

READY?

Your Guide to Preparing for
Natural Disasters & Emergencies



READY? Your Guide to Preparing for Emergencies

This 'Ready' guide aims to help Gladstone Region residents prepare for emergency situations and know what to do in the event one occurs. There are several checklists and tips to guide households through the preparation process, plus emergency contacts and other suggestions. It is recommended residents supplement their preparations by visiting the 'Get Ready! Queensland' website www.gladstone.qld.gov.au as it contains additional useful checklists and information that can be tailored to individual circumstances.

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Acknowledgements

This publication is based on the 'Prepared?' booklet produced by the Baffle Creek Catchment Local Emergency Coordination Committee, in partnership with Centacare, Uniting Care Community and Australian Red Cross. Gladstone Regional Council and the Local Disaster Management Group also provided support and guidance. Council recognises the enthusiastic efforts community members of the 'Prepared?' Working Group put in to develop and implement the pilot 'Prepared?' project in 2014. This regional guide is to assist residents in creating their own Household Emergency Plan so they are prepared in advance of emergency situations and know what to do if one occurs. This publication provides an essentials guide to preparedness but it is recommended residents consider other sources of information, including the Get Ready! Queensland website, to tailor their preparations according to their own needs. Gladstone Regional Council, the State Government and its partners and/or sponsors are under no liability to any person in respect of any loss or damage (including consequential loss or damage) which may be suffered or incurred, or which may arise directly or indirectly, as a result of a person's reliance on the information contained in this document. This publication is also available online at www.gladstone.qld.gov.au or USB by request to: info@gladstone.qld.gov.au

MAYOR'S MESSAGE



Our region's location in the tropics offers warm, sunny weather; beautiful coastlines, waterways and landscapes; and an awesome lifestyle.

But, also part of living in the tropics is the need to be prepared for natural weather events such as severe storms, cyclones and floods.

Severe Tropical Cyclone Marcia, which hit Central Queensland as a Category 4 system in February 2015, was a reminder to our community that we can never be too prepared for nature's sometimes destructive force.

In the event of an emergency or disaster there is often little time to act. But many vital preparations can be completed before an emergency or disaster strikes.

This guide has been developed to assist you with this preparation, as well as offer guidance for enduring and recovering from a disaster or emergency.

Deputy Mayor Chris Trevor and I urge you to read this booklet and complete its checklists to help you and your family to plan ahead and be ready for an emergency.

Council also provides, in partnership with the Early Warning Network, a severe weather alert system. I encourage all community members to register to receive these alerts via our website www.gladstone.qld.gov.au/emergencies

The Emergencies and Disasters section of our website also provides road condition reports, flood reports and camera images of flooding hotspots taken at 15 minute intervals during daylight hours, so I invite you to familiarise yourself with its information.

Please remember that community safety is everyone's responsibility and we must each ensure we and our dependants are prepared if an emergency strikes.

Matt Burnett
Chair, Gladstone Local Disaster Management Group
Gladstone Region Mayor

Help at a click of a mouse

Council offers information and online tools to residents via its website. Check out these popular ones:



www.gladstone.qld.gov.au/emergencies

EMERGENCY NUMBERS

Emergency calls 000

(Ambulance, Police, Fire)

GSM international standard emergency number - 112 (This can only be dialled on digital mobile phones. 112 can be dialled anywhere in the world with GSM coverage and is automatically translated to that country's emergency number). If you are deaf or have a speech or hearing impairment - 106 (You can call 106 using a text phone (TTY) or a computer with modem access, to request police, fire or ambulance assistance).

