



# FRASER COAST EMERGENCY ACTION GUIDE

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## ABOUT THIS GUIDE

This guide focuses on disaster events and the highest risks within the Fraser Coast region.

Everyone can be vulnerable during a disaster. Emergency services respond to incidents as they are received, but may be impacted by conditions such as flooding, tides, fallen powerlines, road closures, and debris.

You may need to cope without immediate help, including being without power or water, or being away from home, for longer than three days, depending on the nature and scale of the event.

*DISCLAIMER: This brochure is for information only and is provided in good faith. The Queensland Government and the Fraser Coast Regional Council are under no liability to any person in respect of any loss or damage (including consequential loss) which may be suffered or incurred, or which may arise directly or indirectly, in respect of reliance by any person on the information contained in this brochure.*

# THIS GUIDE WILL HELP YOU

- ✓ Prepare your emergency plan
- ✓ Prepare your emergency and evacuation kit
- ✓ Prepare your family, pets, home, yard and belongings
  - before, during and after a disaster event
- ✓ Find information during a disaster
- ✓ Understand the risk and likelihood of disasters within your community

The best time to prepare for a disaster is well in advance, far before one is on its way. Planning well means nothing is left to chance and that everyone knows what they need to do and where things are, and where they may need to go.

Disasters can occur at any time. Past events show that lack of preparation and failure to follow official warnings can place people at risk. Preparing in advance helps you make informed decisions and respond more safely during any disaster event.

In times of disaster, we are your information authority.

To get the latest information, visit and subscribe to the **Fraser Coast Disaster Dashboard:**

Call **1300 79 49 29**

Visit **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

**DISASTER  
DASHBOARD**

**OPT-IN FOR NOTIFICATIONS**



# WHAT TO DO AND WHERE TO GET INFORMATION



Visit the Fraser Coast Disaster Dashboard:  
**[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

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Access local disaster management plans, action guides, mapping and evacuation information:  
**[frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)**

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Follow **Fraser Coast Regional Council** and **Fraser Coast Disaster Education and Resilience** on Facebook

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Visit the Bureau of Meteorology website for weather updates, warnings, and information:  
**[bom.gov.au](https://bom.gov.au)**

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Visit the Queensland Rural Fire Service website for fire incident updates, warnings, and information:  
**[fire.qld.gov.au](https://fire.qld.gov.au)**

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Tune into warnings and local news updates on tv, radio, websites and social media

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**ABC Wide Bay 100.1**

(Official Disaster and Emergency Broadcaster)

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**Triple M Fraser Coast 103.5**

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**Rebel FM 106.7**

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**Fraser Coast FM 107.5**

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Further information on preparing, emergency alerts and information can be accessed at:  
**[qld.gov.au/emergency/dealing-disasters/warnings-alerts](https://qld.gov.au/emergency/dealing-disasters/warnings-alerts)**

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# WARNINGS AND ALERTS

## AUSTRALIAN WARNING SYSTEM (AWS)

The **Australian Warning System (AWS)** is a national approach to warnings to ensure a consistent methodology is used when issuing warning messages across Australia. The AWS is a three-level, scaled system and includes a nationally consistent set of hazard icons and colours for each warning and calls to action. These include:

|                                                                                                                        |                                                                                     |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>ADVICE</b>                                                                                                          |    |
| You are not in danger but you need to be alert and listen for warnings in case the hazard gets worse or closer to you. |                                                                                     |
| <b>WATCH and ACT</b>                                                                                                   |   |
| You could be in danger because conditions are changing. You need to act now to be safe. Follow your emergency plan.    |                                                                                     |
| <b>EMERGENCY WARNING</b>                                                                                               |  |
| You are in danger and need to act immediately to be safe. Follow the warning actions to survive.                       |                                                                                     |

For more information, please visit:  
[disaster.qld.gov.au/watch-for-the-warnings](https://disaster.qld.gov.au/watch-for-the-warnings)

Once this advice is given, **act immediately**, ensure all people in your house are aware of the warning and advice provided, check on neighbours and friends who may need assistance and activate your household emergency plan.

## LISTEN OUT FOR

⚠ The Standard Emergency Warning Signal (SEWS) is a distinctive siren sound used before some urgent emergency broadcasts. Listen here:  
[frasercoast.qld.gov.au/emergency-alert](https://frasercoast.qld.gov.au/emergency-alert)

⚠ Local updates and community safety announcements on radio, television, emergency services websites and social media

⚠ Emergency Services personnel who may doorknock your area to pass on warnings

⚠ Opt-in for email or SMS notifications from the Fraser Coast Disaster Dashboard for weather warnings, emergency news and river flood notifications

## AUSALERT

AusAlert sends emergency warnings directly to compatible mobile phones, tablets and smartwatches during local and national disasters.

Warnings will appear as pop-up notifications and will let you know the type of emergency, where it's located, how serious it is and how to respond.

⚠ AusAlert uses cell-broadcast technology through active 4G and 5G mobile networks. Only people within an affected area receive the alert

⚠ It's important you don't wait to receive an AusAlert before acting in a disaster. You must still prepare yourself, have an action plan and be proactive

📺 For more information visit: [ausalert.gov.au](https://ausalert.gov.au)

## During a disaster event, the **Fraser Coast Local Disaster Management Group (LDMG)** is your number one source of information.

Under the Disaster Management Act 2003, local governments must establish a Local Disaster Management Group (LDMG) and prepare disaster management plans.

The Fraser Coast Local Disaster Management Group includes a chair and a deputy chairperson who are councillors, council staff, emergency services, and key agencies that coordinate response efforts based on advice from the Bureau of Meteorology and relevant lead agencies.

The LDMG covers the Fraser Coast region, including Maryborough, Hervey Bay, K'gari, and surrounding coastal and rural areas. During disasters, a Local Disaster Coordination Centre (LDCC) is activated to coordinate resources and information.

## LEAD AGENCIES IN A DISASTER

Different agencies take the lead depending on the type of event, supported by local and state partners. Key agencies include:

- ✓ **Fraser Coast Regional Council:**  
local coordination, disaster management, and locally issued warnings (e.g. floods)
- ✓ **Queensland Fire Department (QFD):**  
bushfires, structural fires and hazardous materials
- ✓ **Queensland Police Service (QPS):**  
coordination of disaster response and public safety
- ✓ **Queensland Health:**  
public health, medical services and heatwave response

- ✓ **Bureau of Meteorology (BoM):**  
weather forecasting and warnings, including storms and cyclones
- ✓ **State Emergency Service (SES):**  
storm and flood assistance, community support

These agencies work together with other organisations and the community to prepare for, respond to and recover from disaster events.

## GET HELP AND STAY INFORMED

If you need assistance before, during or after an event, contact Fraser Coast Regional Council on **1300 79 49 29**

⚠ **Life-threatening emergency:** call **000**

⚠ **Non-life-threatening assistance:**  
call **SES on 13 25 00**

The Fraser Coast **Disaster Dashboard** is your one-stop-shop for emergency information, including:

- ✓ Road conditions
- ✓ Power outages
- ✓ Weather warnings
- ✓ BoM weather radar
- ✓ River and rain data
- ✓ Flood cameras
- ✓ Fire ratings
- ✓ Water and sewer interruptions
- ✓ Active centres (including sandbag filling stations and evacuation centres)



Go to: **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

# PREPARE IN ADVANCE

Prior preparation is the best way to get through a disaster event. While severe weather and flooding are common in Queensland, including within the Fraser Coast, the region may also experience bushfires, earthquakes, tsunamis and landslides.

It is important to know what you will do in each scenario:

Stay calm

Know your risks

Decide in advance if you will evacuate or shelter in place

Know your evacuation route

Know your trigger points

(A pre-set condition that tells you it's time to act)

*Example: If a certain road floods at a certain river height, that is your 'trigger point' to either obtain supplies and shelter in place or evacuate*

Have an emergency kit

Take steps to limit damage to your property

If you require assistance from SES,  
call 13 25 00 or use the SES App

To create your household emergency plan,  
visit: [plan.getready.qld.gov.au](https://plan.getready.qld.gov.au)





## OCTOBER IS THE TIME TO 'GET READY'

1. What might happen during severe weather, flooding, bushfire, or a cyclone?
2. What will you do if an emergency happens and your family is in different locations (work, school, home)?
3. Where would you evacuate to?
4. Make sure the whole family knows your 'emergency meeting place'
5. Teach the children how and when to call Triple Zero '000'
6. What is your 'What if' plan?

Preparing in advance saves time and reduces the number of things you have to do when an event is about to occur.

## DISASTERS HAPPEN. BE PREPARED.

Disasters can happen at any time, during the day, at night, weekend, weekdays, or over the holidays. Disasters wait for no one, and it is paramount to be prepared for what comes your way.

To help, prepare your:

Emergency Plan

Emergency Kit

Evacuation Plan

Evacuation Kit

To prepare your plans and kits, visit: [getready.qld.gov.au](https://getready.qld.gov.au)

# Preparing your home, car and boat, for all disasters

Ahead of our usual high risk weather season, when you have plenty of time to prepare, go through the following checklists to make sure everything is ready for the season.



## YOUR HOME

Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to stay safe – [getready.qld.gov.au/plan](https://getready.qld.gov.au/plan)

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Check insurance policies are adequate

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Keep your roof in good condition and check regularly and remove debris from gutters

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Trim trees and overhanging branches

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Check loose fittings such as railings and check windows

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Clean up the yard and remove loose items or tie them down

---

Get to know your neighbours

---

Identify how and where to turn off main supply for water, power and gas

---



## YOUR CARS

Ensure your car insurance is current and adequate

When severe weather warnings are issued park your vehicle under cover, away from trees, powerlines and waterways

If an event is imminent, fuel your car

**Tip: If you don't have cover for your vehicles, find an undercover parking garage and wait for the storm to pass**



## YOUR BOATS

Maritime Safety Queensland recommends that mariners **PLAN, PREPARE and FOLLOW ADVICE** when it comes to severe weather conditions

Get a copy of the **Extreme Weather Event Contingency Plan** for your area and read it (Gladstone Region for Hervey Bay)



Explore your 'safe shelter' areas in fine weather conditions

Keep current record of emergency contacts (VMR, Police), and update your contact details with the authorities

If your boat is moored in a marina, check mooring lines are sufficient

Check bilge pumps are operational and that self-draining holes are clear

Secure all hatches and secure loose articles below decks

Check your boat is watertight

Organise options to move your boat if you will be away during severe weather season

Organise a friend to check on your boat if you are away

**Preparing in advance saves time and reduces the number of things and decisions you have to do when a disaster is about to strike.**

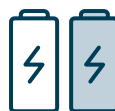
# EMERGENCY KIT



Important documents in a sealed bag, including cash in small and large denominations



Mobile phone, with charger, cords and spare power banks



Spare batteries for radios, torches, and other electronic devices



Waterproof bags



Essential medication



First Aid Kit

For full list and advice, visit: [healthdirect.gov.au/first-aid-kits](https://healthdirect.gov.au/first-aid-kits)



Toiletries



Sturdy gloves



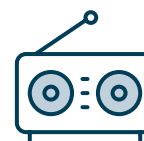
Torches and headlamps



10L potable water (drinking water), per person, per day for a minimum of 3 days



Minimum 3 days' worth of non – perishable food and a can opener



Portable radio / wind up radio



Basic toolkit, extra supplies, and a portable cooker



Baby formula and nappies

As well as those essential items in your Emergency Kit, if you are evacuating, you will need to take additional items with you, so you are equipped to live away from home for several days or more, whether with family or friends, or in an evacuation centre.

**Tip: To practice evacuating with your evacuation kit, practice how long it takes to evacuate your home with your family and pets.**

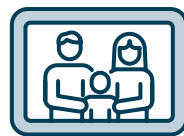
# EVACUATION KIT



Sleeping bag,  
pillows and blankets



Warm clothes



Valuables and  
mementos



Kids toys and  
entertainment

## Disasters can happen, and they happen regularly

### FLOOD

Like many communities around Queensland, the Fraser Coast has had plenty of flooding events in its history. The Mary River, Munna Creek, Tinana Creek, Burrum and Cherwell River catchments greatly impact where and how severe the flooding can occur within the region. The biggest flood on record was in 1893 from Tropical Cyclone Buninyong, where the Mary River peaked with 12.27m flooding in Maryborough.

### SEVERE WEATHER

Rain events can happen right after each other, such as the 2022 weather events, where both January and February had disastrous rainfall levels from ex-cyclones and low-pressure systems.

During ex-Tropical Cyclone Alfred in 2025, approximately 261.4mm of rain was recorded over 24 hours, resulting in flash flooding across parts of Hervey Bay.

