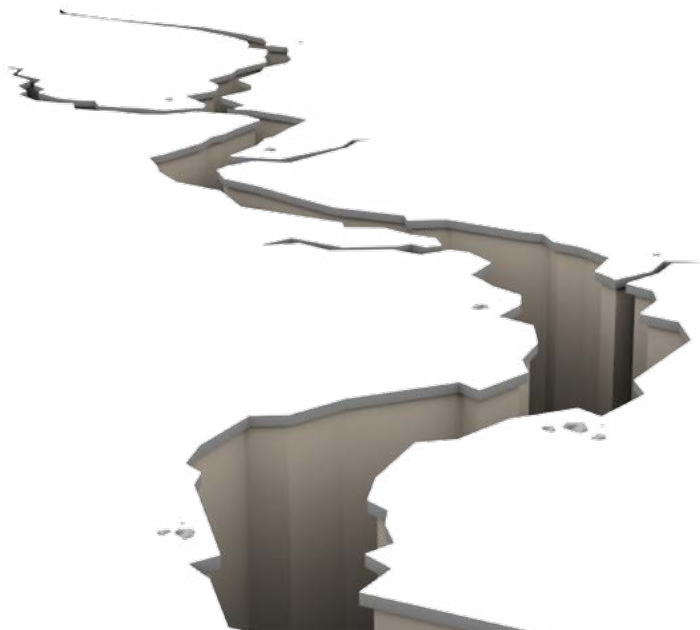
## RECOVER

Once the shaking has stopped, proceed cautiously to assess your situation. Look out for damaged road surfaces and bridges, spot fires or gas leaks. Make sure you follow the general outlines for recovering after a disaster as discussed earlier within this guide.

### **If you are trapped under a collapsed building or in debris:**

- Do not light a match or lighter
- Avoid stirring up the dust and limit your movements
- If possible, cover your mouth with fabric to stop dust entering your respiratory system
- Tap on a pipe or other surface so rescuers can find you.

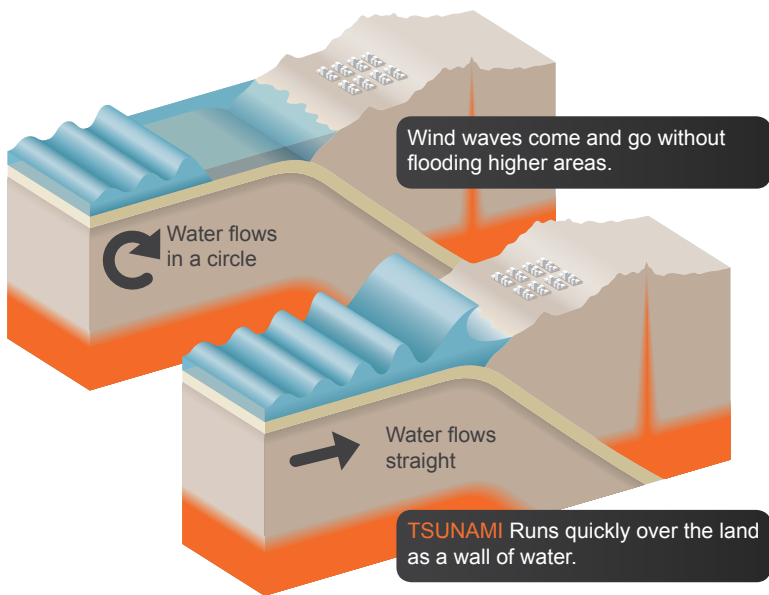
If you believe someone is trapped in the debris, notify emergency services as soon as possible.





## WHAT IS A TSUNAMI?

A tsunami is a large volume of water that forms into a series of horizontal inland waves that are usually a result of earthquakes, volcanic eruptions, underwater explosions, landslides or other mass movements. The first wave may not always be the largest of the series of waves, however the fast moving water can crush homes and other coastal structures. The affects of a tsunami can impact the Rockhampton Region.



## AUSTRALIAN TSUNAMI WARNING SYSTEM

There are three levels of Tsunami warnings:

- **No threat:** an undersea earthquake has been detected however poses no threat to Australia and its offshore territories
- **Marine and immediate foreshore threat:** Warning of potentially dangerous waves, strong ocean currents in the marine environment and the possibility of only some localised overflow onto the immediate foreshore
- **Land inundation threat:** Warning for low-lying coastal areas of major land inundation, flooding, dangerous waves and strong ocean currents.

## WHAT SHOULD YOU DO?

If a Tsunami warning is issued, identify what impact it will have on your property or family.