SES Flood Storm Emergency 132 500

Local Disaster
Coordination Centre 4977 6655
(only activated in an emergency)

Ergon Energy Customer Service 131 046

Ergon Energy Faults 24 hours 132 296

Life Threatening
Electrical Emergency 000 or 131 670

Fire

QFES Gladstone Area Office
(Fire & Rescue) 4899 2210
Rural Fire Service (general enquiries) .. 4899 2200

Ambulance

Authorised Non-Urgent
Transport Bookings 131 233

Volunteer Marine Rescue

Gladstone 4972 3333
Round Hill 4974 9383

Hospitals

Gladstone Base 4976 3200
Gladstone Mater 4971 3713
Bundaberg Base 4152 1222
Bundaberg Mater 4153 9539
Bundaberg Friendly Society
Private Hospital 4331 1000

Traffic and Travel Information

Road Closures 131940

Gladstone Regional Council

General Enquiries 4970 0700
After Hours 4970 0700

Animals

RSPCA Inspectorate 1300 264 625
Gladstone Pound 4970 0700
Wildlife Hotline 1300 130 372

Radio

Tune to your Local ABC Radio Station
for official warnings:

- ABC 837/ 855 AM
- ABC 99.1/ 88.3 FM
- ABC Wide Bay 100.1FM

Medicine

If you live in an area prone to isolation, discuss with your doctor and pharmacist the possibility of acquiring additional supplies of medication.

Behind the scenes

What is the Local Disaster Management Group?

The Local Disaster Management Group (LDMG) comprises representatives from Council, Police, Emergency Services, State and Commonwealth Governments, industry and the community. The LDMG's role is to ensure disaster management is consistent with the State group's policy framework by contributing to a local disaster plan and managing disaster operations.

What is a Local Emergency Coordination Committee?

Local Emergency Coordination Committees (LECCs) inform the LDMG and Local Disaster Coordinator (LDC) on the status of local disasters. They also provide authorised information to the community as requested by the LDMG or LDC. Five LECCs exist in the Gladstone Region: Baffle Creek Catchment (inc Baffle Creek, Rosedale, Lowmead and surrounding localities); Agnes Water/Seventeen Seventy and surrounding localities; Boyne Valley; Turkey Beach; and the northwest area based around Mount Larcom.

KNOW THE RISKS

Some natural weather events, such as cyclones and storms, are a part of living in the tropics and should be expected. However, part of being prepared is to also consider less likely events related to hazards associated with the activities and features of both our natural and man-made local environments. These include:



Severe Storm. A destructive storm is most likely to occur between September and March but can happen any time. The warning is often too short for effective precautionary action. Effects are localised from torrential rain to damaging winds and sometimes hail damage.



Cyclone. Normally, the cyclone season occurs between November and April. The threatened areas tend to be the populated coastal areas and island communities, but all locations in the region are at risk. While early cyclone warnings are issued, you are advised to prepare well ahead to reduce impacts. These may vary from heavy rain and little wind, to high wind and rain causing major structural damage and extensive flooding.



Storm Surge and Storm Tide. Tropical cyclones cause storm surges where the normal water level rises along a shore. A storm tide is a storm surge combined with a normal ocean tide. The areas at greatest risk are those abutting our coastal river systems, tributaries and beachside communities.



Flood. Heavy rain and/or a storm surge causes flooding. Flooding is common in many parts of the region so please call Council if you wish to discuss the risks at your specific location.



Bushfires. The entire Gladstone Region is at risk from bushfires. September to February is the main fire season but this may extend further with dry weather. Bushfires can last for days, destroying pasture and stock as well as threatening lives and homes.



Earthquake. The Gladstone Region is in an 'active' earthquake zone. There is a 10 per cent chance in 100 years of this area experiencing an earthquake exceeding a velocity of 90 millimetres per second, according to the University of Queensland.



Tsunami. A tsunami is a series of fast moving waves produced during large scale ocean disturbances from events such as an undersea earthquake. If a tsunami occurs the region may be at risk, given our geographical location.



Industrial Accident. There are a diverse range and scale of industrial plants, small depots and businesses that produce and store hazardous materials, including chemicals, fuel, flammable liquids and gases, in the region.



Hazardous Materials. Transport of hazardous materials by road, rail and pipeline occur through multiple transportation corridors in the Gladstone Region, such as the Bruce and Dawson highways, the Gladstone-Mt Larcom Road and major arterial roads with risk of loss of containment.



Liquid Spills (Marine). Gladstone has a multi-commodity port with a large number of shipping movements. Flammable liquids, fuel, diesel and lubricating oils, along with acids and caustic soda, are transported via the Gladstone Harbour.



