



**EVACUATION  
CENTRE  
MANAGEMENT  
SUB PLAN**

## Table of contents

Table of contents .....	2
Document control.....	3
Abbreviations.....	4
Introduction.....	5
Purpose.....	5
Objectives .....	5
Key contacts.....	5
Responsibilities .....	6
Overview.....	8
Identification of Evacuation Centres .....	8
Activation.....	9
Set up.....	9
Management .....	11
Closure .....	12
Related documents.....	12
Appendix A - Definitions of Sheltering Locations and Facilities.....	13
Appendix B - List of Potential Sheltering Locations and Facilities .....	14
Appendix C – Rockhampton showgrounds evacuation centre proposed layouts .....	<b>Error! Bookmark not defined.</b>
Appendix D - QFES Deployable Self-Contained Accommodation – Flexible Habitat.....	<b>Error! Bookmark not defined.</b>
Annexure E - Alternative Rotary Wing Aircraft Landing Areas .....	<b>Error! Bookmark not defined.</b>

## Document control

This Sub Plan will be reviewed regularly and updated as necessary. The Local Disaster Coordinator (LDC) will ensure contact details are kept and up to date.

Minor amendments to this plan can be made by the LDC. Amendments which affect the intent of the plan must be endorsed by the LDMG.

All approved amendments are to be listed below. The LDC will ensure that all copies of the plan are replaced with the most up to date version.

Version	Date	Comments	Approved by
1.1	June 2021	Supersedes Evacuation Centre Management Sub Plan 2016 (Version 1); Sub plan reviewed and updated.	LDC
1.2	July 2023	Sub plan reviewed and updated <ul style="list-style-type: none"><li>Appendix B updated to list Evacuation Centres, Evacuation Assembly Points and Neighbourhood Safer Places. Contact details checked and updated</li></ul>	LDMG 08/09/2023



## Abbreviations

Abbreviation	Full title
ARC	Australian Red Cross
IMS	Guardian IMS (Disaster Management System)
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
QAS	Queensland Ambulance Service
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
RRC	Rockhampton Regional Council
SES	State Emergency Service

## Introduction

### Purpose

The purpose of this Sub Plan is to detail the agreed arrangements, at the local level, for the management of evacuation centres established to cater for the immediate basic needs of evacuees impacted by a disaster event.

This Sub Plan is to be used in conjunction with the Local Disaster Management Plan and its Sub Plans. It sets out the agreed evacuation centre management responsibilities and actions for the Local Disaster Management Group (LDMG) and applies to emergency/disaster events and associated hazards within the Rockhampton Regional Council (RRC) Local Government Area.

### Objectives

The objectives of the Evacuation Centre Management Sub Plan are to:

- Define the need for shelter, including the purpose of Evacuation Centres;
- Outline the roles and responsibilities of RRC and relevant stakeholders in the operations of the evacuation centre;
- Outline the arrangements for the activation, set up, management and closure of shelters and evacuation centres; and
- Provide evacuees with support services in the evacuation centre and keep them safe and away from harm.

### Key contacts

Evacuation Centre Management team

- Evacuation Centre Facilities Manager Rockhampton Regional Council
- Australian Red Cross
- Queensland Police Service (Chair, Evacuation Planning subcommittee)
- Queensland Ambulance Service
- Salvation Army
- Supporting Advisors: Representatives from other agencies, industries or community organisations deemed necessary to act as advisors for both planning and operational arrangements.

