



DISASTER
MANAGEMENT



YOUR EMERGENCY GUIDE

emergency.rockhamptonregion.qld.gov.au

UNDERSTAND YOUR RISKS

Many residents in the Rockhampton Region know their local environment well and the potential disasters they may face. They know the history of the region either through personal experience, or through stories shared. This guide has been developed to help all residents, no matter how experienced they are with local disasters, to **Get Ready, Respond and Recover.**

We can all help each other understand our local risks, what to expect and how to prepare by talking with family, neighbours, work mates, new residents, visitors and emergency services officers.

This Emergency Guide provides an overview of the natural disasters that may impact upon the Rockhampton region. Once you understand your local risk you can consider what you should do to reduce the potential impact of a disaster on your family, your home and pets. Council's Emergency Dashboard and website also provide many links to relevant information to enable you to Get Ready.

Visit the Emergency Dashboard at:
emergency.rockhamptonregion.qld.gov.au

DISASTERS THAT MAY IMPACT THE REGION INCLUDE:



FLOODS



BUSHFIRES



CYCLONES



HEATWAVES



STORMS



PANDEMICS



EARTHQUAKES



LANDSLIDES



TSUNAMIS





FLOODS

No two **FLOODS** are the same and can vary depending on the quantity, duration and location of rain falling on our catchments. There are four main types of flooding experienced in the Rockhampton region.

RIVER FLOODING happens when widespread and prolonged rain falls over the Fitzroy River catchment.

CREEK FLOODING happens when intense rain falls over one of the many creek catchments in the region causing creek levels to rise, which often occurs quickly with little warning.

OVERLAND FLOW happens as water travels over the land during heavy rainfall events and generally occurs over a short period of time.

STORM TIDE FLOODING happens when a low pressure system or strong onshore winds force sea levels to rise above normal levels, creating a storm surge that can cause flooding of low-lying areas close to tidal waterways and foreshores.

Understanding the type of flooding you are likely to experience will help you to prepare for how quickly the flooding is likely to occur, the duration of heightened flood water levels, where flooding is likely to occur, and the impact it will have on your home, workplace and transport networks.



BUSHFIRES

BUSHFIRES occur when both managed and unmanaged areas of vegetation ignite and burn through reserves, national parks, private property and urban corridors. Bushfires are most likely to occur when the weather is very hot and dry. The higher the temperature and the lower the humidity, the more likely it is that a fire may start or continue to burn. They can start from human activity either accidentally or deliberately, or can start by natural causes such as lightning strikes.



CYCLONES

The Rockhampton Region is at risk of **CYCLONES** as the community has seen with Tropical Cyclones Marcia and Debbie causing significant damage in recent years. Cyclones are powerful weather systems that can cause significant damage to the built and natural environments. They form from low pressure systems that develop over warm oceans in the tropics, and generally intensify over several days, generating severe winds, strong rain and flooding.





HEATWAVES

A **HEATWAVE** occurs when the maximum and the minimum temperatures are unusually hot over a three-day period. Heatwaves can impact anyone. Babies, young people, elderly, people with medical conditions i.e. asthma, pets and people working outdoors are particularly vulnerable and need to take special care during heatwaves.



STORMS

STORMS can comprise of heavy rainfall and flash flooding, damaging winds, lightning strikes and hail. Storms can last many hours and travel long distances, potentially causing damage to homes and vehicles, and causing loss of power, isolation and flash flooding.



PANDEMICS

PANDEMICS are highly contagious viruses that are easily spread and can cause severe illness and even loss of life. The most common form of pandemic in Australia is influenza, otherwise known as the flu. Becoming more prevalent are incidences of coronavirus, a large family of viruses that cause respiratory infections.



EARTHQUAKES

EARTHQUAKES are the vibrations caused by rocks breaking under stress. The underground surface along which the rock breaks is called a fault plane. Depending on the size of the earthquake, strong and potentially destructive ground shaking may occur up to tens or even hundreds of kilometres from an earthquake epicentre.