### BUSHFIRES

The Fraser Coast has seen quite a few fires in its time, the most significant event in recent years was the 2020 K'gari bushfires. A vegetation fire started on 14 October 2020, and spread quickly with high temperatures, strong and dry northerly winds and dry vegetation. By the time it was extinguished, the fire had burnt approximately 85,000 hectares (more than half the island).

The courage displayed by hundreds of firefighters was exemplary and brought communities closer together.

### OTHER HISTORICAL EVENTS INCLUDE

- ✓ 1955 Flood – Maryborough's second highest flood
- ✓ 1972 Tropical Cyclone Daisy
- ✓ 1974 Tropical Cyclone Wanda
- ✓ 2013 Tornadoes
- ✓ 2013 Floods
- ✓ 2022 Floods

# Community Resilience Networks (CRN)

In an effort to promote preparedness and resilience across communities that may experience isolation during weather events, Fraser Coast Regional Council established the **Community Resilience Network (CRN)**.

This network of community volunteers and groups, from different localities within the Fraser Coast Local Government area, provides valuable local knowledge to the Local Disaster Management Group (LDMG) before, during and after events.

‘Community resilience is the sustained ability of communities to withstand, adapt to, and recover from adversity’.

Functions of the CRN include:

- ✓ Sharing local knowledge
- ✓ Promoting community preparedness for all hazards
- ✓ Assisting in community recovery
- ✓ Advising on local needs to Council
- ✓ Sharing public information through local groups
- ✓ Identifying local priorities
- ✓ Building community resilience



The Fraser Coast LDMG supports the CRN by offering:

- ✓ Materials to assist in building community awareness and preparedness requests from the CRN
- ✓ Foundation training to CRN members
- ✓ Direction and advice to CRN members on operational matters

Council also supports the CRN groups by providing First Aid and CPR training and training in the Queensland Disaster Management Arrangements. This ensures all members have a clear understanding of the processes and procedures undertaken during disaster response.

CRN Groups are made up of members who are associated with community groups, sub community groups, and local progress associations in the area, and therefore have use of the local community halls. There have been numerous times in the Fraser Coast's history where the LDMG have requested CRN members to open their halls for the purpose of 'respite' during serious events, opening a safe location for motorists, visitors, and community members whose homes become inundated and isolated.

# Floods

A **flood** is the temporary, partial or complete inundation of land that is normally dry. Flooding can be caused by water that has escaped its natural confine due to heavy rain.

A flood warning is issued by the Bureau of Meteorology (BoM) when flooding is occurring or expected. For flash flooding, a severe weather warning may be issued.

Drains, creeks and rivers can rise quickly, even if they have been dry for months. Fast-moving water can spread into streets and homes, and levels may exceed anything seen in that area before.

Flooding can occur even if there has been little rain locally. Heavy rainfall elsewhere in the catchment can cause rivers to rise rapidly, and high tides can make flooding worse.

**Do not enter into floodwaters.  
If it's flooded, forget it!**

## BEFORE A FLOOD

Before a flood, check the following for official information and advice:

-  Disaster Dashboard: **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

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-  Council's website: **[frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)**

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-  Facebook pages: **@FraserCoastCouncil** and **@FCRCdisaster**

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-  The Bureau of Meteorology: **[bom.gov.au](https://bom.gov.au)**

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Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out

Prepare your Emergency and Evacuation Kits

Clean up your yard. Clear away all loose materials

Move outdoor equipment, garbage, chemicals, and poisons to a safe location

Move livestock, pets, machinery and animal feed to higher ground

Identify how and where to turn off the mains supply for water, power, and gas

Disconnect electrical items

Tie down sheds or other small structures not permanently fixed. Secure caravans, boats, and vehicles or tie them together or to strong structures

Sandbag areas at risk from flooding, such as doors and windows where possible (Using sandbags to protect your home: **[ses.qld.gov.au/diy-using-sandbags](https://ses.qld.gov.au/diy-using-sandbags)**)

Store potable water

Put important documents such as birth certificates, passports, photo albums up high in cupboards or in waterproof containers

Know your evacuation zones and evacuation routes

Check on neighbours, especially if elderly or new to the area

## DURING A FLOOD

Have a battery-operated radio and tune in to your local ABC radio station and heed warnings and advice (list of radio stations on page 6)

Boil tap water in case of contamination

Do not enter floodwater – **IF IT'S FLOODED, FORGET IT**

Never drive, walk, swim or play in floodwaters. Hazards could exist below the surface that you cannot see, regardless of how well you know the area. Water could be contaminated

Keep refrigerator and freezer doors closed so food will stay cool without power for several hours, if necessary



## AFTER THE FLOODWATERS HAVE RECEDED

Have a battery-operated radio and tune in to your local ABC radio station and heed warnings and advice (list of radio stations on page 6)

Know your evacuation routes

If you have evacuated, do not return home until officially advised it is safe and do not panic. Wait until water has fallen below floor level to enter a house

Do not use electric appliances if wet. Ergon Energy may need to disconnect your power if repairs to power lines or electrical infrastructure are required. In these cases, you will need to arrange a safety inspection by a licensed electrical contractor before power can be restored. Getting reconnected after severe weather: **[ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather](https://www.ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather)**

Have a licensed electrical contractor inspect any switchboards, wiring and electrical equipment affected by floodwater before turning the power back on

Beware of damaged power lines, bridges and trees

Do not enter floodwater

– **IF IT'S FLOODED, FORGET IT**

Heed all warnings and do not go sightseeing. Instead, check and offer help to neighbours, friends and family

Do not make unnecessary telephone calls

Check whether electricity, gas, or water supplies have been affected

Wear rubber boots or rubber-soled shoes and rubber or leather gloves

Watch for damaged flooring, walls or ceilings as well as unexpected visitors such as snakes

Treat all items exposed to floodwaters as contaminated

Dispose of rubbish, wash mud, dirt and debris as soon as you can and wash your hands thoroughly after handling anything that has been in contact with floodwater

Follow any instructions for treating water, and discard any food exposed to floodwater

**Tip: Put buckets out during heavy rain to gather rainwater. Ensure to filter water through a cloth and a kitchen strainer and boil water if able to do so, or use purification tablets.**

## SANDBAGGING TECHNIQUES

When placed correctly, sandbags can turn the tide on flooding and heavily reduce the impact of flooding on your home and business.

Sandbags can be bought at your local hardware store and landscape supply store. Before an event, your local State Emergency Services (SES) groups may also offer them along with sand to fill them. However, you should be ready and purchase or prepare your own sandbags prior to an impending flood. There may be a limited supply of sandbags in an emergency.

### FILLING SANDBAGS

- ✓ Use sand to fill sandbags, as it is easier to move around than soil, clay or gravel
- ✓ Only fill the sandbag 2/3 full and larger bags less. This allows the bags the ability to mould around other bags
- ✓ Overfull bags could be too heavy to carry and move around – a filled sandbag weighs 15 to 20 kilograms
- ✓ Do not tie the top of the sandbag, unless you are transporting the bag
- ✓ Sandbags may be placed in plastic bags to provide greater water resistance

### LAYING SANDBAGS

- ✓ Place down a layer of plastic sheeting to act as a waterproof membrane. Plastic sheeting can be bought at hardware stores, or heavy-duty garbage bags would suffice
- ✓ Lay sandbags like brickwork on top of the plastic sheeting, staggering rows so the joints do not line up
- ✓ Start at one end and work to the other end
- ✓ Make sure the unfilled top part of the bag is covered by the next bag
- ✓ At the end of the row, tuck the flap under the bag
- ✓ Flatten down the sandbag row before adding the next row to help build a better structure

## WHERE TO LAY SANDBAGS

Most standard homes and buildings on a concrete slab can be protected with fewer than 25 sandbags. Sandbags will not stop water completely but can reduce and redirect water from entering your property.

It's not always necessary to place a sandbag wall around the whole building, it may only be needed if the house is on stumps or constructed of timber or fibro sheeting.

Before building a sandbag wall, consider how you will remove floodwater that could become trapped between the sandbag wall and your building (e.g. pump, siphon, or bailing bucket).

- ✓ Create a small wall across doorways and roller doors, to at least the height of the expected flood level.



Make sure you still have access to at least one doorway by building a wall that allows the door to still be opened

- ✓ Cover air vents between brickwork with sandbags. Small vents can be covered with waterproof tape or plastic
- ✓ Cover all drainage holes (sinks, showers, etc) to stop back flow of contaminated water
- ✓ Block toilets with a small plastic bag of sand, weighed down by a larger sandbag

For more information, please visit the State Emergency Services website:  
[ses.qld.gov.au/diy-using-sandbags](https://ses.qld.gov.au/diy-using-sandbags)



# Severe storms

A **severe storm**, also known as an electrical storm or thunderstorm, is characterised by the presence of lightning and its acoustic effect on the Earth's atmosphere, known as thunder. They are usually accompanied by strong winds and heavy rain.

A severe thunderstorm is one that produces damaging or destructive wind gusts of at least 90 kilometres per hour, tornadoes, lightning, large hail (2cm diameter or larger) and giant hail (5cm in diameter or larger) or very heavy rainfall that may lead to flash flooding.

The location of severe storms is difficult to accurately predict well in advance. As a result, Severe Storm Warnings will generally have a lead time of no more than an hour.

## BEFORE A SEVERE STORM

Before a severe storm, check the following for official information and advice:

-  Disaster Dashboard: [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)
-  Council's website: [frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)
-  Facebook pages: [@FraserCoastCouncil](https://www.facebook.com/FraserCoastCouncil) and [@FCRCdisaster](https://www.facebook.com/FCRCdisaster)
-  The Bureau of Meteorology: [bom.gov.au](https://bom.gov.au)

Clean up the yard.

Clear away all loose materials

Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out

Identify how and where to turn off the mains supply for water, power, and gas

Disconnect electrical items

Keep refrigerator and freezer doors closed so food will stay cool without power for several hours, if necessary

Shelter and secure pets

Move outdoor equipment, garbage, chemicals, and poisons to a safe location

Check on neighbours, especially if elderly or recent arrivals

**If strong winds or hail are forecasted:**

Put vehicles under cover or cover with firmly tied tarps and blankets

**If very heavy rain and flash flooding are forecasted, you should:**

Keep away from creeks and drains as you may be swept away

Do not enter into floodwaters;  
**IF IT'S FLOODED, FORGET IT!**

**Tip: If you lose power, you can boil water and cook on your BBQ.**

## DURING A SEVERE STORM

Tune into your local radio station and heed warnings and advice (list of radio stations on page 6)

Move indoors and away from windows

If driving, stay clear of trees, powerlines and streams

## AFTER A SEVERE STORM

Tune into your local radio station and heed warnings and advice (list of radio stations on page 6)

Check whether electricity, gas, water supplies have been affected

Do not use electric appliances if wet. Ergon Energy may need to disconnect your power if repairs to power lines or electrical infrastructure are required. In these cases, you will need to arrange a safety inspection by a licensed electrical contractor before power can be restored. Getting reconnected after severe weather: [ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather](https://www.ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather)

Wear rubber boots or rubber-soled shoes and rubber or leather gloves

Watch for damaged flooring, walls and ceilings as well as unexpected visitors such as snakes

Treat all items exposed to floodwaters as contaminated

Have a licensed electrical contractor inspect any switchboards, wiring and electrical equipment affected by floodwater before turning the power back on

Dispose of rubbish, wash mud, dirt and debris as soon as you can and wash hands thoroughly after handling anything that has been in contact with floodwater

Beware of damaged power lines, bridges and trees

Follow any instructions for treating water, and discard any food exposed to floodwater

Do not enter floodwaters;  
**IF IT'S FLOODED, FORGET IT**

Heed all warnings and do not go sightseeing. Instead, check and offer help to neighbours, friends and family

**Tip: Use your car as a charging point. Ensure your car is on to prevent battery drain and not in 'accessory mode'. Charge power banks first and listen to the news while you do to keep up to date.**

# Cyclone

A **cyclone** is a violent tropical storm with very strong winds and heavy rain that can cause extensive property damage and injuries to people.

The eye or the centre of the cyclone is an area made up of light winds and often clear skies. This is NOT the end of the cyclone as very destructive winds from the other direction will follow. Stay inside.

Cyclones mostly affect northern Queensland, but they can occasionally travel south along the coast. Most cyclones occur between November and April, but they can happen at other times of the year.