## Responsibilities

### KEY ORGANISATIONS AND FUNCTIONS

Organisation	Responsibility	Key Functions	Support Agency/s
LDMG	<ul style="list-style-type: none"> <li>Evacuation Centre arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Provide early activation requests for timely deployment</li> <li>Identify and audit Evacuation Centres to confirm suitability</li> <li>Confirm arrangements with support agencies for efficient operation including the provision of psycho-social support, food, medical services, and management of pets, security, and sanitation</li> <li>Provide a facilities manager/ coordinator (RRC)</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> <li>ARC</li> <li>QPS</li> <li>QAS</li> </ul>
RRC	<ul style="list-style-type: none"> <li>Facility cleaning;</li> <li>Communications;</li> <li>Power;</li> <li>Health and safety standards;</li> <li>Access;</li> <li>Security; and</li> <li>Facilities management</li> </ul>	<p>Provide a Facilities manager/Coordinator (to work closely with the Red Cross Evacuation Centre manager when appointed). Evacuation Centre Management are responsible for:</p> <ul style="list-style-type: none"> <li>Coordinating all agencies operating within the centre;</li> <li>Establishing and maintaining the layout of the centre;</li> <li>Reporting between the LDMG and the centre;</li> <li>Ensuring the dissemination of information and reports approved by the Chairperson and/or Local Disaster Coordinator for RRC's LDMG, from internal and external sources;</li> <li>Ensuring an assessment and monitoring system is in place for environmental health and safety issues;</li> <li>Ensuring all personnel in the centre receive briefings and de-briefings;</li> <li>Ensuring the safety and wellbeing of personnel in the centre;</li> <li>Ensuring basic needs (food, water and sanitation) are met within the centre;</li> <li>Implementing a media and visitor plan for the centre/s, subject to approval by the Chairperson and/or Local Disaster Coordinator for RRC's LDMG;</li> <li>Ensuring the closure of the Evacuation Centre when directed;</li> <li>Manage the registration of evacuees utilising RRC's Disaster Management System and ARC's Register Find Reunite (if activated);</li> <li>Set up of functional Evacuation Centres with appropriate bedding, amenities, and support services, with partner agencies.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> <li>QPS</li> <li>QAS</li> </ul>

Australian Red Cross	<ul style="list-style-type: none"> <li>Evacuation Centre welfare management</li> </ul>	<p>Provide an ARC Evacuation Centre manager (to work closely with Facilities manager/coordinator) to:</p> <ul style="list-style-type: none"> <li>Advise on selection of Evacuation Centres and support annual audit</li> <li>Provide coordinated support activities using a Psychological First Aid framework</li> <li>Support operations and management of Evacuation Centre</li> <li>Complete the registration of evacuees utilising Register. Find. Reunite and Guardian IMS.</li> <li>Establish and maintain the layout of the centre</li> <li>Ensure the safety and wellbeing of evacuees and personnel in the centre</li> <li>Ensure basic needs (food, water and sanitation) are met within the centre</li> <li>Provide advice to inform human impact assessments related to the emergency if required</li> <li>Provide and distribute resource materials and agency information to residents and communities</li> <li>Provide situation reports to inform early recovery planning</li> <li>Assist with planning and implementing effective transition strategies for evacuees</li> <li>Work with the LDMG on the timing and closure of Evacuation Centres</li> <li>Support the Facilities manager/coordinator in reporting between the LDMG and the centre</li> <li>Ensure all personnel in the centre receive briefings and de-briefings.</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> <li>QPS</li> <li>QAS</li> <li>Salvation Army</li> <li>Chaplain Watch</li> </ul>
QPS	<ul style="list-style-type: none"> <li>Security</li> </ul>	<ul style="list-style-type: none"> <li>Provide security to ensure evacuees are safe and secure</li> <li>Provide support to minimise any tensions and handle with sensitivity.</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> </ul>
QAS	<ul style="list-style-type: none"> <li>First aid centre</li> </ul>	<ul style="list-style-type: none"> <li>Set up area to provide first aid support</li> <li>Support ARC to also provide psychological first aid support to evacuees, as needed.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> <li>Chaplain Watch</li> </ul>
Salvation Army	<ul style="list-style-type: none"> <li>Catering for Evacuation Centre/s</li> </ul>	<ul style="list-style-type: none"> <li>Form an understanding of the Evacuation Centres capabilities to know what Emergency Catering resources will be required</li> <li>Provide crews to establish catering facilities, including mobile feeding centres as necessary; purchase necessary provisions and equipment; provide catering team leaders and/or teams to nominated Evacuation Centres.</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> </ul>

## Overview

Sheltering is the fourth stage in the evacuation process. It is not just the provision of a physical structure. It is the provision of basic needs such as food, water, information and shelter from the hazard.

In the event of a disaster, Evacuation Centres are established to provide shelter and safety to affected people\* that are unable to remain in their normal residence during and after a disaster.