Exotic Animal/Plant Disease. The Port of Gladstone is a major port with a large number of recreational and commercial vessels originating from overseas, including yachts. An exotic animal/plant disease outbreak resulting from introduced animal or plant material could be difficult to eradicate if spread via livestock or feral animals.



Dam Failure. Awoonga Dam is situated on the Boyne River and is a large capacity dam. The consequence of a dam wall failure would be a large area of inundation, including sections of Boyne Island, Tannum Sands and Benaraby.

1

Prepare your household members



All households need emergency and evacuation plans and to be ready to act on those plans. Working through simple planning tasks with your household could mean the difference between life and death. Keep your completed plan in an easy-to-find place like your Emergency Kit, which is discussed later in this guide. It is recommended you keep a photocopy of your plans in your car and an electronic version on your computer or digital storage device.

Working through simple planning tasks could be the action that enables you to survive and cope with disasters that affect the local area, such as a flood, severe storm, storm surge, cyclone or bushfire.

EMERGENCY PLAN CHECKLIST

- Discuss each hazard and potential scenarios.
- Discuss where you might be when such an emergency occurs.
- Decide what you would do in the event of each emergency.
- Decide on the safeguards you should have in place and the actions you would take if an emergency caused you to: evacuate your home quickly; stay in your home for an extended period; stay away from your home for an extended period; suffer injury, ill health or death; find somewhere else to live; lose essential, sentimental or valuable possessions; be unable to earn an income; disrupt your daily routines.
- Nominate two meeting places - one nearby and another outside your neighbourhood.
- Nominate two family members or friends who do not live with you (one local, one interstate) to be household emergency contacts in case you and your family become separated.
- Decide what you would do if you couldn't get home, including how you would ensure the safety of pets.
- Consider any special needs of family members, and how these would be catered for. Consider each person's age, mobility levels, disabilities (if any) and medical needs.
- Determine your home's escape routes and strongest room with the least windows for sheltering from a cyclone or severe storm.

TIP



Inventory Home Possessions

Make a record of your personal property, for insurance purposes. Take photos or a video of the interior and exterior of your home. Include personal belongings in your inventory.



Important Documents

Store important documents such as insurance policies, deeds, property records, and other important papers in a safe place, such as a safety deposit box away from your home. Make copies of important documents for your disaster supplies kit.



Money

Consider saving money in an emergency savings account that could be used in any crisis. It is advisable to keep a small amount of cash at home in a safe place where you can quickly access it in case of evacuation.

EVACUATION PLAN CHECKLIST

In a disaster, time appears to move quickly. There may be partial or total evacuation of the population in an area. The most difficult period can be the first two or three days after the event when there may be no water, food, shelter, warm or dry clothes, or communication channels available. Emergency Services can use a range of different methods to warn the community about severe weather and other emergencies, depending on the type of hazard, the time range and other factors. When warnings are issued, you may be directed to finalise your preparations as outlined in your emergency and evacuation plans.

When will you go?

- Decide what your evacuation triggers will be for each type of emergency. These must be specific so everyone knows exactly when to act.
- Pets may not be accepted at evacuation centres, so consider how this affects your plan. For example you might decide to relocate your pet to a safer location early.

During a cyclone, the preferred strategy is for residents to shelter in their homes. However, you might plan to self-evacuate (eg when a cyclone reaches a certain category and is heading straight for you) if you feel you would be at risk, eg if you live in a flood zone or in a home that was built before 1982.

Other examples of evacuation triggers include: Police direction; unavoidable fire; or when floodwaters rise to a certain level and are still rising.

When a trigger occurs, it's time to go. Don't hesitate.

Where will you go?

- Pre-arrange with family and/or friends outside of the region to stay with them. Choose two places you can evacuate to, in case a road is blocked or a fire makes a route impassable. Consider that your evacuation locations might need to be inland or on higher ground.
- Map out possible routes to each location, considering potential blocks such as flooded river crossings.
- Decide who will be your local contact to advise of your evacuation. You would contact this person again upon your arrival.

NB: Local evacuation centres may or may not be opened for an emergency - authorities will advise at the time.

The family

- Ask about evacuation plans at your workplace/s or school/s and check if they need your emergency contacts.
- If any member of your household needs assistance to evacuate, make preparations.
- Display your plans for easy reference, give copies to relevant friends, family and neighbours, and keep a copy in your emergency kit.