## BEFORE A CYCLONE

Before a cyclone, check the following for official information and advice:

 Disaster Dashboard: **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

 Council's website: **[frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)**

 Facebook pages: **@FraserCoastCouncil** and **@FCRCdisaster**

 The Bureau of Meteorology: **[bom.gov.au](https://bom.gov.au)**

### WHEN A CYCLONE ADVICE IS GIVEN

Finalise packing your Emergency Kit

Hold a family meeting to make sure everyone knows your Emergency Plan and whether you are staying to shelter in your home or evacuating

### CYCLONE WATCH

A Cyclone Watch is issued 48 hours before the cyclone is predicted to cross the coast and is updated every six (6) hours, providing information on location, movement, and intensity, and areas that could be affected.

When a Cyclone Watch is issued you should:

Decide if your family needs to evacuate, and where you will go. It is usually best to shelter in place, or evacuate to family and friends out of the cyclone watch area

If sheltering in place, decide which room to shelter in. The best option is an internal room with few or small windows, such as the bathroom. Use mattresses and other bedding to protect yourself

Re-check your property for any loose material and tie down all large, relatively light items such as boards and rubbish bins (or fill with water as a last resort)

Check your Emergency Kit and fill water containers and bathtub with clean drinking water

Ensure household members know where the strongest part of the house is and what to do in the event of a cyclone or an evacuation

Tune to your local radio, TV or the internet for further information and warnings

Check that neighbours are aware of the situation and are preparing

Ensure your car and jerry cans are fully fuelled. Cyclones nearly always involve power failure which means petrol stations are unable to pump fuel unless they have an alternative power supply

## CYCLONE WARNINGS

A Cyclone Warning is issued if winds are expected to affect coastal or island areas within 24 hours.

The warning is updated every three (3) hours and then every hour if the cyclone poses a major threat. The warning includes information on location, movement and intensity of the cyclone, areas that are threatened and anticipated rainfall, flooding and storm surge. If you have not done so already, a Cyclone Warning should be the trigger to activate your household Emergency Plan.

Depending on official advice provided by the Fraser Coast LDMG as the event develops, the following actions may be warranted for a Cyclone Warning.

---

Put wooden or plastic outdoor furniture in your pool or inside with other loose items

---

Close shutters, board up or heavily tape all windows (tape does not strengthen windows, but minimises the glass shatter if broken), draw curtains and lock doors

---

Pack an Evacuation Kit to take with your Emergency Kit

---

Depending on your location, emergency services may advise or direct you to leave

---

## WHEN TO EVACUATE

In most cases, the safest thing to do in a cyclone is to shelter in place – stay at home and ride it out.

You can evacuate the area at risk with your pets well ahead of time and stay outside threatened areas with family, friends or at a hotel/motel.

If you live in a storm tide inundation area you may be advised to evacuate. Evacuation is based on predicted storm tide and level of possible inundation (red, orange, yellow and blue), not wind. You can find Council's storm tide evacuation maps here: [mapping.frasercoast.qld.gov.au/#/disaster-management](https://mapping.frasercoast.qld.gov.au/#/disaster-management)

If you need to or decide to evacuate, the best option is always to go to family, friends, or colleagues outside threatened areas. Plan this ahead of time and include it in your Emergency Plan.

Evacuation or respite centres should be the last resort, and will only open when absolutely necessary. They are intended for vulnerable residents, such as the elderly without family in the region, the disabled, or those in storm surge areas who cannot evacuate to family and friends. Active centres will be listed on the Fraser Coast Disaster Dashboard when activated – [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)

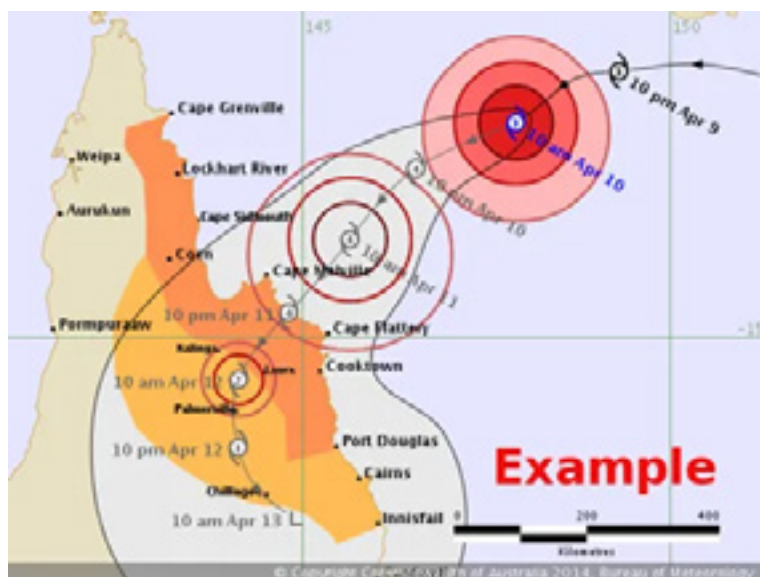
There are no public cyclone shelters in the Fraser Coast area.

# HOW TO READ A TROPICAL CYCLONE FORECAST TRACK MAP

Start by finding your location on the map and check whether you are in a Watch or Warning area. Check where the tropical cyclone is in relation to your location and the forecasted path of the cyclone. You can still be at risk even if you are not within the range of likely tracks.

The Warning area is where gale force or stronger winds are expected to occur within the next 24 hours. This is shown by darker orange shading on the map. The lighter orange shading shows the Watch area, where gale force or stronger winds might occur within the next 24 to 48 hours.

The next step is to follow the track, shown by the black line and arrows. These indicate where the cyclone has been, its current location, and its intensity (highlighted in blue text). The number in the centre of the cyclone symbol at each time stamp is the intensity category of the cyclone. The higher the number, the stronger the intensity, with category 5 being the strongest. Coloured circles show the radius of the very destructive core, the radius of destructive winds and the size of the gale force winds.



For more information, visit the **Tropical cyclone warning services page** on the Bureau of Meteorology website



## CYCLONE CATEGORIES

| Category | Classification                 | Strongest Gust (km/h)                               | Typical Effects                                                                                                                                              |
|----------|--------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | <b>Tropical Cyclone</b>        | Up to 125km/h                                       | Minimal house damage<br>Damage to some crops, trees, and caravans.<br>Boats may drag moorings                                                                |
| <b>2</b> | <b>Tropical Cyclone</b>        | 125-164 km/h<br>Destructive winds                   | Minor house damage<br>Significant damage to signs, trees, and caravans. Heavy damage to some crops.<br>Risk of power failure. Small boats may break moorings |
| <b>3</b> | <b>Severe Tropical Cyclone</b> | 165-224 km/h<br>Very destructive winds              | Some roof and structural damage<br>Some caravans and boats destroyed. Power failure likely                                                                   |
| <b>4</b> | <b>Severe Tropical Cyclone</b> | 225-279 km/h winds<br>Very destructive winds        | Significant roofing and structural damage<br>Many caravans and boats destroyed and blown away.<br>Dangerous airborne debris.<br>Widespread power failures    |
| <b>5</b> | <b>Severe Tropical Cyclone</b> | Greater than 279km/h<br>Extremely destructive winds | Extremely dangerous with widespread destruction                                                                                                              |

## DURING A CYCLONE

Have a battery-operated radio and tune into your local ABC radio station and heed warnings and advice (list of radio stations on page 6)

---

Remain indoors (with your pets)

---

Keep Emergency and Evacuation Kits with you

---

Disconnect all electrical appliances

---

Keep refrigerator and freezer doors closed, so food will stay cool without power for several hours

---

Stay inside and shelter in the strongest part of the building, keeping well clear of windows, e.g. in the internal hallway or bathroom

---

If the building starts to break up, protect yourself with mattresses, rugs or blankets, under a strong table or bench or hold onto a solid fixture

---

Beware of the 'eye' of the cyclone. If the wind stops do not assume that the cyclone is over; violent winds will soon resume from another direction. Wait for the official 'all clear'

---

If driving, stop (handbrake on and in gear)  
– but well away from the sea and clear of trees and powerlines. Stay in the vehicle

---



## AFTER A CYCLONE

Have a battery-operated radio and tune into your local ABC radio station and heed warnings and advice (list of radio stations on page 6)

---

Do not go outside until officially advised it is safe

---

Check for gas leaks and fallen power lines

---

Do not use electric appliances if wet. Ergon Energy may need to disconnect your power if repairs to power lines or electrical infrastructure are required. In these cases, you will need to arrange a safety inspection by a licensed electrical contractor before power can be restored.

Getting reconnected after severe weather:

**[ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather](https://www.ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather)**

---

Have a licensed electrical contractor inspect any switchboards, wiring and electrical equipment affected by floodwater before turning the power back on

---

If you evacuated, do not return until advised safe. Use a recommended route and do not panic

---

Be aware of damage to power lines, bridges, buildings and trees

---

Do not enter floodwaters; **IF IT'S FLOODED, FORGET IT**

---

Heed all warnings and do not go sightseeing. Instead, check and offer help to neighbours, friends and family

---

Follow any instructions for treating drinking water and discard food exposed to floodwater

---

**Tip: Use solar garden lighting inside at night and charge throughout the day.**

# Storm surge

A **storm surge** is when sea levels rise above normal along the coast due to strong winds or low air pressure.

The worst impact occurs when the storm surge arrives on top of a high tide. When this happens, the storm tide can reach areas that might otherwise have been safe. Additionally, there are pounding waves generated by the powerful winds.

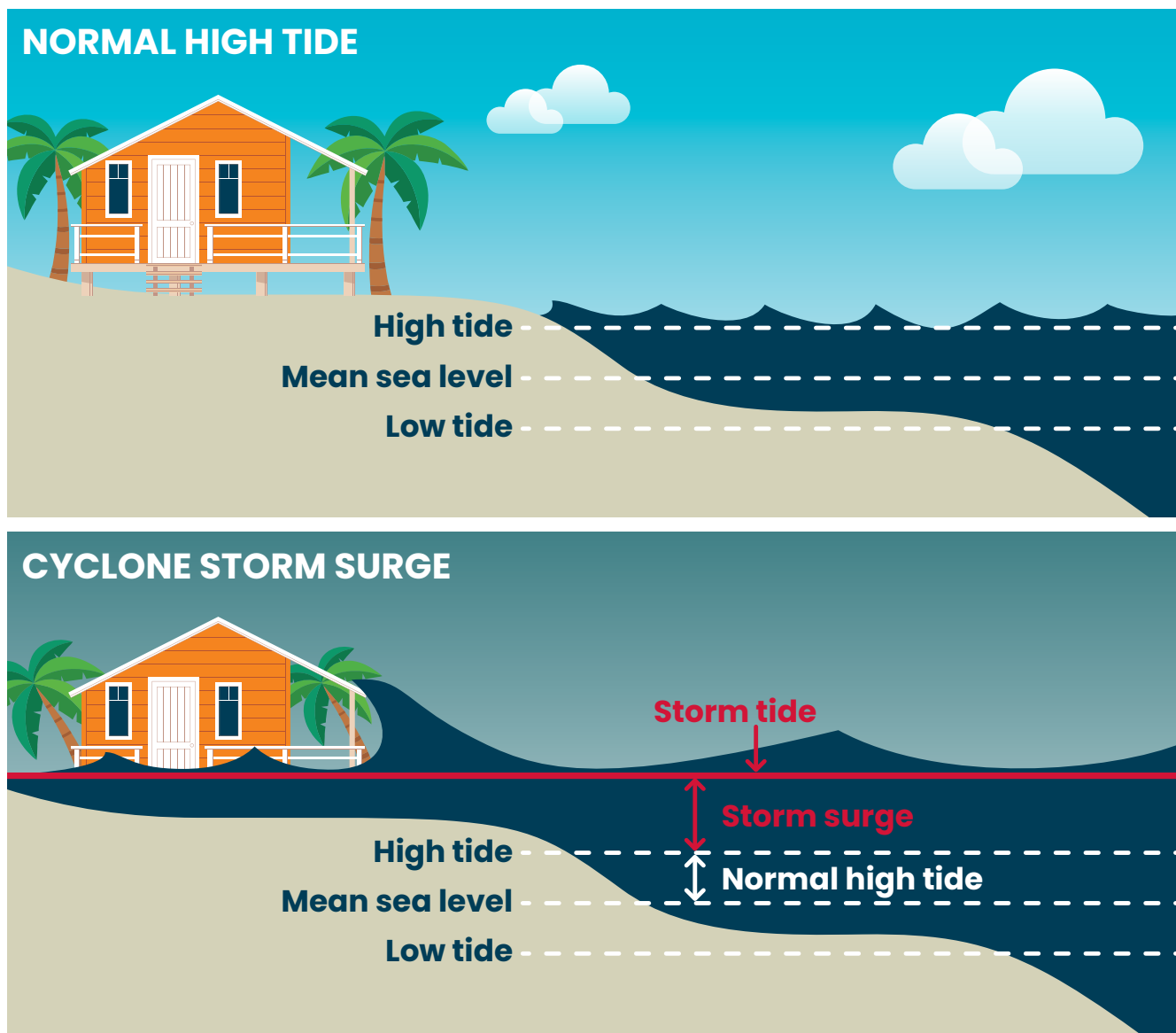
A Storm surge isn't a single wave but a prolonged rise and fall of ocean water pushed ashore by the storm, often coming in several peaks over many hours or even days as winds and tides change.