Earthquakes with magnitudes of less than 3.5 seldom cause damage. Over the last sixty years there have been approximately 70 tremors measured and reported in the Rockhampton region. The likelihood of an earthquake causing damage in the Rockhampton region is possible although would be a rare occurrence.

DID YOU KNOW?

The two largest recorded earthquakes in Queensland were Gladstone in 1918 with a magnitude of 6.3, and Gayndah in 1935 measuring a magnitude of 6.1





LANDSLIDES

LANDSLIDES can be sudden and fast moving, shifting millions of tonnes of debris (earth, mud, rock).

Landslides can be caused by a major event such as an earthquake, but in Queensland and the Rockhampton region, landslides are generally caused when heavy rain saturates soil on a hillside past the point where vegetation can support the soil's weight against the force of gravity. The top saturated layer of soil then slips down the hill, taking whatever is on the land with it as it moves.



TSUNAMIS

TSUNAMIS are rare events in Australia, and present little threat of land inundation to the Rockhampton region. A tsunami is a series of powerful, fast moving waves produced during a large scale ocean disturbance. Tsunamis can be detected by the Australian Tsunami Detection System but unfortunately they can still occur with very little warning to evacuate. Tsunamis are caused by a variety of events such as an earthquake, volcanic eruptions, explosions or landslides.

OUR DISASTER SEASONS



CYCLONES

NOV - APRIL



FLOODS

NOV - APRIL



STORMS

NOV - APRIL



FLU SEASON

MAY - OCTOBER



BUSHFIRES

JULY - FEB



HEATWAVES

NOV - MARCH



PREPARE YOUR HOUSEHOLD PLAN

Your household emergency and evacuation plan is a hardcopy or electronic document that is designed to keep you and your household members connected and safe in the event you become separated during a natural disaster and/or you lose mobile phone connectivity and access to your contact phone numbers. You might like to include your neighbours in this plan (planning).

In the event you need to evacuate your home, the plan also provides a checklist of actions to be completed to ensure your home and your most valuable possessions are as secure as possible. The plan is designed to be kept somewhere central and visible (like the kitchen fridge) and for each household member to know what is in the plan and to have one with them at all times (in school bags, handbags or work satchels).

Record all details for you and your family in the Household Emergency and Evacuation Plan at the end of this Emergency Guide or click the link below to complete a printable version online via Council's website.

CREATE AN ONLINE PLAN

DETAILS TO INCLUDE IN YOUR PLAN



CONTACT
INFORMATION for all
household members



MEDICATION
list and dosage



EMERGENCY
service
contacts



UTILITIES
locations



NEIGHBOUR
contact details



PET DETAILS
including vet
contacts and
medication



INSURANCE
policy details



VEHICLE
registration



EMERGENCY
contacts (one local,
one from out of town)



storage
location of
EMERGENCY
+ evacuation
kits



list of **IMPORTANT**
DOCUMENTS
to take with you



SAFE
meeting point



PACK YOUR EMERGENCY KIT

As a result of a natural disaster, you may be unable to leave your home for an extended period of time. Be prepared by having an Emergency Kit stocked and ready for this type of situation.

In your emergency kit include a collection of essential supplies that will equip your household for **at least three days of isolation**. Also include, or keep in mind, the equipment you'll need to prepare meals with no power such as a BBQ.

Keep your kit in a waterproof storage container and store in an easy access location. Check your Emergency Kit regularly to stock up and rotate supplies to ensure provisions are fresh and safe to use.

YOUR CHECKLIST

- ☐ Fresh water for 3 days
- ☐ Non-perishable food for 3 days
- ☐ Can opener
- ☐ Essential toiletries
- ☐ Important documents in sealed bag or holder, or on usb
- ☐ First aid kit
- ☐ Mobile phone and charger
- ☐ Torch
- ☐ Sturdy gloves
- ☐ Battery-operated radio
- ☐ Spare batteries
- ☐ Spare cash

PACK YOUR EVACUATION KIT

There may also be times during an emergency where it becomes unsafe for your household to stay at home and you need to evacuate. In addition to your Emergency kit you need to pack an Evacuation kit - one for each member of the household.