OTHER ESSENTIAL PREPARATIONS

Prepare household members

- Ensure everyone knows where to find emergency and evacuation kits.
- Teach children how and when to call Triple Zero (000). Dial 112 from mobile phones.
- Ensure householders have current First Aid Certification.
- Ensure everyone has contact details for household members, emergency household contacts and emergency authorities on a contact card in their wallet and in their mobile phone.
- Ensure everyone knows where, how and when to turn off the main power, water and gas supplies.

Record details for easy reference

Record the following details in a clear, easy to read manner. Remember: it may be a child who has to refer to these details or read them out to emergency services.

- Medical and special needs of household members
- Details that will assist emergency services to find your home: Property name; address; description of house's location on property (eg 1km from front gate); GPS coordinates of house, sheds and property access points (see tip below); other important directions (eg closest cross road, creek crossings)
- Phone numbers and email addresses of all family members (mobile, home, work, school)
- Address of nominated meeting locations and contact details for your nominated household emergency contacts
- Contact details of your pet's vet and your pet's registration and microchipping numbers
- Contact details for your preferred animal boarding kennels

Tip: To locate the GPS coordinates for points on your property, use an internet based maps program (such as Google Earth or Maps) on a computer or smart phone, zoom into the location, then hover or click on the point which will show its coordinates.

Pets

Owners should include pets in their emergency plans because they have a duty of care to ensure adequate food, water and shelter for them. Animals can get anxious and disorientated before or during a storm, so they need to be secured in a safe place. Evacuation shelters may not accept pets (accept for guide dogs), so factor this into your plans.

- Decide where in your house you would shelter your pet during an emergency. It is best to keep them indoors and separated in a quiet room with small or, preferably, no windows. Avoid rooms with hazards such as large picture frames.
- Decide where you would move pets to if an evacuation was likely (this would have to be done early if you can't keep them with you).
- Ensure your pet's vaccinations are up to date, in case they need to go to a kennel or shelter.
- Ensure your pet is registered with Council and microchipped to enable authorities to reunite your pet with your family. Ensure contact details are up-to-date.
- For the same reason, put an identification tag (with contact details) on your pet's collar and update your contact details with Gladstone Regional Council.



Medicine

If you live in an area prone to isolation, discuss with your doctor and pharmacist the possibility of acquiring additional supplies of medication.

More resources

Visit the below websites for ideas and further checklists.

Get Ready Queensland:
<http://getready.qld.gov.au>

State Government:
www.qld.gov.au/emergency

Qld Fire & Emergency Services:
www.qfes.qld.gov.au

Harden Up: www.hardenup.org (including your suburb's history of severe weather and bushfire events)

2

Make An Emergency Kit



There are two types of kits recommended: An Emergency Kit and an Evacuation Kit. Your Emergency Kit contains essential items needed when sheltering from events like storms, floods and cyclones. An Evacuation Kit is designed to be used when evacuating your home. Your kits should be kept in a sturdy, accessible, easy-to-carry bag or waterproof box, and stored in a safe, easy to access place. Prepare kits for each family member and label with ID tags. You may not be at home when an emergency strikes, so keep additional supplies in your car or, at the least, some important contact details. Each kit should have enough supplies to last each family member at least three to four days. See following pages for checklists.

The Emergency Kit Basics





EMERGENCY KIT ESSENTIALS

- Range of non-perishable food items
- Bottled water (3L per day per person recommended)
- First aid kit and manual
- Essential medications, prescriptions and dosage
- Toilet paper
- Toothbrush/toothpaste
- Soap/shampoo
- Personal hygiene items
- Flashlight/torch with extra batteries
- Battery powered lantern
- Battery powered radio with extra batteries
- Traditional wired telephone
- Prepaid phone cards and coins for phone calls
- Warm jumper, waterproof jacket, hat and gloves
- Closed-toe shoes or boots
- Whistle, utility knife, duct/masking tape
- Plastic garbage bags and ties
- Safety glasses and sun glasses
- Special items for infants (nappies, formula etc)
- Special items needed by elderly or people with special needs
- Spare house and car keys
- Pet supplies
- Cash
- Wide masking tape for windows
- Insect repellent and sunscreen
- Downpipe/fire plugs

Important documents

Store the following items in a waterproof wallet and electronically on a USB stick.