The combined effects of the storm surge and waves can destroy buildings, wash away roads and run ships aground.

The paths of cyclones are often unpredictable, which makes it hard to forecast exactly when and where a cyclone will cross the coast. This makes it difficult to predict how high the astronomical tide will be when the storm surge impacts, since the time difference between high and low tide is only a few hours. BoM issues warnings to the public that are based on the 'worst case' assumption that the cyclone will cross the coast at high tide.

For example, a 3-metre storm surge on top of a high tide that is 2 meters above the mean sea level will produce a storm tide that is 5 metres above mean sea level.

Storm surges can swamp low-lying areas, sometimes for kilometres inland. Strong winds at the coast can also create large waves, worsening the impact.



Storm surges and tsunamis are caused by different events, but both can lead to coastal flooding and damage.

A storm surge is caused by weather systems, such as cyclones, pushing water onto the coast. It usually builds over several hours as the system approaches, with waves adding to its impact.

A tsunami is caused by sudden events like undersea earthquakes, landslides or volcanic eruptions. Tsunamis can travel long distances across oceans and affect large stretches of coastline.

For more information, watch the **Understanding Storm Surge** video on the Bureau of Meteorology website



## BEFORE A STORM SURGE

Before a storm surge, check the following for official information and advice:

 Disaster Dashboard: **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

 Council's website: **[frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)**

 Facebook pages: **@FraserCoastCouncil** and **@FCRCdisaster**

 The Bureau of Meteorology: **[bom.gov.au](https://bom.gov.au)**

Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out

Prepare your Emergency and Evacuation Kits

Clean up the yard. Clear away all loose materials

Check and fix loose fittings, such as railings

Check windows and install shutters if possible

Tie down sheds or other small structures not permanently fixed. Secure caravans, boats, and vehicles or tie them together or to strong structures

Sandbag areas at risk of flooding, such as doors and windows where possible (Using sandbags to protect your home: **[ses.qld.gov.au/diy-using-sandbags](https://ses.qld.gov.au/diy-using-sandbags)**) During severe weather events, any active sandbag filling stations will be clearly listed on the Disaster Dashboard – **[disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)**

Close all doors

Store potable water

Put important documents such as photo albums in plastic bags or waterproof containers up high in cupboards

Identify how and where to turn off the mains supply for water, power, and gas

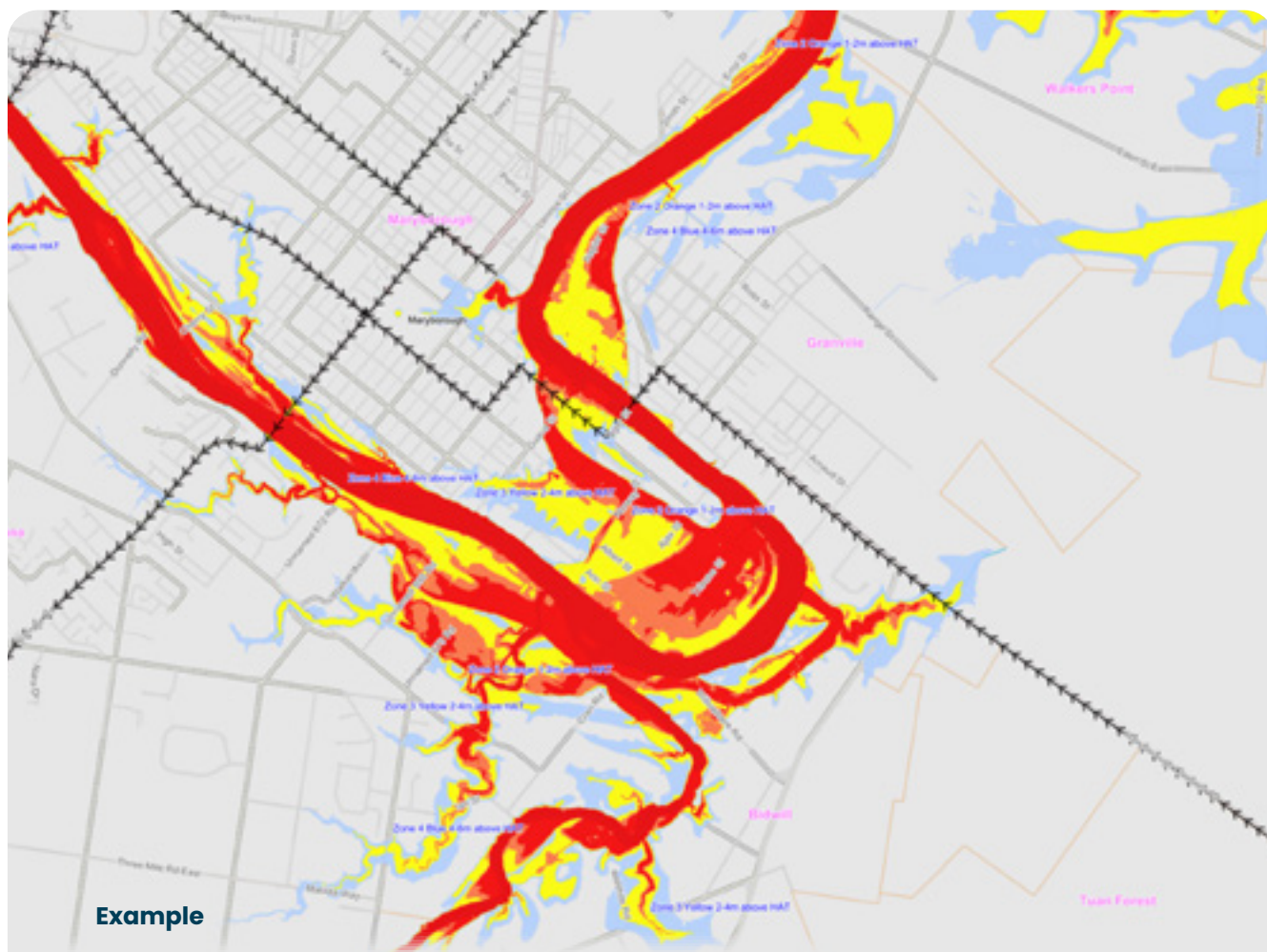
Disconnect electrical items

Keep refrigerator and freezer doors closed so food will stay cool without power for several hours

Move livestock, pets, machinery and animal feed to higher ground

Move outdoor equipment, garbage, chemicals and poisons to a higher location

**Tip: Make sure you have food you and your family eat with some variety as children and senior adults can sometimes succumb to food fatigue and won't eat.**



**Know your Storm Tide Evacuation Zone and evacuation routes.**  
To access these maps, please visit Council's website:  
**[mapping.frasercoast.qld.gov.au/#/disaster-management](https://mapping.frasercoast.qld.gov.au/#/disaster-management)**



# HOW TO USE THE STORM TIDE EVACUATION MAPS

1. Identify where your residence is on the map
2. If you are in one of the coloured zones, you may be at risk from storm tide inundation during cyclones
3. Identify your evacuation route to your predetermined safer location. For further information on evacuation, please visit the Fraser Coast Disaster Dashboard – [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)
4. During a cyclone event, tune into warnings from the Bureau of Meteorology: [bom.gov.au/warnings-and-alerts](https://bom.gov.au/warnings-and-alerts)
5. Authorities will advise which zones need to evacuate

## STORM TIDE EVACUATION ZONES

|  |                                                                                                                                                                                                                                                                                                                               |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Indicates areas at highest risk of flooding from cyclone storm tide.</b></p> <p>Residents in the <b>RED Zone</b> face the highest risk of flood from a cyclone storm tide. The RED zone includes low lying coastal areas and areas that may experience storm tide inundation up to approximately 1 meter above HAT*</p> |
|  | <p><b>Indicates areas at high risk of flooding from cyclone storm tide.</b></p> <p>Residents in the <b>ORANGE Zone</b> face a high risk of flooding from a cyclone storm tide. The ORANGE zone may experience storm tide inundation up to approximately 2 meters above HAT*</p>                                               |
|  | <p><b>Indicates areas at moderate risk of flooding from a cyclone storm tide.</b></p> <p>Residents in the <b>YELLOW Zone</b> face a moderate risk of flooding from a cyclone storm tide. The YELLOW zone may experience storm tide inundation up to approximately 2-4 meters above HAT*</p>                                   |
|  | <p><b>Indicates areas at LOWEST RISK of flooding from cyclone storm tide.</b></p> <p>Residents in the <b>BLUE Zone</b> have the lowest risk of flooding from a cyclone storm tide. The BLUE zone may experience storm tide inundation up to approximately 4-6 meters above HAT*</p>                                           |

\*HAT stands for Highest Astronomical Tide, also known as King Tide. A HAT is the highest level of tide which can be predicted to occur under any combination of astronomical conditions.

**In the event of an evacuation, Fraser Coast Regional Council and emergency services may advise residents in the 'colour' zone to evacuate. It is paramount that you know which zone you belong to so you can respond quickly to evacuation orders.**

## IF EVACUATING

Evacuation advice is based on the level of potential inundation from a storm tide. This falls into four zones of red, orange, yellow and blue.

### DO NOT WAIT – EVACUATE WHEN ADVISED

There are four evacuation zones which are determined based on modelling and previous experiences of inundation above the 'Average Height Datum' (AHD). For these purposes you can consider AHD to be sea level.

Look at the Storm Tide Evacuation  
Maps to determine your risk

---

Lock doors, turn off power, gas and water,  
take your Evacuation and Emergency Kits

---

If evacuating, leave early to avoid heavy  
traffic, flooding and wind hazards

---

Follow Council or Emergency services directions

---

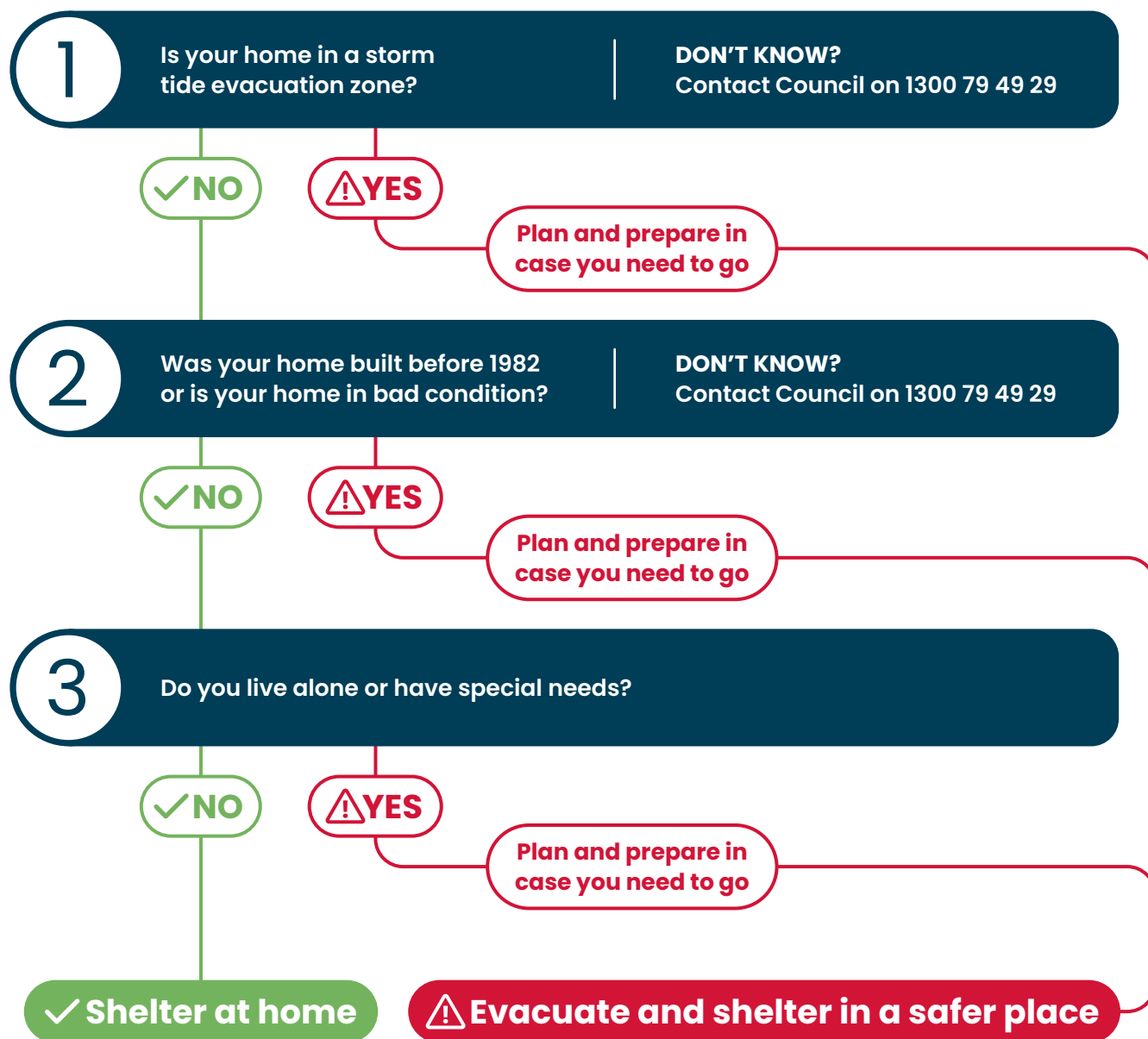
Leave pets at home or in a safe location where  
they are protected and with food and water

---

Whether you are evacuating to family, friends, an  
evacuation centre, or another location, register where you  
are going so that family can find you and know you are safe

---

# TO EVACUATE OR NOT



**Tip:** When evacuating, if you are able to, take a tent and camping things with you in case of no accommodation or if the evacuation centres are full.