The Evacuation kit is a much smaller kit designed to contain only essential items for each household member that they can easily and quickly 'grab and go'.

Packed in a bag such as a backpack or duffle bag, this kit will ensure you have what you need if you are staying with friends or family members outside of the disaster area, or at an emergency evacuation centre, where basic bedding, food and cooking equipment are provided. Make a note of the kits' location on your household emergency and evacuation plan which ideally is in the same place as your emergency kit.

CHECKLIST

- ☐ Medication
- ☐ Spare clothing
- ☐ Bedding
- ☐ Books and games
- ☐ Valuables and mementos
- ☐ Supplies for infants



PREPARE YOUR HOME

There is no better time than now to get your home prepared so you are ready when the next natural disaster hits.

The best place to start is home maintenance. Keep your garden maintained and look out for any damage on your home as a result of age or a previous incident. If you are renting and notice something that needs rectifying, talk to your property manager or landlord about getting it fixed.

HOME PREPARATION DO'S + DON'TS



DO ensure your insurance is up-to-date



DO check your home for any structural damage



DO trim trees and overhanging branches regularly during the year



DON'T conduct any electrical work or repairs yourself



DON'T leave loose items in your backyard if a storm or cyclone is imminent



DON'T leave all preparations until warnings are issued

GENERAL HOME MAINTENANCE

- ☐ Keep your roof in good condition and check it regularly
- ☐ Keep gutters and downpipes clear of debris
- ☐ Trim trees and overhanging branches (be aware of overhead powerlines)
- ☐ Report any branches hanging over powerlines
- ☐ Clear away rubbish in your yard such as sheets of iron, garden waste or timber
- ☐ Never dump garden waste and other flammables in adjoining bushland
- ☐ Repair any broken sealant around window sills to make watertight
- ☐ Fix any corrosion, loose fittings and rotting or termite-affected timber
- ☐ Empty standing water from any containers and paddling pools to prevent mosquito growth which can carry disease



GENERAL HOME PREPARATIONS

- ☐ Ensure your home, contents, car and any other insurance for belongings is current and adequate. If in doubt contact your insurer to find out what coverage you have in regards to natural disasters
- ☐ Store poisons and chemicals above ground level
- ☐ Identify indoor items that need to be raised or emptied if flood threatens
- ☐ Consider alternatives to carpet and relocate power points to well above previous flood levels (using a licensed contractor)
- ☐ Arrange a professional builder to check your building and identify ways you can increase the structural integrity of your home to withstand high winds
- ☐ Fit windows with shutters or metal screens for added protection during high winds

DID YOU KNOW?

Contrary to popular belief, taping windows in preparation for a cyclone offers little strength to the glass and no protection against flying debris. It is therefore not recommended as part of your preparation process.

FINAL HOME PREPARATIONS

- ☐ Secure or move outdoor furniture and garden items
- ☐ Identify which indoor items you will need to raise or empty if flooding threatens your home
- ☐ Identify where and how to turn off the mains supply for water, power and gas
- ☐ Pack your emergency and evacuation kits – ensure the location is included on your household emergency and evacuation plan
- ☐ Sandbag indoor drains to prevent sewerage backwash from flooding
- ☐ Identify which room is the strongest part of the house, in case you need to shelter during a severe storm or cyclone. Usually this would be the smallest room in the house, with the least windows (i.e. bathroom or laundry)
- ☐ Ensure your vehicle is full of fuel
- ☐ Park vehicles under cover, away from trees, powerlines and waterways or secure with firmly tied blankets to minimise hail damage
- ☐ Remove mats and flammable materials in the event of fire



PROTECT YOUR PET

In emergency situations, pets are often the most vulnerable member of the family. It's important to consider what will happen to our pets in the event of a natural disaster. This means thinking about what plans you can put in place now to make sure your pet is cared for if you were unable to get home, or what you would do with your pet if you had to evacuate.

INCLUDE PETS IN YOUR HOUSEHOLD EMERGENCY AND EVACUATION PLAN

There are many things you should consider when including pets in your emergency and evacuation plan.