- Insurance papers for your house and contents, cars and valuables
- Inventory of valuable household goods
- Wills and life insurance documents
- House deeds/mortgage documents
- Birth and marriage certificates
- Passport/visa details
- Stocks and bonds
- Medicare, pension cards, immunisation records
- Bank account and credit card details
- A back-up copy of important computer files
- Household Emergency Plan with emergency contact numbers, or this completed guide
- Photos of family members and pets in case they need to be located
- Your pet's vaccination certificate



EVACUATION KIT ESSENTIALS

Add the following items to your Emergency Kit to turn it into an Evacuation Kit. Please note that it is preferred that you keep these items in your Emergency and Evacuation Kit all year round but make sure you check use-by dates on supplies.

- Three days' supply of non-perishable food
- Can opener, cooking gear, plates and utensils
- Water purification tablets
- Extra supplies of medications
- Prescription details for all medications
- Extra toiletry and sanitary supplies, sunscreen and insect repellent
- Wrench or pliers to turn off all utilities
- Tent or tarpaulin
- Woollen and thermal blankets
- A mobile phone charger and spare battery or portable power pack
- Spare eye glasses
- Spare clothes and bedding in plastic bags
- Extra supplies for infants such as formula and nappies
- Extra items for the elderly or people with special needs
- Spare cash in case electronic bank tellers don't work

Pet supplies

- Collars with identification tag and leash
- Current photo of pet/animals
- Secure pet carrier or harness
- Sufficient non-perishable food and fresh water
- Bowls and can opener for tinned food
- Vaccination and desexing records
- Registration and microchip details
- Medications (for up to two weeks)
- Muzzle, if your dog can be aggressive (inc. toward animals)
- Familiar pet blanket/bedding, toys, grooming equipment
- Newspaper, paper towels, disinfectant, rubbish bags, litter pan and scooper



Additional considerations

In an emergency, there may be interruptions to power and water supplies, so consider having the following items readily available:

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

3

Prepare Your Home



Preparing in and around the home is essential to surviving any emergency. Complete the following checklist of activities to help you get prepared. Please note that the ones denoted by a 🏠 should be done **now**, in advance of threats, and the ones denoted by a ☔ are recommended when threats **approach**.

All Threats

- Ensure home, contents and car insurance is current and covers your assets adequately for flood, fire, storms, clean up and disposal 🏠
- Identify where and how to turn off mains water, power and gas supplies 🏠
- Maintain your home regularly to minimise potential damage 🏠
- Ensure structures are sound 🏠
- Repair any corrosion, rotten timber, loose fittings and check for termites 🏠
- Check roof's condition 🏠
- Have alternative power supplies, generator, solar power charges, car inverters 🏠 ☔
- Clean gutters and downpipes 🏠 ☔
- Check fire alarms are working and replace batteries if required 🏠 ☔
- Check fire water pressure pumps, generators etc 🏠 ☔
- Trim trees and overhanging branches 🏠 ☔
- Ensure all vehicles/machinery are moved to safety ☔
- Relocate perishable items ☔
- Work with neighbours to share the load ☔
- Remove loose items in garden ☔
- Tape windows, metal screens or shutters during cyclone threats ☔
- Charge phone, laptop etc ☔

Flood Preparation

- Relocate electrical sockets and power points to well above floor level 🏠
- Consider alternative floor coverings to carpet 🏠
- Decide which indoor items will need to be raised or moved if floodwaters threaten 🏠 ☔
- Store all poisons well above ground level ☔

Cyclone/Severe Storms

- Consider adding shutters or metal screens over windows for added protection during high winds 🏠
- Disconnect electrical appliances and all external television and radio aerials ☔
- Turn off power and gas main supplies if instructed by emergency authorities ☔
- Secure outdoor furniture and other garden items ☔
- Fill buckets and bath with clean water in case of water supply interruption ☔
- Close windows with shutters and/or tape up windows ☔
- Park vehicles under cover or away from trees, powerlines and waterways ☔
- Secure uncovered vehicles with firmly tied blankets to minimise hail damage ☔
- Household members to gather in strongest room of the house ☔
- Take Emergency Kit while sheltering from cyclone or storm ☔
- Listen to local ABC radio (837/855 AM; 99.1/88.3FM) (101.1 FM (Wide Bay) for updates, warnings and safety messages ☔