## AFTER A STORM SURGE

Have a battery-operated radio and tune into your local ABC radio station and heed warnings and advice (list of radio stations on page 6)

Do not go outside until officially advised it is safe

If you have evacuated, do not return home until officials advised it is safe. Do not panic. Wait until water has fallen below the floor level to enter a house

Do not use electric appliances if wet. Ergon Energy may need to disconnect your power if repairs to power lines or electrical infrastructure are required. In these cases, you will need to arrange a safety inspection by a licensed electrical contractor before power can be restored. Getting reconnected after severe weather: **[ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather](https://www.ergon.com.au/network/outages/storms-and-disasters/getting-reconnected-after-severe-weather)**

Have a licensed electrical contractor inspect any switchboards, wiring and electrical equipment affected by floodwater before turning the power back on

Be aware of damage to power lines, bridges, buildings and trees

Do not enter floodwaters;  
**IF IT'S FLOODED, FORGET IT**

Heed all warnings and do not go sightseeing. Instead, check and offer help to neighbours, friends and family

Check whether electricity, gas or water supplies have been affected

Wear rubber boots or rubber-soled shoes and rubber or leather gloves

Watch for damaged flooring, walls and ceilings as well as unexpected visitors such as snakes

Treat all items exposed to floodwaters as contaminated

Dispose of rubbish, wash mud, dirt and debris as soon as you can and wash your hands thoroughly after handling anything that has been in contact with floodwater

Follow any instructions for treating water, and discard and food exposed to floodwater

### Register. Find. Reunite

Let others know you are safe in an emergency  
**[redcross.org.au/emergencies/about-register-find-reunite](https://redcross.org.au/emergencies/about-register-find-reunite)**



# Bushfire

You do not have to live in the bush to be threatened by **bushfire**, just close enough to be affected by burning material, embers and smoke.

Fires may be started through arson (deliberately lit), carelessness (for example discarded cigarettes, sparks from machinery, unattended fires), an accident, or, very rarely, a controlled burn or lightning. If you light a fire, on purpose or accidentally, you are responsible for controlling it.

If the fire danger levels are rising in your area, information will be broadcast on all usual media and websites such as the Bureau of Meteorology (BoM), Queensland Fire Department ([fire.qld.gov.au/Current-Incidents](http://fire.qld.gov.au/Current-Incidents)), and Fraser Coast Regional Council.

Fires can move extremely fast – faster than you can run. They can also be unpredictable, for instance changing direction. You may find yourself suddenly in danger. Heat, wind, smoke and burning material blowing around may make it difficult to see, hear or breathe.

If there is a long spell of hot, dry weather and it is windy, the risk of fire increases. Generally, the fire season in South-East Queensland commences in July/August and can go right through to the summer months.

## TYPES OF FIRE

**Grassfires** are fast moving, passing in five to ten seconds and smouldering for minutes. They have a low to medium intensity and primarily damage crops, livestock and farming infrastructure, such as fences.

**Bushfires** are generally slower moving but have a higher heat output. This means they pass in two to five minutes, but they can smoulder for days. Fire in the crown of the tree canopy can move rapidly.

**Cane fires** are large, controlled paddock fires that farmers use to burn off the trash after the sugar cane has been harvested.

## WARNING MESSAGES

Queensland Fire Department (QFD) has the responsibility for issuing bushfire warnings in Queensland.

If lives or property are threatened, you will receive Advice, Watch and Act, or Emergency Warning messages:

- ✓ An **Advice** message tells you a fire has started and will provide general information to keep you updated. e.g. "Stay informed"
- ✓ A **Watch and Act** message represents a higher level of threat such as conditions are changing, a fire is approaching and lives may be threatened. e.g. "Prepare to leave"
- ✓ An **Emergency Warning** is the highest-level message advising of impending danger and you may hear the Standard Emergency Warning Signal (SEWS) first. With any fire warning, follow the instructions immediately. e.g. "Seek shelter now", "Leave now"

All Queenslanders should be familiar with the official Bushfire Warnings system. When there's a bushfire in your area, it's up to you to take notice, seek information, make decisions, and act. Queensland Fire Department (QFD) is responsible for issuing bushfire warnings in affected communities during periods of increased fire risk.

Bushfire warnings are disseminated by radio, social media, and the Rural Fire Service website. There are three levels of warning issues for a defined area at risk of a bushfire event. For more information, go to: [fire.qld.gov.au/prepare/bushfire/watch-for-the-warnings](https://fire.qld.gov.au/prepare/bushfire/watch-for-the-warnings)



**ADVICE**  
monitor conditions



**WATCH AND ACT**  
conditions are changing



**EMERGENCY WARNING**  
you are in danger

# BEFORE A BUSHFIRE

Before a bushfire, check the following for official information and advice:

 Current warnings and incidents: [fire.qld.gov.au/Current-Incidents](https://fire.qld.gov.au/Current-Incidents)

 Disaster Dashboard: [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)

 Council's website: [frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)

 Facebook pages: [@FraserCoastCouncil](https://www.facebook.com/FraserCoastCouncil) and [@FCRCdisaster](https://www.facebook.com/FCRCdisaster)

 The Bureau of Meteorology: [bom.gov.au](https://bom.gov.au)

**Plan. Prepare. Act.** Hold a family meeting to prepare your Bushfire Survival Plan so everyone knows what to do, where to meet and how to get out. Visit [fire.qld.gov.au/prepare/bushfires](https://fire.qld.gov.au/prepare/bushfires) to prepare your plan online

Prepare your Emergency and Evacuation Kits

Keep grass cut and vegetation clear of the property. If you are in a medium or high-risk area, you must accommodate a fire break which is appropriately separated from hazardous vegetation

Do not dump garden rubbish in neighbouring reserves or bush areas

Move flammable items away from the house,  
e.g. woodpiles, boxes, hanging baskets, garden furniture

Keep access ways to the property clear for fire trucks (minimum four metres wide and four metres high clearance with turn-around area)

When warnings are given, act immediately on the instructions provided. Do not wait

Leave when advised, even if it feels safe where you are at the time. Take your Household Emergency and Evacuation Kits with you. Go in the direction advised for your location

One of the most important things to do before the higher risk bushfire period is to decide what you will do if a bushfire threatens your home or property.

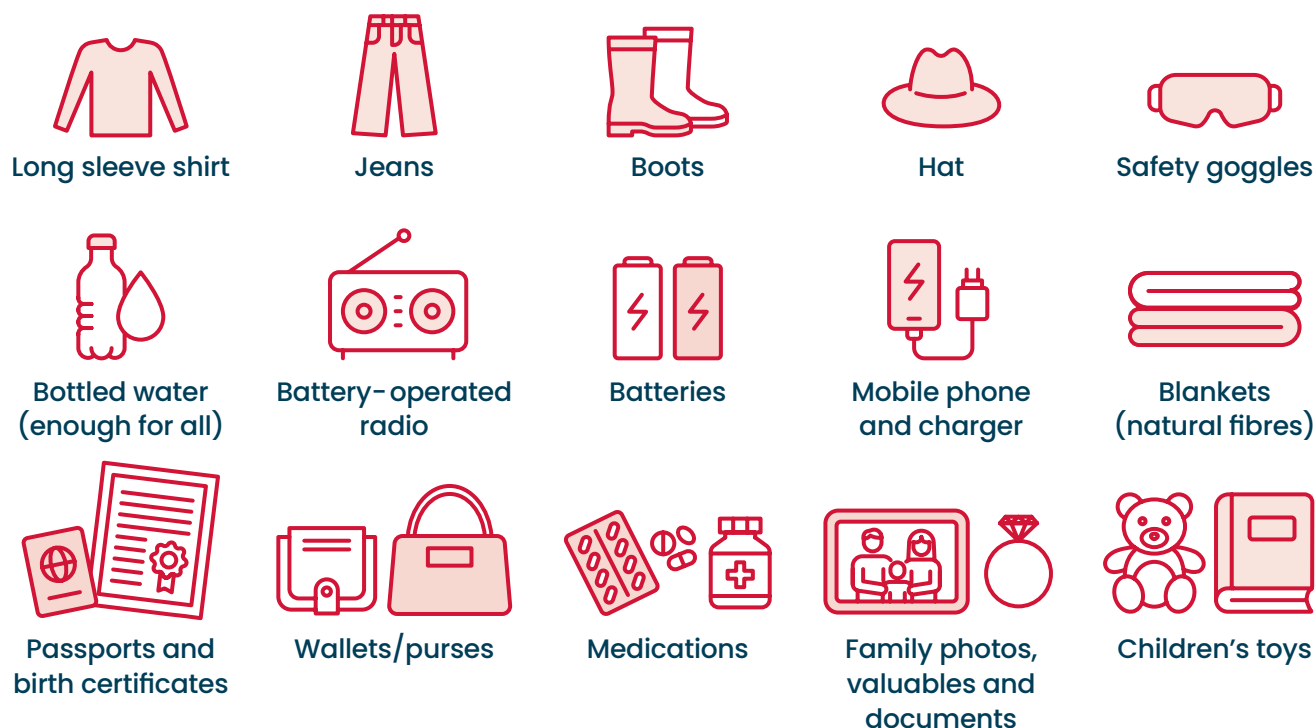
Will you leave early?



Will you stay and defend?



Whether your family plan is to leave early or stay and defend, if you plan to leave, then you must leave your home well before a bushfire threatens and travelling by road becomes hazardous. **Take the following items with you:**



Your property should be well-prepared for the fire, even if you intend to leave early. A well-prepared property stands a greater chance of surviving.