Have contingencies in place for **TRANSPORTING ANIMALS** (including livestock) in an emergency



Ensure your pet **WEARS A COLLAR** with up-to-date contact information and identification at all times



Pack a pet **EMERGENCY KIT**



Find a **SAFE PLACE** to take pets if you need to evacuate

If you can't get home during an emergency, arrange friends or neighbours to **COLLECT AND CARE** for your pet until you can be reunited

If you have to leave pets home in an emergency, leave them **INDOORS** in separate rooms (with small or preferably no windows) and plenty of **FOOD AND WATER**



Microchip and register your pet with **RRC**



Talk to your **VET** about any special considerations

PREP YOUR PET EMERGENCY KIT

Get ready before the next disaster hits and pack a bag or box of necessities for your pet to last at least five days, so that you can act quickly during an emergency.

- ☐ Food and bottled water for at least five days, feeding bowls and a can opener
- ☐ Medicines with clear instructions, medical records and first aid
- ☐ Collar with ID tag and leash
- ☐ Have carry boxes (for small pets), leads and/or halters readily accessible
- ☐ Birds and pocket pets need shelter coverage for their enclosure
- ☐ Blankets, bedding or nesting materials
- ☐ Litter tray, litter, waste bags and cleaning products
- ☐ Favourite toys that bring comfort
- ☐ Consider whether pet insurance is right for you and have relevant paperwork in your emergency kit
- ☐ Vaccination and registration documentation plus current photos of you and your pet in a waterproof bag
- ☐ Contact details for your veterinarian, Rockhampton Regional Council and alternative animal accommodation facility
- ☐ For assistance and service animals, have evidence that your pet is a service animal and appropriately trained to access public areas



RESPOND

During a natural disaster, safety should always be your first priority.

The most important thing to remember during a natural disaster is to follow the instructions of local authorities and emergency services, and remain calm.

TUNE IN

- To your battery-powered radio and your local radio station to listen for weather and warning updates.
- By turning on your television to your local station to watch and listen for warning updates.

LOG ON

- To Rockhampton Regional Council's Emergency Dashboard to obtain real time information on emergency news, weather warnings, road conditions, power outages and much more including interactive mapping. Visit **emergency.rockhamptonregion.qld.gov.au**



**DID YOU
KNOW?**

The Standard Emergency Warning Signal (SEWS) is a wailing siren sound that has been adopted by all States and Territories to alert the community to the broadcast of an urgent safety message relating to an emergency.



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.
- For Emergency Services personnel who may door-knock your area to pass on warnings.



ACT

- By responding immediately to the advice provided.
- By activating your Household Emergency and Evacuation Plan if required.
- By locating and collecting your Emergency Kit, Pet Emergency Kit and Evacuation Kit.
- By activating evacuation arrangements if required.

DISASTER DO'S + DON'TS



DO evacuate if advised



DO stay in a safe location



DO stay calm and listen to warnings



DON'T go out in a storm



DON'T go sightseeing



DON'T swim or drive in flood water



RECOVERING FROM A DISASTER



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

RECOVERY DO'S + DON'TS



DO check on neighbours and the elderly



DO check your home for any damage



DO shut off any damaged utilities and call for help



DO keep listening to the radio for advice



DON'T go sightseeing



DON'T go near fallen powerlines



DON'T return home unless it's safe to do so



DON'T try to restore power yourself



DON'T drink or eat anything that is contaminated



FINANCIAL ASSISTANCE

There are many different types of **FINANCIAL ASSISTANCE** available to those who have been directly impacted by a disaster. Visit Rockhampton Regional Council's Emergency Dashboard for support resources or call the Community Recovery Hotline on 1800 173 349 for more information on available funding.



COPING EMOTIONALLY

Disasters can have a significant impact on our emotional state. 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

If you are not coping emotionally, consult your local health service or community support groups for assistance. It is never too late to ask for help.



VOLUNTEERING

If you are interested in volunteering your time to assist the community affected by a disaster, contact Volunteering Queensland:

TELEPHONE	1800 994 100
WEBSITE	volunteeringqld.org.au
EMAIL	emergencyvol@volunteeringqld.org.au



HOUSEHOLD EMERGENCY PLAN

Create your Household Emergency and Evacuation Plan by filling out all of the sections listed below or by completing the interactive online form on Council's website.