Bushfire Preparation

- Fit wire screens to doors, windows and vents and close all gaps 🏠
- Form wide fire break around home and buildings 🏠 ☔
- Clear items and vegetation that can fuel fire such as grass, branches, close shrubs, flammable materials, leaf litter in gutters 🏠 ☔
- Have ladders handy for roof access 🏠 ☔
- Have fitted hoses to reach all buildings and gardens 🏠 ☔
- Fit plugs to downpipes and fill downpipes and gutters with water ☔

4

You're On Alert



When an emergency alert is issued, you need to decide whether to activate your emergency and/or evacuation plans; or get family, pets and your home secure to ride out the threat. The following advice and prompts will assist in your preparations.

Evacuate

If you opted for self-evacuation or you are ordered to evacuate, now is the time to get your Evacuation Kit and leave your premises if it is safe to do so. In the event an evacuation order is issued, you will be advised of the location of temporary emergency shelters and given instructions to follow.

1. Self-Evacuation Checklist

- Official advice has been given to evacuate or evacuation trigger/s have occurred.
- Check your vehicle is full of fuel.
- Check road condition report/s for the routes to your evacuation place and they're clear.
- Evacuation place and route have been confirmed.
- Notify the people you plan to stay with of your leaving and estimated arrival time.
- Tell local contacts you're leaving and when you expect to arrive at your destination.
- Inform them of your house/property/animals' arrangements.
- When ready, inform Police and/or your LECC coordinator you're leaving.
- Emergency kit including water and evacuation kit are packed in the car.
- Lock and secure your home, including valuables and guns; let your local contacts know you've arrived at your destination.
- Activate your pet evacuation plan and ensure your evacuation kit has sufficient pet supplies.

2. Ordered Evacuation

Get your Evacuation Kit and follow the instructions you were given. You will be told where emergency shelters are located. The locations of these vary according to the type of emergency situation that arises.

TIP

Prepare to shut off electricity:

- Locate your electricity box.
- Make sure you have taught all responsible household members how to shut off the electricity to the entire house in advance of a threat.

For your safety, always shut off the individual circuits before shutting off the main circuit breaker.

Not Evacuating

If you did not opt for self-evacuation or you have not received an order to evacuate, please do the following:

- Make sure your Emergency Kit & Evacuation Kit are ready (page 10).
- Double-check you've completed all steps to prepare your household (steps marked with 🧰 on page 9).
- Make sure farm machinery and livestock are moved to higher ground.
- Tidy up around the yard, secure loose items.
- Charge electrical items; Phone, computer, UHF radio, torch, etc.
- Fuel cars and generators.
- Top up gas supply.
- Prepare a temporary shelter in the strongest room of the house with the least windows,
which is:
- Fill the water tank, fuel and prime the water pump and/or ensure the hose is ready.
- Erect ladders on the outside and inside of the house.
- Fill the bath tub or other water supply.
- Monitor the event on the internet and media.
- Tune into radio reports on the progress - Your station:
- Have all the important emergency contact numbers saved into your phone
and in paper form as a back up.
- Decide if you have to evacuate (Remember: Go early, if you are going - as per your Evacuation Plan)
- If you have to evacuate, turn off mains power (location: and gas
(location:)
- Bring pets inside early. They can often sense dangerous conditions and may run away if afraid.