\*Affected people are:

- People issued with an evacuation order, including the vulnerable population within this group:
  - Homeless
  - People with disabilities, living alone
  - Travellers in caravans and/or boats and vessels
- People unable to shelter at home, with family or friends
- People unable to return home following a disaster
- People who voluntarily seek shelter without an evacuation order.

An evacuation centre is established to cater for the immediate basic needs of evacuees. It is anticipated that people will normally spend a maximum of seven (7) days in an evacuation centre, before either being returned to their primary residence or being settled in appropriate mid/long-term accommodation.

Evacuation centres are activated before, during and after a disaster. During the evacuation process, people will be advised to remain and shelter in place, shelter with family and friends, or seek shelter at commercial accommodation. In the event that these options are unavailable to them they will be redirected to the safest and closest evacuation centre. For the affected population, it is important to note this is the last resort option.

The Queensland PPRR Disaster Management Guidelines defines an Evacuation centre as *“located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative accommodation.”*

Definitions of sheltering locations and facilities are contained in Appendix A.

## Identification of Evacuation Centres

A number of facilities have been identified for use as evacuation centres, evacuation assembly points and neighbourhood safer places (for bushfires) these are listed within Appendix B (they are also listed within the IMS). Safety, availability and suitability will dictate which of them will be used dependent upon the hazard. During peace time it is imperative that an audit of the proposed evacuation centres and temporary shelters is conducted annually, in preparation for the upcoming hazards (cyclones, bushfires, and floods).



## Activation

The Chairperson/Local Disaster Coordinator will determine the need for activation of Assembly Points and Evacuation Centres and notify the RRC Evacuation Centre Facility Manager / Coordinator who will arrange for the centre/s to be operational.

Organisation	Responsibility	Key Functions	Support Agency/s
LDMG/ DDMG Chair/ LDC	Activation	<ul style="list-style-type: none"><li>▪ Determine need for activation of Assembly Point/s and Evacuation Centre/s</li><li>▪ Notify RRC Evacuation Centre Facility Manager / Coordinator</li><li>▪ RRC Evacuation Centre Facility Manager / Coordinator will arrange for centre to be operational.</li></ul>	<ul style="list-style-type: none"><li>▪ QPS</li><li>▪ RRC</li><li>▪ QAS</li></ul>

There are four levels of activation. During the *alert* stage, the Assembly Point/s and Evacuation Centre/s will be selected to be operational, based on hazard, accessibility and suitability.

## Set up

### COVID-19 SAFE PRACTICES

In light of the pandemic, all Evacuation Centres will be managed with COVID safe practices applied. This is to reduce any spread of COVID at an Evacuation Centre and promote a COVID safe environment. Consideration will be given to the amount of COVID transmission present in the Rockhampton Region communities and relevant measures will be applied appropriately. All reasonable steps will be taken to comply with any conditions set by Queensland Government's Chief Health Officer's directives. COVID safe practices will include enhanced cleaning practices of the environment and applying physical distancing measures. Evacuees in the centre will be strongly encouraged to pay attention to personal hygiene with hand washing facilities and hand sanitisation products available. Seating and sleeping arrangements will be prepared applying appropriate COVID safe measures. Food handling practices will also be guided by COVID safe measures. The Australian Red Cross has developed guidelines for operating within the COVID environment and this should be referred to when managing an evacuation centre where there is an increased risk.

### PEOPLE AT EVACUATION CENTRE

- Evacuees (centre residents)
- Evacuation Centre visitors (media, VIPs, provision of services)
- Day time visitors (accessing centre during day but not sleeping on site)
- Staff/ personnel

In the *Lean Forward* stage the Assembly Point/s and Evacuation Centre/s will be prepared and put on stand-by in the event that a LDMG decision will be made to open/activate.