Tune in to warnings and updates on local ABC radio, websites and social media

Move cars to a safe location

Remove garden furniture, door mats and other items from your yard

Close windows, doors and shut blinds

Take down curtains and move furniture away from windows

Seal gaps under doors and windows with wet towels

Bring pets inside, restrain them (leash, cage or secure room) and provide water

Block downpipes (at the top) and fill gutters with water if possible

Wet down the sides of buildings, decks and close shrubbery in the likely path of the bushfire

Wet down fine fuels (e.g. leaf litter) close to buildings

Turn on garden sprinklers for 30 minutes before the bushfire arrives

Fill containers with water – baths, sinks, buckets, wheelie bins

Put on protective clothing

Drink lots of water

## BUSHFIRE EMERGENCY KIT

View the Emergency Kit on page 13 and add the following items:



Hat



Smoke mask



Safety goggles



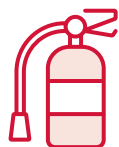
Long sleeve shirt  
and pants



Boots



Shovel



Fire extinguisher



Hose



Knapsack  
sprayer



Mop and bucket



Ladder



Towels and  
blankets



## DURING A BUSHFIRE

### IF YOUR FAMILY PLAN IS TO STAY AND DEFEND AGAINST THE FIRE:

Preparation is the key to survival. In making your decision to stay there are a few things you need to consider. You will need to:

Be mentally and physically ready and you will need to have a plan

Be able to withstand the impact of bushfire. Check the specific factors which reduce risk at: [bushfire-survival-plan.qfes.qld.gov.au](https://bushfire-survival-plan.qfes.qld.gov.au)

Have well-maintained resources and equipment and know how to use them

Clearly understand what you will do to protect your property and life when the fire arrives

Discuss details of your plan with family, friends and neighbours

Prepare a Bushfire Emergency Kit so you will be equipped to extinguish small fires

Have basic protection from heat, smoke and flames

### AS THE FIRE FRONT ARRIVES:

Disconnect hose and fittings and bring inside

Go inside for shelter

Drink lots of water

Shelter in your house on the opposite side of the approaching fire

Patrol and check for embers inside, particularly in the roof space

Check on family and pets

Maintain a means of escape

Continually monitor conditions

# AFTER THE BUSHFIRE

## AFTER THE FIRE FRONT HAS PASSED:

In an emergency dial 000

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Tune in to your local ABC radio station and heed warnings and advice (list of radio stations available on page 6)

---

If you evacuated, wait until the all-clear has been given by emergency services before leaving your safe area

---

Consider using a face mask or similar (e.g. hanky, flannel)

---

Check around the property for live electricity, leaking gas, sewage leaks, hot embers, overhanging trees or branches or structural damage

---

If unsure about the safety of the property, seek advice from local emergency services

---

Do not take any risks

---

Drink lots of water

---

If you are stranded, hurt or need other help, contact emergency services on 000

---

## CHECK FOR SMALL SPOT FIRES AND BURNING EMBERS:

Inside the roof space

---

Under floorboards

---

Under the house space

---

On verandas and decks

---

On window ledges and door sills

---

In roof lines and gutters

---

In garden beds and mulch

---

# Heatwaves

A **heatwave** is three or more days of maximum and minimum temperatures that are higher than usual for that location.

Heatwaves will likely be more challenging for the elderly, pregnant women, young children and babies. Heatwaves pose a risk to anyone who does not take precautions to stay cool, even if you are healthy.

Heatwaves can also cause normally reliable infrastructure such as power and transport to fail.

Severe and extreme heatwaves have taken more lives than any other natural hazard in Australia's 200-year history. An example was in February 2009, where 173 people perished as a direct result of the bushfires in Victoria. In addition, 374 people also lost their lives to an extreme heatwave before the bushfires.

Heat stress and heat exhaustion can be serious, even fatal. Know the signs:

- ✓ Breathlessness
- ✓ Chest pain
- ✓ Confusion
- ✓ Intense thirst
- ✓ Weakness
- ✓ Dizziness
- ✓ Cramps which get worse or don't go away

## BEFORE A HEATWAVE

Before a heatwave, check the following for official information and advice:

 Health alerts and warnings: [health.qld.gov.au/newsroom/alerts](https://health.qld.gov.au/newsroom/alerts)

 Disaster Dashboard: [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)

 Council's website: [frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)

 Facebook pages: [@FraserCoastCouncil](https://www.facebook.com/FraserCoastCouncil) and [@FCRCdisaster](https://www.facebook.com/FCRCdisaster)

 The Bureau of Meteorology: [bom.gov.au](https://bom.gov.au)

Think about modifying your planned activities so that you are indoors or in air-conditioning

Install blinds, curtains or other devices which help to keep the heat out

Check your fans and air-conditioners are working properly

Plan ahead to make sure you have enough food, water and medicine

## DURING A HEATWAVE

Drink plenty of water and avoid caffeine and alcohol

Stay out of the sun, especially between 11am – 3pm

Close curtains and blinds to keep rooms cool

Avoid physical exertion if possible

Wear loose, cool clothing, and wear a hat, glasses and sunscreen if going outside

Have cool baths or showers or splash yourself with cool water

## AFTER A HEATWAVE

Check on friends, neighbours, and vulnerable people who may be less able to look after themselves

# Earthquakes

**Earthquakes** happen when rocks underground break under pressure, causing the ground to shake. The break where the movement occurs is called a fault.

In Australia, earthquakes are usually caused by movement along these faults due to pressure in the Earth's crust.

The impact depends on how deep the earthquake is, how close it is to populated areas, and its magnitude, which ranges from 1 (barely noticeable) to 10 (causing major damage).

Earthquakes can happen at any time and usually occur without warning. You may feel shaking before emergency services are aware of it.

**Signs an earthquake is happening include:**

- ✓ Sometimes preceded by stillness and/or unusual animal behaviour
- ✓ Sounds such as rolling or rumbling may sometimes be heard
- ✓ Movement of the earth – this could be a jolt or a series of jolts of varying intensities and/or a rolling sensation
- ✓ Inside a building, items may fall from the ceiling, walls or out of cupboards, the water in toilets may slosh around and walls may crack if the shock is severe

# BEFORE AN EARTHQUAKE

Before an earthquake, check the following for official information and advice:

-  Geoscience Australia: [earthquakes.ga.gov.au](https://earthquakes.ga.gov.au)
-  Disaster Dashboard: [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)
-  Council's website: [frasercoast.qld.gov.au/disasters](https://frasercoast.qld.gov.au/disasters)
-  Facebook pages: [@FraserCoastCouncil](https://www.facebook.com/FraserCoastCouncil) and [@FCRCdisaster](https://www.facebook.com/FCRCdisaster)

Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out

Identify how and where to turn off the mains supply of water, power and gas



## DURING AN EARTHQUAKE

### IF YOU ARE INDOORS

Take cover – get under a sturdy table, bed or other piece of furniture. Hold on until the shaking stops

---

Stay away from glass windows and doors, outside doors and walls, and anything that could fall

---

Stay inside until the shaking stops.  
There may be aftershocks

---

Don't use lifts

---

The electricity may go out, and sprinkler systems or fire alarms may turn on

---

### IF YOU ARE OUTSIDE

Stay there

---

Move away from buildings, streetlights and utility wires

---

Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls

---

### IF YOU ARE TRAPPED

Do not light a match or use a lighter

---

Keep as still as possible

---

Cover your mouth with a handkerchief or clothing

---

Tap a pipe or wall or call out so rescuers can locate you

---

Call 000 if your mobile phone is with you and working

---

## AFTER AN EARTHQUAKE

Have a battery-operated radio and tune into your local ABC radio station and heed warnings and advice (list of radio stations available on page 6)

---

Try to stay calm and help others around you

---

Check for injuries and apply first aid. Do not move seriously injured people unless they are in immediate danger

---

Beware of damaged power lines, bridges and trees

---

Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family

---

Be prepared for aftershocks

---

Turn off electricity, gas or water supplies and check whether they have been affected

---

Do not light matches until after you have checked for gas or fuel leaks

---

Wear rubber boots or rubber-soled shoes and rubber or leather gloves

---

Check for cracks and damage to your building's floors, walls and ceilings.

---

Evacuate if the building is badly damaged

---

Follow any instructions for treating water. Conserve food and water as supplies may be interrupted

---



# Tsunami

A **tsunami** is a series of powerful ocean waves caused by a sudden disturbance to the sea floor, such as an undersea earthquake, landslide or volcanic eruption.

Tsunamis are not the same as storm surge or large waves from storms.

In deep water, tsunamis can travel very fast and across long distances. As they approach the coast, they slow down but grow in height. Instead of one large wave, a tsunami may look like a fast-rising or falling tide and often arrives as a series of waves.

Although the Great Barrier Reef and K'gari may help reduce the impact, Queensland could still be affected by a tsunami. The level of impact depends on what caused the tsunami, how far away it is, and its direction.

There may be little warning, sometimes only a few hours. Even small tsunamis (less than one metre) can create strong currents and dangerous conditions.



## TSUNAMI WARNING SIGNS

You may notice changes such as the water withdrawing or becoming shallow

A shaking of the ground in coastal regions may reflect the occurrence of a large undersea earthquake nearby that may generate a tsunami

A roaring sound may precede the arrival of a tsunami

A tsunami may not be one large wave approaching the coast. It can occur as a series of seemingly quite low, but very powerful waves. The force of the water may be so strong it can carry vehicles, boats, bridges and buildings with it

### DO NOT STAY TO WATCH A TSUNAMI!

Call 1300 TSUNAMI or visit  
BoM for warnings and information:  
<https://www.bom.gov.au/tsunami/iotwms/>



## DURING A TSUNAMI

Tune into your local ABC radio station and heed warnings and advice (list of radio stations available on page 6)

Follow local instructions and take immediate action, no matter how small the tsunami may be

If you are at the beach, immediately move inland or to higher ground. Get out of the water and away from the coast

If you are in your boat and your boat is in deep water and offshore, maintain your position

If your boat is berthed or in shallow water, secure your vessel and move inland or to higher ground

If you are on the coast and cannot move inland, seek shelter in the upper levels of a stable building

Stay where you are if your location is on high ground

## AFTER A TSUNAMI

In an emergency dial 000

Tune into your local ABC radio station and heed warnings and advice (list of radio stations is available on page 6)

Stay at your high ground location until advised it is safe to leave. More waves are likely to follow the first and it may take time for this to happen

Beware of damaged power lines, roads, bridges and fallen trees

Heed all warnings and do not go sightseeing. Instead, check and offer help to neighbours, friends and family

Turn off electricity, gas or water supplies and check whether they have been affected

Wear rubber boots or rubber-soled shoes and rubber or leather gloves

Check for cracks and damage to your building's floors, walls and ceilings. Evacuate if the building is badly damaged

Treat all items exposed to water as contaminated

Dispose of rubbish, wash mud, dirt and debris as soon as you can

Wash your hands thoroughly after handling anything that has been in contact with water

Follow any instructions for treating water. Conserve food and water as supplies may be interrupted

# Landslides

A **landslide** is when rock, soil or debris moves down a slope.

Landslides are usually caused by gravity after the ground becomes unstable. In Queensland, they are most often triggered by heavy or prolonged rain, which can saturate the soil. This is more likely in areas where vegetation has been removed, such as construction sites.

When the ground becomes too wet, the top layer can give way and slide downhill, carrying debris and anything in its path.

If you live near a hillside, cliff or steep area, or in a place with a history of landslides, you may be at risk, especially after heavy rain. Make sure your household Emergency Plan considers this hazard.

## BE AWARE

You may notice changes in the yard or house such as:

- ✓ Leaning trees, slumping earth, movement in fences or trees, cracks in paths
- ✓ Outside walls start to pull away from the building, new cracks appear in plaster, tile, brick or foundations, doors or windows stick for the first time
- ✓ You may hear a rumbling sound which increases as the landslide nears.  
A trickle of falling mud or debris may precede a larger slip
- ✓ Emergency services may have little or no warning of a landslide

## DURING A LANDSLIDE

Tune into your local ABC radio station and heed warnings and advice (list of radio stations available on page 6)

Advise neighbours and emergency services of the slip threat

If it is safe to do so, leave the area and go quickly to your agreed safer location. Keep clear of embankments, trees, powerlines and poles

If you are indoors and cannot leave safely, stay inside. Move to the part of the building furthest from the approaching landslide and take shelter under a strong table or bench. If you can, use a mattress for extra protection. Hold on and stay put until all land movement has stopped

If you cannot leave and cover is not possible, curl into a tight ball and protect your head and neck

Follow any instructions from emergency services

## AFTER A LANDSLIDE

Tune into your local ABC radio station and heed warnings and advice (list of radio stations available on page 6)

Stay away from the slip area – there may be danger of additional slips

Watch for flooding, which may occur after a landslide or debris flow

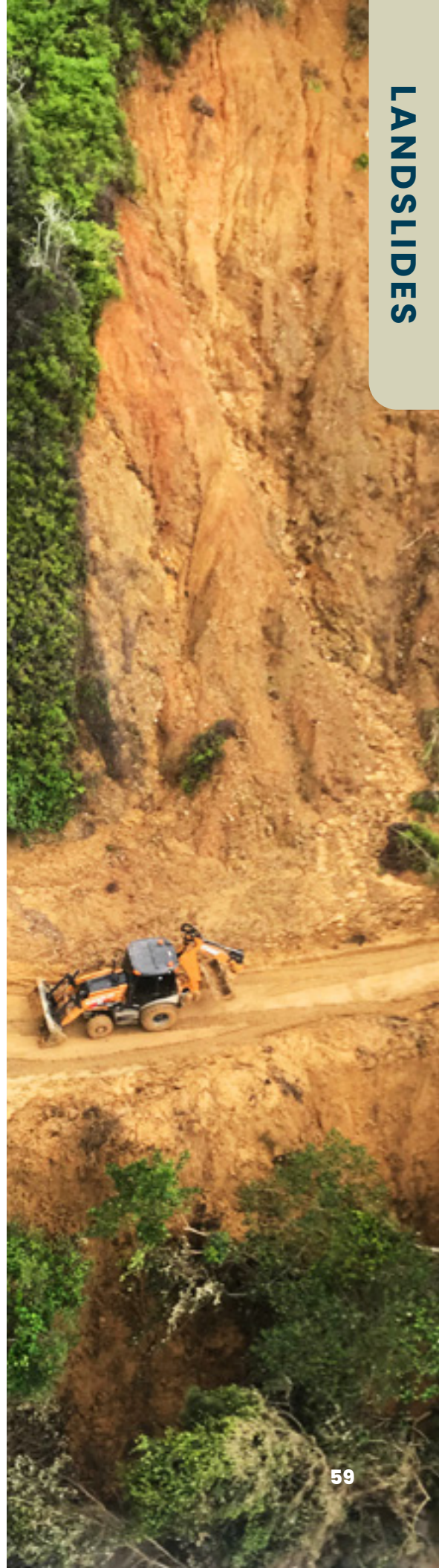
Check for injured and trapped people near the slip and alert emergency services

Check the building foundations and surrounding land for damage

Look for and report broken utility lines and damaged roads to the appropriate organisations (list of important contacts available on pages 78 and 79)

Seek the advice of a geotechnical expert for evaluating hazards or corrective techniques to reduce landslide risk

**Stay away from the landslide area and check for injured people. Alert emergency services as soon as possible.**



# Pandemic

A **pandemic** is a widespread outbreak of a contagious disease that affects large numbers of people. It can cause serious illness and loss of life.