- Listen out for warnings
- Identify whether you are required to evacuate
- Know which routes are best as outlined in your household emergency plan
- If you can not leave, take shelter in the upper storey of a sturdy brick or concrete multi-storey building
- Do not, at any time, go to the coast to watch the tsunami.





## WHAT IS A LANDSLIDE?

A landslide is the movement of a mass of rock, debris or earth down a slope. Landslides can vary in size from a single boulder in a rock fall to tens of millions of cubic metres of material in an avalanche.

Landslides can be caused by a saturation of slope material from rainfall or seepage, vibrations caused by earthquakes, waves undercutting cliffs or by human activity.

## WHAT SHOULD YOU DO?

Consider whether you are in an 'at risk' area:

- Are you near a steep slope?
- What is the structural integrity of your home?
- Is your home located in a cut and fill site?
- Have an action plan in your home that all household members are aware of
- Stay alert to changes in the weather, particularly high amounts of rainfall in the area.

Be aware of the following signs:

- Changes to the typical landscape, for example, storm water drainage deviating from the normal path, progressively leaning tree or small slides
- Doors and windows jamming
- New cracks, pulling away or widening of existing cracks appearing in the property, for example in concrete paths, retaining walls, foundations and walls
- Exposure of underground systems such as phone lines and water pipes
- Unusual sounds such as trees cracking, water trickling or falling mud and debris
- Collapsed pavement, mud, fallen rocks and other debris flow.

If you notice any signs of a landslide occurring, move quickly out of the path of the flow. Save yourself and don't worry about your belongings. The mud and debris can flow quickly and with great force that can swallow a vehicle in its path. Get away from the area as soon as possible and stay clear as it will be unstable and further slides could happen.

If you cannot escape, curl up into a tight ball and protect your head.



## WHAT IS A HEATWAVE?

A heatwave is when there are consecutive days of above average temperatures, often with high humidity. Every summer a number of people suffer from heat stress as the body absorbs more heat than it can dispel.

## WHAT SHOULD YOU DO?

On a typical Australian summer day, the temperatures can be anywhere between 30 to 40 degrees. During a heatwave make sure you:

- Never leave children or animals in a car as the temperature inside a parked car can be as much as 30 to 40 degrees higher than outside
- Take sun safety precautions such as Slip, Slop, Slap, Seek and Slide to avoid sunburn and heat exhaustion
- Stay hydrated at all times, drinking 2 to 3 litres of water even if you are not thirsty
- Wear lightweight, light coloured, loose clothes
- Ensure your animals have access to an undercover area of shade and have plenty of water.

### Know the symptoms:

- Heavy sweating, tired and thirsty
- Irritability
- Loss of appetite
- Prickly heat rash, nausea
- Muscle spasms/twitching, moist cool skin
- Painful muscle cramps (limbs & abdomen).

### What should you do if you identify someone is experiencing heat stroke?

- Seek medical assistance
- Encourage them to drink water
- Lay them in a cool place with legs supported and slightly elevated
- Massage their muscles. Gently to ease spasms, or firmly if cramped
- Apply ice packs and encourage them to drink glucose (e.g. cordial)
- Do not give them salt.



## WHAT IS A HEALTH EPIDEMIC?

A health epidemic is an outbreak of a contagious disease or infection that spreads rapidly and widely, making a large number of people sick at the same time.

Infection and diseases can be spread through vectors such as mosquitoes, rats, bats or chickens or transmitted from one person to the next due to poor hygiene.

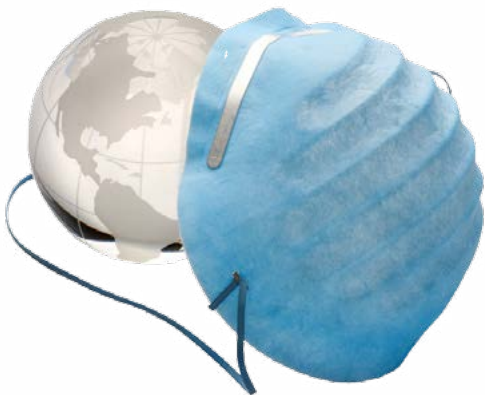
## WHAT SHOULD YOU DO?

There are a few simple steps that you can take to help reduce the risk of a health epidemic:

- Wash hands and bathe regularly
- Dispose of garbage and food items properly
- Keep your house clean
- If you have animals, ensure that they cannot access areas that are kept hygienically clean
- Keep up to date with vaccinations
- Identify whether you are in the “at risk” category. This includes children, aged individuals, those who have a low immune system or work in close proximity with others such as a nurse or childcare worker.