Weather Warnings

When warnings are issued for major emergencies, relevant authorities may use the Standard Emergency Warning Signal (SEWS) prior to providing information on the emergency. SEWS is a wailing siren sound used throughout Australia for serious emergency events such as severe cyclone, bushfire, flood and storm. When you hear the signal on the radio, television or over the phone via Emergency Alert messages, pay careful attention to the information that follows and act immediately on the advice given. To listen and familiarise yourself with the sound of the SEWS go to: www.disaster.qld.gov.au/Warnings_and_Alerts/About_SEWS.html

The following contacts can help you keep up to date with weather warnings:

Queensland Tropical Cyclone Warnings	1300 659 212
Queensland Land Weather and Flood Warnings	1300 659 219
Queensland Coastal Marine Warnings	1300 360 427
Queensland General Warnings (call costs apply)	1900 969 922
Australian Tsunami Threat Information	1300 878 6264
Bureau of Meteorology website	www.bom.gov.au

5 During the Emergency



Unless you have been instructed to evacuate, sit tight in your shelter with your emergency kit and tune into radio reports and the internet for progress. You will NOT emerge from your shelter until it is safe. Remember, you have done all the preparations so please stick to your plan as you have thought this through! Remember that during a cyclone there will be a period of total quiet when its eye (centre) passes over so please wait until you are sure that it has totally passed. This can take several hours in a large cyclone.

6 After the Emergency



Once the event has passed and the 'all clear' has been given and it is safe to move around, you can:

- Assess the situation and wellbeing of household members.
- Call 000 if there's an emergency.
- Assess property for any damage such as fallen power lines (do not go near them).
- Assess power supply and activate generator if necessary.
- Contact Ergon Energy if there's no power on 13 22 96 or go to www.ergon.com.au
- Check on pets/livestock and fences, if safe to move.
- Take photos of damage for insurance or funding purposes.
- Repair any minor damage or contact SES on 132 500 if you need to register for further assistance.
- Check with neighbours and pool resources if necessary.
- Check road conditions on www.gladstone.qld.gov.au/road-condition-report
- If power was cut off be wary of eating food from your fridge or freezer.
- Clean up and rebuild.
- Contact Volunteering Queensland on 3002 7600 for assistance or Council on 4970 0700 for kerbside pickups.
- Any flooded machinery should be checked by a qualified tradesman before starting it up, as a water damaged engine could void warranties or insurance claims.
- Contact your insurance provider. The Insurance Council of Australia (ICA) has a 24 hour catastrophe hotline on 1800 734 621. For general information go to www.insurancecouncil.com.au or phone 1300 728 228.
- Contact Legal Aid on 1300 651 188 for advice about insurance claims or other legal matters if eligible.

COMMUNITY RECOVERY

A resilient community is one where everyone is willing to help each other in good times and when things are not going so well. Help may also be needed from organisations that provide support outside the community, such as the Red Cross and Lifeline. In Queensland, Lifeline services are operated by the Crisis Support Line on 13 11 14 or you can contact Beyondblue for support on 1300 224 636. Australian Red Cross provides the REGISTER-FIND-REUNITE service during a major emergency. This service allows your family, loved ones and emergency crews to know you're safe. Register for REGISTER-FIND-REUNITE online at www.redcross.org.au or on 1300 554 419.

Financial Support

When a disaster has been declared, financial and other support is available through Commonwealth, State and Local Governments. Go to www.qldreconstruction.org.au/ndrra for further information. The State Government provides immediate Hardship Assistance to purchase food and other essentials to eligible residents. Apply via the Community Recovery Hotline on 1800 173 349 or go to www.qld.gov.au/community for more details.

Links and Useful Resources

State Emergency Services homepage	http://www.emergency.qld.gov.au/ses/default.asp
An interactive cyclone awareness game for children	http://www.bom.gov.au/storm_watchers_game/
Red Cross emergency resources	http://www.redcross.org.au/emergency-resources.aspx
Comprehensive Qld Govt disaster resource page	http://getready.qld.gov.au

Help for people with language barriers

Do you have a friend, relative or neighbour who has difficulty understanding the English language? If you know them well enough, you might like to help them download information in their native language from the following websites to help them prepare for the storm season and emergencies: www.qld.gov.au/emergency/dealing-disasters/prep-disaster-other-languages.html

Council also has disaster management multilingual fact sheets at its website www.gladstone.qld.gov.au/web/guest/multilingual-natural-disaster-factsheets

TIPS

After an emergency: Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, seek a builder's inspection. Do not enter if:

- You smell gas.
- Floodwaters remain around the building.
- Your home was damaged by fire and the authorities have not declared it safe.



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