In Australia, the most common widespread illness is influenza (the flu), which spreads easily through coughing, sneezing and close contact.

Viruses can spread from person to person through droplets in the air, or by touching contaminated surfaces and then touching your face.

## HOW TO PROTECT YOURSELF

- ✓ Wash your hands regularly
- ✓ Avoid close contact with people who are unwell
- ✓ Stay home if you are sick
- ✓ Follow current health advice

## BE PREPARED

Keep a small supply of essential items at home, including food, medications and other necessities. Aim for at least three days' supply, and up to 14 days if you may need to isolate.

An emergency kit is useful for any disaster and can be built over time.

## KNOW YOUR RISK

Some people are more vulnerable to severe illness, including young children, older people and those with existing health conditions.

Flu season in Queensland is usually from May to October, but outbreaks can happen at any time.

## MORE INFORMATION

For the latest advice, visit the Queensland Government Health website: [health.qld.gov.au](https://health.qld.gov.au)



# Recovery

Disasters affect everyone differently. Some people recover quickly, while others may take longer.

It can take time for life to return to a new normal. Try to re-establish a routine and seek support from family, friends and available services.

Check whether you are eligible for financial assistance that is sometimes offered by the Queensland and Commonwealth governments after a disaster or a major event has occurred. You can find out more by either:

## QUEENSLAND GOVERNMENT

- ✓ Calling the Community Recovery Hotline (Grants) – 1800 173 349 – QLD Government
- ✓ Visiting the Community Grants Portal at [communityrecovery.qld.gov.au](https://communityrecovery.qld.gov.au), or
- ✓ Attending a Community Recovery Hub; locations generally found on the website above

## COMMONWEALTH GOVERNMENT

- ✓ Services Australia (Grants) – 180 22 66

Check your local charitable organisations. Your Neighbourhood Centre should have a list of organisations and the types of support they can provide.

# PSYCHOLOGICAL AND EMOTIONAL RECOVERY

Lifeline and many other agencies have a range of **fact sheets** that may be helpful:

## Understanding Natural Disasters



## Picture books for parents and families



## Emotional Support for Your Child



### It's okay to ask for help.

Some services that are available to provide a variety of assistance are listed below.

- |                                                           |                                                                                                 |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| ✓ Lifeline – 13 11 14                                     | ✓ Hervey Bay Hospital – 07 4325 6666<br>Maryborough Hospital – 07 4122 8222                     |
| ✓ Community Recovery<br>Hotline – 1800 173 349            | ✓ Central QLD Indigenous Development<br>Hervey Bay – 07 4313 1195<br>Maryborough – 07 4321 4099 |
| ✓ Services Australia (Grants) – 180 22 66                 | ✓ First Nations Lifeline Support service<br>13YARN – 13 92 76                                   |
| ✓ Primary Producers Assistance<br>– QRIDA – 1800 623 946  | ✓ Red Cross – 1800 733 276                                                                      |
| ✓ Small business – Natural<br>Disaster Support – 13 74 68 | ✓ Salvation Army – 13 72 58                                                                     |
| ✓ Farm Angels – 07 4662 7371                              | ✓ National Debt Hotline – 1800 007 007                                                          |
| ✓ Farmer to Farmer – 1800 936 229                         | ✓ 1800RESPECT – 1800 737 732                                                                    |
| ✓ BlazeAid – email to:<br>admin@blazeaid.com.au           | ✓ St Vincent de Paul – 1800 846 643                                                             |
| ✓ Rural Financial Counsellors – 07 4652 5669              | ✓ UnitingCare Community Recovery<br>Hotline – 1800 116 671                                      |

## CHECK YOUR NEIGHBOURS

### WHAT CAN I DO?

Get to know your neighbours. Think about people in your neighbourhood who may need your help, for example:

- ✓ Older people living by themselves
- ✓ People with physical or sensory disabilities
- ✓ People with chronic illness or with mental illness
- ✓ Single parents with young children
- ✓ Large families
- ✓ People newly arrived, including tourists, refugees or immigrants
- ✓ Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy
- ✓ Make lists of tasks neighbours can help each other with. Does anyone have special skills, such as medical, technical, trade?
- ✓ Plan how the neighbourhood would work together after a disaster
- ✓ Organise a community working bee – it's a great way to get to know your neighbours

## HELP YOUR NEIGHBOURS

Help to evacuate and prepare the home for an emergency by:

- ✓ Helping them prepare a Household Emergency Plan.
- ✓ Helping prepare an Emergency Kit
- ✓ Helping prepare an Emergency Plan for pets or assistance dogs
- ✓ Assist in identifying and obtaining resources needed to cope effectively with an emergency
- ✓ Assist moving furniture and valuables out of the way of flood water
- ✓ Provide information about what is happening
- ✓ Help secure a property prior to a cyclone or storm
- ✓ Provide a place to shelter when an emergency occurs
- ✓ Help in the clean up after a disaster
- ✓ Sit down with your neighbours and have a cup of tea and a chat about what has happened

## ALWAYS REMEMBER

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

- ✓ Neighbours can help each other in many ways and can include people in your street or community
- ✓ Don't be caught out during an emergency – make time to get to know your neighbours and their needs before an emergency situation occurs
- ✓ There may be people who could need more help than others in the case of an emergency, help that often can be provided by neighbours

## HELPING OTHERS

Connect with groups and clubs you are already involved with or know about.

Want to donate goods to others? Register the goods you have available, so they are matched to people who need it most: [givit.org.au](https://givit.org.au)

## DEALING WITH INSURANCE

### Make sure you photograph everything first!

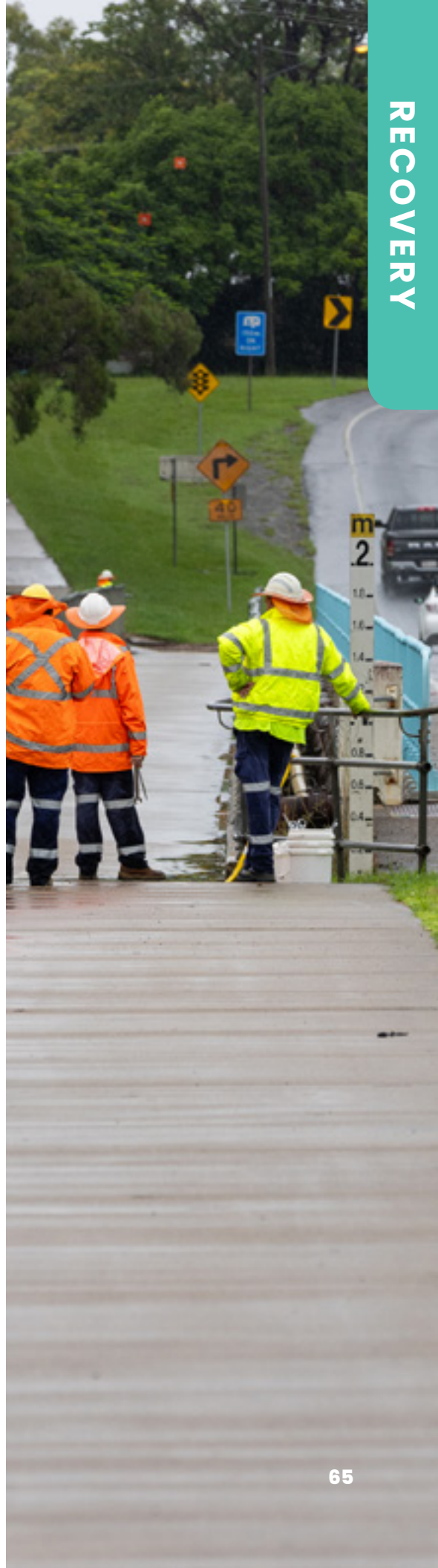
Before making a claim, read your Product Disclosure Statement (PDS) and your policy schedule to see if you have a valid claim and that the event is not on the list of exclusions for your policy.

Contact your insurer or broker as soon as possible. Provide them with as much information as you can. Making contact is critical to getting the claims process underway, even if you don't know the full extent of damage to your property.

Damaged or soiled items that may be a health hazard and may be able to be moved to a safe area or disposed of after they have been photographed but check with your insurer first.

Understand non-insurance and under insurance here:

[insurancecouncil.com.au/consumers/insurance-explained](https://insurancecouncil.com.au/consumers/insurance-explained)



# Emergency planning checklists

1. Complete your one-page hard copy Emergency Contacts and Checklist (page 67) and have it printed and ready in your Go Bag. Ensure you have copies of your documents and details of your insurance policy, and photos of your home and belongings on a USB, an external hard-drive or on a cloud storage platform
2. Go to [plan.getready.qld.gov.au](https://plan.getready.qld.gov.au) and create your Emergency Plan online today



# EMERGENCY CONTACTS AND CHECKLIST

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Email address: \_\_\_\_\_

Emergency contact name: \_\_\_\_\_

Emergency contact phone number: \_\_\_\_\_

Carer's contact name: \_\_\_\_\_

Carer's contact phone number: \_\_\_\_\_

Other information: \_\_\_\_\_

## Who can help me and how can they help?

|              |              |
|--------------|--------------|
| Name: _____  | Name: _____  |
| Phone: _____ | Phone: _____ |
| How?: _____  | How?: _____  |

|                                         |                  |
|-----------------------------------------|------------------|
| Driver's Licence/18+ Card Number: _____ | <b>Get my:</b>   |
| Pensioner/Services Aus. Number: _____   | Pets _____       |
| Medicare Card Number: _____             | Medication _____ |
|                                         | Cash _____       |
|                                         | Cards _____      |
|                                         | Keys _____       |

## AND GO!

Police, fire, ambulance call **000**  
SES call **13 25 00**

## PREPARING ANIMALS FOR DISASTER EVENTS

Fire, flood, and other emergencies can impact you, your property and your animals at any time. They can limit access to your property, disrupt essential services such as water and electricity, and leave you isolated or needing to evacuate.

After the safety of people, the welfare of your animals should be a priority during a disaster. All owners and carers have a duty of care to provide adequate food, water, shelter, and treatment of their animals.

Whether you have pets at home or livestock, preparing for a disaster will help protect your animals and support recovery after the event.



# DOMESTIC PETS

Our pets depend on us for their health and happiness, especially during disasters. Prepare an emergency plan that covers major disasters.

## Planning should include decisions about:

- ✓ Which animals to evacuate and which to leave behind
- ✓ Identification of evacuation routes from your property
- ✓ A list of family friends, animal shelters and other potentially suitable locations or accommodation

## IMPORTANT THINGS TO REMEMBER

Make sure your pet can be identified  
– tag and microchipped

Check with Council if domestic pets are allowed at evacuation centres (some evacuation centres have provision for evacuated pets)

Pet Emergency and Evacuation Kits

Do not tether pets (tie them up) as they will be unable to flee if danger is imminent

Provide food and water for at least one week in accessible places and in more than one container that can't be tipped over

Leave a note on the front door or on your mailbox stating your mobile phone number, how many pets are located on the premises, their species, names and a photo

Leave an old towel or shirt with your scent on it to comfort your pet

In the case of flood, position a heavy chair or crate to allow access to a higher refuge such as a bench, vanity unit, or shelf where adequate food and water should be left

Disasters are stressful and pets may behave differently because of it. If sheltering away from home, keep your pets in a carrier or leashed and do not allow them to interact with other animals from different households

If your pets have become lost, advise the microchipping company and let them know your pets are missing and double check your contact details are correct. Contact Council's Animal Facility, or local shelters

For more information and pet emergency plans, please visit: [getready.qld.gov.au/pets](https://getready.qld.gov.au/pets)

## LIVESTOCK ANIMALS

Do you live in a rural area and have livestock or larger pets, such as horses or cows? Having an emergency plan for your livestock helps prepare for different challenges relating to the weather.