Organisation	Areas of Responsibility	Key Functions	Support Agency/s
RRC	<ul style="list-style-type: none"> <li>Site preparation and establishment</li> </ul>	<ul style="list-style-type: none"> <li>Once notified of activation, commence preparations of selected site/s.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> <li>QPS</li> </ul>
RRC	<ul style="list-style-type: none"> <li>Layout</li> </ul>	<ul style="list-style-type: none"> <li>Using COVID safe practices, set up based on layout plans, with ARC guidance (as per Appendix C).</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> </ul>
ARC	<ul style="list-style-type: none"> <li>Evacuation Centre Kits</li> </ul>	<ul style="list-style-type: none"> <li>Ensure it is stocked with standard ARC requirements, including COVID safe supplies – gloves, hand sanitiser, masks.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> </ul>
QPS	<ul style="list-style-type: none"> <li>Meet and Greet</li> </ul>	<ul style="list-style-type: none"> <li>Triage arriving affected population, including COVID screening</li> <li>If required, set up QR code check in areas</li> <li>Determine redirection routes – to family and friends, to commercial accommodation or to closest Evacuation Centre.</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> </ul>
RRC	<ul style="list-style-type: none"> <li>Registration</li> </ul>	<ul style="list-style-type: none"> <li>Set up registration area for Evacuation Centre</li> <li>Set up laptops</li> <li>Ensure IT systems are ready (RRC’s Disaster Management System and Australian Red Cross’ Register. Find. Reunite.)</li> <li>If required, set up check in scan area (QR code).</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> <li>QPS</li> </ul>

## Management

This is the *Stand up* level when the Evacuation Centre is fully operational and activated.

Organisation	Areas of Responsibility	Key Functions	Support Agency/s
RRC	Ablutions	<ul style="list-style-type: none"> <li>Cleanliness of handwashing facilities, toilets and regular inspections required.</li> </ul>	<ul style="list-style-type: none"> <li>LDCC</li> </ul>
	Kitchen Facilities	<ul style="list-style-type: none"> <li>Water facilities – only potable water allowed</li> <li>Refrigeration (inc. food handling)– if none, perishable foods only accessed daily and cooked and served as soon as possible.</li> </ul>	<ul style="list-style-type: none"> <li>Salvation Army</li> </ul>
	Bedding equipment	<ul style="list-style-type: none"> <li>Logistics will source bedding equipment.</li> </ul>	LDCC
	Waste collection	<ul style="list-style-type: none"> <li>Sufficient waste containers are to be provided</li> <li>Waste removal service must be promptly arranged</li> <li>Adequate supply of housekeeping/ cleaning necessities to be provided.</li> </ul>	<ul style="list-style-type: none"> <li>RRC Environment &amp; Health Unit</li> </ul>
	Vehicle access and parking	<ul style="list-style-type: none"> <li>All weather driveway access is ideal</li> <li>Driveway and parking areas large enough for bus &amp; large vehicles entry and exit.</li> </ul>	<ul style="list-style-type: none"> <li>QPS</li> </ul>
	Wheelchair accessible	<ul style="list-style-type: none"> <li>Refer to Appendix B as this varies for Evacuation Centres.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> </ul>
	Pets/ Animals	<ul style="list-style-type: none"> <li>Pets must be vaccinated (certificates required)</li> <li>Divide areas for people with pets and people without</li> <li>Owner is responsible for their pets</li> <li>Take all reasonable steps to comply with Health and Safety requirements.</li> </ul>	<ul style="list-style-type: none"> <li>RRC Environment &amp; Health Unit</li> </ul>
	Social Considerations	<ul style="list-style-type: none"> <li>Ensure that there are no ethnic or cultural tensions within the centre and handle with sensitivity</li> <li>Every endeavour shall be made to cater for special dietary requirements</li> <li>Provide changing/ nursing facilities for mothers with infants</li> <li>Minimise anti-social behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>Salvation Army</li> <li>ARC</li> <li>Chaplain Watch</li> </ul>
	Public information	<ul style="list-style-type: none"> <li>Provide regular disaster updates and related information for evacuees through notice boards; and (PA) announcements.</li> <li>All media related communications to be handled through LDMG/ LDCC as per Communications sub plan.</li> </ul>	<ul style="list-style-type: none"> <li>ARC</li> <li>LDMG</li> </ul>
Security	<ul style="list-style-type: none"> <li>Provide general security</li> <li>Require clear and visible Evacuation Plan in the event of a fire or other emergency.</li> </ul>	<ul style="list-style-type: none"> <li>QPS</li> </ul>	