Consult your doctor if you or anyone you know show symptoms or side effects of disease or infection.

Prevention is better than a cure. Always ensure that you take the necessary steps to help keep our community healthy and active and do your part in the prevention of diseases and infections.



# SES ADVICE

## FLOOD / STORM EMERGENCY

Only call 132 500 for flood or storm emergency assistance during a weather event. The SES are volunteers and they will respond as soon as possible, however if at any time your situation becomes life threatening, call Triple Zero (000) immediately.

In a large scale event, the SES will be overwhelmed with jobs and may not be able to get to you for hours or days. Before you call 132 500, consider whether you can help yourself? Requests for SES assistance can also be lodged via [www.132500.qld.gov.au](http://www.132500.qld.gov.au) or by downloading the SES Assistance QLD App.

## USING SANDBAGS

Sandbags placed in appropriate locations around your home or business can reduce the impact of flooding. Sandbags will not stop the water completely, but can reduce the amount of water entering.

Remember:

- Place sandbags against entry points to the house, otherwise you risk damming and catching rain which may then enter your house.
- Sandbagging your doors doesn't stop water from entering your house via the seep holes
- Sandbagging your front fence line doesn't stop water entering through your neighbour's property, or their neighbour's property

Contact your local Council regarding the distribution of sandbags in emergencies.

## TARP RETENTIONING

SES provides tarps for your roof to temporarily protect your house from the elements. To secure a tarp to a tie-off point, use a round turn and two half hitches knot. This simple knot keeps the tension on the tarping rope whilst being tied. Make sure there is firm tension on the tarping rope but not so tight that you risk pulling the eyelets out of the tarp.

## RESOURCES

Sandbagging: [www.disaster.qld.gov.au/Be\\_Prepared/documents/3558EMQ-Using-Sandbags-DL.pdf](http://www.disaster.qld.gov.au/Be_Prepared/documents/3558EMQ-Using-Sandbags-DL.pdf)

Tarp retentioning: [www.emergency.qld.gov.au/ses/about/pdf/SES-Tarp-Retensioning-Insert.pdf](http://www.emergency.qld.gov.au/ses/about/pdf/SES-Tarp-Retensioning-Insert.pdf)

# CONTACT DETAILS



Police Link	131 444
Queensland Ambulance Community Contact Centre	1300 36 9003
Ergon Energy – Customer Service	13 10 46
Ergon Energy – Faults Only	13 22 96
Rockhampton Regional Council	1300 22 55 77
Rockhampton Pound Facility	4927 7362
Mount Morgan Pound Facility	0418 753 681
Main Roads – Road Conditions	13 19 40

## EMERGENCIES

Local Disaster Coordination Centre	1300 652 659
(Only operational in the event of a disaster)	
Police/Fire/Ambulance	000
State Emergency Service	132 500
Ergon Energy (life threatening emergencies only)	000 OR 13 16 70
Council - After hours emergency contact	1300 22 55 77

## RADIO STATIONS

ABC Capricornia 837AM	4924 5111
Radio NAG 91.3FM	4939 8211
Radio 101.5 SeaFM & 107.9 Hot FM	4927 6222
Radio 4RO 990AM	4920 2000

## WEBSITES

Bureau of Meteorology	<a href="http://www.bom.gov.au">www.bom.gov.au</a>
Emergency Management Australia	<a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>
Rockhampton Regional Council	<a href="http://www.rrc.qld.gov.au">www.rrc.qld.gov.au</a>
Main Roads – Road Conditions	<a href="http://www.131940.com.au">www.131940.com.au</a>
Red Cross	<a href="http://www.redcross.org.au">www.redcross.org.au</a>
RACQ Get Ready Queensland	<a href="http://www.getready.qld.gov.au">www.getready.qld.gov.au</a>
QLD Government Disaster Management	<a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>

## SOCIAL MEDIA

Rockhampton	
Regional Council	<a href="http://www.facebook.com/RockhamptonRegionalCouncil">www.facebook.com/RockhamptonRegionalCouncil</a>
Queensland Police	<a href="http://www.facebook.com/QueenslandPolice">www.facebook.com/QueenslandPolice</a>
State Emergency Services	<a href="http://www.facebook.com/QLDSES">www.facebook.com/QLDSES</a>
Queensland Fire and Rescue Service	<a href="http://www.facebook.com/QldFireandRescueService">www.facebook.com/QldFireandRescueService</a>

**IN AN EMERGENCY  
ALWAYS CALL 000**  
(POLICE | FIRE | AMBULANCE)