[CREATE AN ONLINE PLAN](#)

Provide copies to all household members, relevant friends, family and neighbours. Keep a copy in a easily visible location (i.e. on the fridge) as well as in your Emergency Kit.

FAMILY/HOUSEHOLD CONTACT DETAILS

Name/s: _____

Contact Numbers: _____

Assistance Required: _____

MEDICATION

DOSAGE

PET DETAILS

Name: _____

Type and Breed: _____

Vet Name: _____

Vet Phone Number: _____

Vet Medications and Dosage: _____

VEHICLES

Make and Registration: _____

Make and Registration: _____

EMERGENCY CONTACT (LOCAL)

Name: _____

Address: _____

Mobile Number: _____

EMERGENCY CONTACT (OUT OF TOWN)

Name: _____

Address: _____

Mobile Number: _____

NEIGHBOUR CONTACT DETAILS

Name: _____

Address: _____

Mobile Number: _____

Name: _____

Address: _____

Mobile Number: _____

LOCATION OF EMERGENCY + EVACUATION KITS



ELECTRICITY CONTACT DETAILS

Electricity Provider: _____

Phone Number: _____

Location/Switch Off Point: _____

WATER CONTACT DETAILS

Water Provider: _____

Phone Number: _____

Location/Switch Off Point: _____

GAS CONTACT DETAILS

Gas Provider: _____

Phone Number: _____

Location/Switch Off Point: _____

INTERNET CONTACT DETAILS

Internet Provider: _____

Phone Number: _____

PHONE CONTACT DETAILS

Phone Provider: _____

Phone Number: _____

Phone Provider: _____

Phone Number: _____

HOUSEHOLD SAFE MEETING POINT

Friend/Family Member Who Lives Here: _____

Address: _____

Phone Number: _____

EMERGENCY PLAN ACTIVATION

If remaining in place:

- | | |
|---|--|
| <input type="checkbox"/> Contact all family/ householders | <input type="checkbox"/> Make final home preparations as per Step 4 |
| <input type="checkbox"/> Check on neighbours | <input type="checkbox"/> Tune into Warnings |
| <input type="checkbox"/> Locate Emergency Kit | <input type="checkbox"/> Shelter in strongest room (unless instructed to evacuate) |
| <input type="checkbox"/> Locate Pet Emergency Kit | |

EVACUATION CHECKLIST

- | | |
|---|---|
| <input type="checkbox"/> Has official advice been given to evacuate? | <input type="checkbox"/> Have you got your emergency kit, pet emergency kit and evacuation kit? |
| <input type="checkbox"/> Do you know where you are evacuating to? | <input type="checkbox"/> Final kit check: Have you packed all essential medications for all household members? |
| <input type="checkbox"/> Do you know the preferred route for evacuation? | <input type="checkbox"/> Final kit check: Have you packed, or are you able to access electronically, all important documentation? |
| <input type="checkbox"/> Does your vehicle have enough fuel to get to the evacuation point? Is it full? | <input type="checkbox"/> Have you checked on your neighbours? |
| <input type="checkbox"/> Have you turned off power, gas and water mains at the house? | |
| <input type="checkbox"/> Are your pets safe and secure? | |
| <input type="checkbox"/> Have you secured and locked the house? | |



OUR LOCAL EMERGENCY CONTACTS

Life threatening emergencies (Police/Fire/Ambulance)	000
Local Disaster Coordination Centre (if activated)	1300 652 659
Rockhampton Regional Council	1300 22 55 77
State Emergency Services	132 500
National Relay Service	136 777
Childcare provider	_____
Primary School	_____
High School	_____
Doctor	_____
Insurance provider	_____
Workplace	_____
Workplace	_____
Other	_____

To find out more about how to Get Ready, Respond and Recover from a disaster visit Council's Emergency Dashboard:
emergency.rockhamptonregion.qld.gov.au