	Entertainment	<ul style="list-style-type: none"> <li>Attempts shall be made to provide television/video facilities within the Centre as well as magazines and books.</li> </ul>	<ul style="list-style-type: none"> <li>LDMG</li> </ul>
	Communications	<ul style="list-style-type: none"> <li>Telephone, IMS, email are primary communication between evacuation centres and the Local Disaster Coordination Centre</li> <li>Two way radio communication for back up.</li> </ul>	<ul style="list-style-type: none"> <li>The LDCC IT Communication Officer</li> </ul>
QAS	Medical/ First Aid Station	<ul style="list-style-type: none"> <li>Provision of first aid and any minor health and medical related matters</li> <li>This station is not to be used for any COVID screening activities.</li> </ul>	<ul style="list-style-type: none"> <li>St John Ambulance</li> <li>Chaplain Watch</li> </ul>

## Closure

This final stage is the *stand down* stage when the evacuees are supported to return home or redirected to alternative accommodation as the evacuation centre closes.

Organisation	Areas of Responsibility	Key Functions	Support Agency/s
LDMG	Closure	<ul style="list-style-type: none"> <li>Ensuring the closure of the evacuation centre when directed</li> <li>Organise evacuees to return home</li> <li>Organise further support for affected people</li> <li>Transition to Recovery Sub Plan</li> <li>Organise closure of facilities</li> <li>Meet with all stakeholders for feedback</li> <li>Develop and provide to the Chairperson/LDC a final evaluation report of the centre/s within 14 working days after closure of the centre.</li> </ul>	<ul style="list-style-type: none"> <li>RRC</li> <li>ARC</li> <li>QPS</li> <li>QAS</li> <li>Recovery sub committee</li> </ul>

## Related documents

- Memorandum of Understanding between RRC and Australian Red Cross – Evacuation Centre Management – ECM Document # 18017491 – **Expiry 25<sup>th</sup> January 2024.**
- Memorandum of Understanding between RRC and Salvation Army – Evacuation Centre Catering – ECM Document # 18344711 – **Expiry 13 March 2026.**

## Appendix A - Definitions of Sheltering Locations and Facilities

The Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline definitions for the following are:

### **Assembly Point**

An Assembly Point is – *“a temporary designated location specifically selected as a point which is not anticipated to be adversely affected by the hazard. These are often utilised as a means of gathering evacuees prior to their coordinated movement to other evacuation facilities.”*

### **Public Cyclone Shelter**

Public Cyclone Shelter is – *“a building designed, constructed and maintained in accordance with government requirements and provides protection to evacuees during a cyclone.”*

**NB** There is **not** a Public Cyclone Shelter within Rockhampton Region. The closest shelter is located in Yeppoon, Livingstone Shire Council.

### **Evacuation Centre**

Evacuation Centre is – *“located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their home or alternative accommodation.”*

### **Neighbourhood Safer Place**

Neighbourhood Safer Place is – *“a building or open space where people may gather as a last resort to seek shelter from bushfire.”*

### **Place of Refuge**

Place of Refuge is – *“a building assessed as suitable to provide protection to evacuees during a cyclone, but is not a public cyclone shelter. These are typically opened when the capacities of other evacuation facilities have been exceeded.”*

During an evacuation affected populations may be directed to an Assembly Point, Neighbourhood Safer Place, or Place of Refuge in the first instance. At the designated sheltering location or facility, affected people will be redirected to family and friends or commercial accommodation where possible, and as a last resort to the closest evacuation centre. All affected persons will be required to register. COVID safe considerations will be applied. If affected people are showing any COVID symptoms, they will be redirected for testing to a separate isolation centre to await results, prior to entering an evacuation centre.

Appendix B - List of Potential Sheltering Locations and Facilities

**EVACUATION CENTRES**

This page has been removed due to the inclusion of phone numbers.



# EVACUATION ASSEMBLY POINTS

This page has been removed due to the inclusion of phone numbers.

**NEIGHBOURHOOD SAFER PLACES**

This page has been removed due to the inclusion of phone numbers