Ensure your horses and livestock are included in your emergency planning.

### IMPORTANT THINGS TO REMEMBER

Identify the site where you will evacuate your animals to. Make sure you check with your local council about evacuation options that include facilities for animals

Ensure all your animals are appropriately identified and your details are up to date with the National Livestock Identification System: [nlis.com.au](http://nlis.com.au)

Prepare your animal emergency plan and disaster kit and place it in a prominent place. The kit may include food, water, halters, leads, rugs, first aid supplies, medications, veterinarian's details and relevant documentation

Determine which evacuation routes are available and safe in an emergency

Check and remove equipment that may burn animals during a bushfire, such as horse rugs and synthetic halters

Fill water troughs and put out sufficient feed. Remember that you may not be able to return to your property for several days, so at least 5 days of water and food should be left

Don't shut horses in stables or small yards unless the area is well protected from the emergency

Don't leave synthetic (nylon or plastic) equipment, including rugs, on animals. These can melt and cause serious burns. Radiant heat can also cause metal buckles to become hot and cause burns to animals. Leather halters and cotton lead ropes, while generally not as strong as nylon, are safer than synthetic

Where the property is in danger of flooding, move all stock to the highest areas of the property away from water sources and flood plains. If possible, provide a source of supplementary food (such as hay roll) and water in an area least likely to flood, and consider opening gates to allow animals to move to dry land

Check for any injuries and seek veterinarian advice or assistance immediately if required

Ensure livestock are safely contained, which may require temporary fencing or relocation

Ensure adequate food and fresh water is available and not contaminated

**Check the following before re-entering a burnt area:**

- ✓ Partially burnt structures and trees which might be unstable or likely to fall
- ✓ Tree roots which may burn underground creating hot pits that could cause burns if stepped in
- ✓ Monitor for and treat symptoms of pest or disease

Please visit the Get Ready website for a  
**Livestock Severe Weather Emergency Plan**



## BUSINESS

Preparing before a disaster impacts your community can help your business continue operating and recover more quickly. A Business Continuity Plan helps you identify risks, plan your response and understand what you need to get back up and running, including appropriate insurance.

### IMPORTANT THINGS TO REMEMBER

Create a clear chain of command.

Decide who is responsible for authorising an evacuation

Keep items where you can quickly and easily retrieve them at your business and/or store items safely and securely off-site

Access to important documentation such as insurance policies, financial and banking records, copies of important documents saved to a USB, an external hard drive or a cloud platform

### KEY ITEMS TO CONSIDER WHEN PREPARING COULD INCLUDE

#### Information needed

List of employees contact details

Emergency services contacts, example warning about dangerous weather, road conditions, and closures: [qld.gov.au/emergency](http://qld.gov.au/emergency)

List of customer and supplier details

Product lists and specifications

Latest stock and equipment inventory

How you will be contacted

#### Access to important information

Insurance policies

Financial and banking records

Copies of important documents could be scanned and the files saved on a USB memory stick and external drive

#### Have the right equipment at your business

Complete first aid kit, and first aid manual

Battery powered radio, torch and spare batteries

Phone and photographic or video devices (useful for insurance claims)

Masking tape

Plastic sheeting

Personal protective equipment – gloves, masks, disinfectant, safety glasses

Waterproof bags for valuables

#### Ensure your business is secure

Back up data on USB memory sticks or external drives regularly

Is cloud storage a useful option?

Spare keys or security codes

## PREPARE FOR EVACUATION

If a disaster event is imminent, you may decide to evacuate your business or you may be ordered to evacuate by local authorities. Having an evacuation procedure avoids confusion and possible injury during an emergency.

### Key Steps

---

Decide what circumstances would trigger an evacuation

---

Work out both primary and secondary evacuation routes and exits and create floor plans that features these. Post these in places where they are easy to see

---

Develop procedures for dealing with any hazardous materials or shutting down critical operations

---

Make regular drills part of your business to help familiarise staff

---

### Record

Your business continuity planning is one of the most important things a business can do to help survive a natural disaster or major severe weather event.

A good business continuity plan should

---

Detail the Incident Response Plan as a checklist

---

Specify the critical recovery steps as a checklist

---

Analyse the impact of these risks on your business

---

Document the business data security and backup strategy

---

Define the business evacuation plan

---

Define the contents and location of the business emergency kit

---

Include visiting the Business and Industry Portal at: **[business.qld.gov.au](https://business.qld.gov.au)**

---

For more information, please visit:  
**[getready.qld.gov.au/business](https://getready.qld.gov.au/business)**



# COMMUNITY GROUPS

**Have you documented all the critical contact numbers for your organisation?**

Staff

Clients

Stakeholders

**How you identified the critical functions your organisation performs?**

What are the functions that, if you stopped doing them for a short to medium period of time, would have a major negative impact on your organisation?

**Have you identified the critical equipment you need to perform the above mentioned functions?**

Do you have back up equipment if any of it is damaged?

How will you continue to perform the function if this equipment is damaged?

**Have you identified a secondary office location?**

Have you identified an alternate office location if normal office unavailable?

Have you tested your ability to work there – include IT support in this process? Will laptops work? Can you print? Is your data accessible?

Have you got an MOU with others to take clients, if need be, or to go to another of your own agency facilities etc?

**Have you written this information down in a plan?**

Is it up to date (reviewed monthly)?

Do you have it in hard copy?

Do your staff have hard copies?

Do local Emergency Services know what your plans and arrangements are?

Does your alternative service delivery location have a copy of the plan?

**Have you put together an emergency 'go-bag' with the following contents?**

Hard copies of your crisis management plan

Pre-paid mobile phone and charger x2

Laptop and charger

Power board

Notepads and pens

Critical client/organisation records

Back up of data and records on an external storage drive

# COMMUNITY MEMBERS WITH CHRONIC CONDITIONS AND DISABILITIES

Have you created a personal support network of family, friends, relatives, neighbours, roommates and co-workers who could assist at a moment's notice? Discussed your individual needs with them, including evacuation plans and medical information list?

Is your emergency information in a plasticised card kept in a wallet with contact details of family (more than one person), medications and dosage?

Is your medical information list up to date with the names and numbers of your doctors, medications, dosage instructions, and any existing conditions? Make note of your adaptive equipment, allergies, communication methods. This may be done electronically using My Health Record at: [digitalhealth.gov.au/initiatives-and-programs/my-health-record](https://digitalhealth.gov.au/initiatives-and-programs/my-health-record)

Have you saved important information for any assistive devices including make, model, manufacturer, and insurance details?

Do you need special foods or need your foods to be prepared in a special way?

How will you use equipment that runs on electricity or batteries – such as dialysis machines, electrical lifts, communication devices, and power chairs – if there is a power outage?

How will you clean up your home after an emergency?

Do you need a specially-equipped vehicle or accessible transportation?

How will you get groceries, medications, and medical supplies if your support people are unable to reach you?

What will you do if you can't get to your mobility aids?

Have you prepared for at least 72 hours of animal care for pets or assistance animal including photograph of animals and medical information, registration details, food and food preferences, favourite toy or blanket?

Will you be able to care for your animal during and after an emergency?

# PERSON CENTRED EMERGENCY PREPAREDNESS (P-CEP) PLANS

Person Centred Emergency Preparedness (P-CEP) Plans are personalised strategies for individuals with disabilities, the elderly, or those with chronic health needs to prepare for emergencies by focusing on their unique capabilities and support requirements, ensuring they can manage health, safety, and daily needs with their support network during disasters. Prepare your plan with your support worker or carer and review it regularly.

**Always have in place:**

## EMERGENCY PLANNING CHECKLISTS

1. Complete your one-page hard copy Emergency Contacts and Checklist (page 67) and have it in your Go Bag ready with copies of your documents in it and details of your insurance policy and photos loaded onto the USB or external hard drive
2. Go to [plan.getready.qld.gov.au](https://plan.getready.qld.gov.au) and create your Emergency Plan online today

Preparedness means taking small steps to make you feel safe before, during and after a disaster event or any other emergency (e.g. house fire). Making unique emergency preparedness plans helps support people to respond better from an emergency event and assists them to recover faster.

For more information,  
download the **P-CEP Workbook**



# Important numbers



| EMERGENCY                                                                  |                                                                                                                                                                                                                                                      |                                                     |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <b>Emergency</b>                                                           | Police/Fire/Ambulance                                                                                                                                                                                                                                | 000                                                 |
| <b>State Emergency Services (SES)</b>                                      |                                                                                                                                                                                                                                                      | 13 25 00<br>ses.qld.gov.au                          |
| <b>Police (non-emergency)</b>                                              | Hervey Bay                                                                                                                                                                                                                                           | 07 4128 5333                                        |
|                                                                            | Maryborough                                                                                                                                                                                                                                          | 07 4123 8111                                        |
| <b>Rural Fire Service</b>                                                  | Fraser Coast/Cooloola                                                                                                                                                                                                                                | 07 4122 0337                                        |
|                                                                            | For Warnings and Incidents                                                                                                                                                                                                                           | fire.qld.gov.au/Current-Incidents                   |
| <b>Police Link</b>                                                         | A non-urgent report that doesn't require police response as a priority. These include:<br>✓ Wilful property damage (e.g. Graffiti)<br>✓ Break and Enter<br>✓ Stealing offences<br>✓ Stolen Vehicles<br>✓ Lost property (e.g. lost phone, wallet etc) | 13 14 44<br>police.qld.gov.au/police-link-reporting |
| <b>Ambulance (non-emergency)</b>                                           |                                                                                                                                                                                                                                                      | 13 12 33                                            |
| <b>Fraser Coast Regional Council</b>                                       | General Enquiries (including after hours emergencies)                                                                                                                                                                                                | 1300 79 49 29                                       |
|                                                                            | Water and Sewerage                                                                                                                                                                                                                                   | 1300 79 49 29                                       |
|                                                                            | Disaster Dashboard                                                                                                                                                                                                                                   | disaster.frasercoast.qld.gov.au                     |
| <b>Bureau of Meteorology weather and cyclone warnings</b>                  |                                                                                                                                                                                                                                                      | 1300 659 210<br>bom.gov.au                          |
| ROAD CONDITIONS                                                            |                                                                                                                                                                                                                                                      |                                                     |
| <b>QLD Traffic</b>                                                         | For immediate access to information on road and traffic conditions or to report an incident                                                                                                                                                          | 13 19 40<br>qldtraffic.qld.gov.au                   |
| RADIO                                                                      |                                                                                                                                                                                                                                                      |                                                     |
| <b>ABC Wide Bay 100.1</b><br>(Official Disaster and Emergency Broadcaster) |                                                                                                                                                                                                                                                      | 100.1<br>abc.net.au/listen/live/widebay             |
| <b>Triple M Fraser Coast 103.5</b>                                         |                                                                                                                                                                                                                                                      | 103.5<br>triplem.listnr.com/fraser-coast            |

|                                                              |                                         |                                                  |
|--------------------------------------------------------------|-----------------------------------------|--------------------------------------------------|
| <b>Rebel FM 106.7</b>                                        |                                         | 106.7<br>rebelfm.com.au/widebay                  |
| <b>Fraser Coast FM 107.5</b>                                 |                                         | 107.5<br>frasercoast.fm                          |
| <b>SERVICE COMPANIES (ELECTRICITY, GAS, PHONE, INTERNET)</b> |                                         |                                                  |
| <b>Ergon Energy</b>                                          | General Enquiries                       | 13 74 66                                         |
|                                                              | Power Outages 24/7                      | 13 22 96                                         |
|                                                              | Emergencies<br>(fallen powerlines) 24/7 | 13 16 70                                         |
|                                                              |                                         |                                                  |
| <b>HOSPITALS</b>                                             |                                         |                                                  |
| <b>Hervey Bay Hospital Main Switchboard</b>                  |                                         | 07 4325 6666                                     |
| <b>Maryborough Hospital</b>                                  |                                         | 07 4122 8222                                     |
| <b>St Stephens Private Hospital</b>                          |                                         | 07 4120 1200                                     |
| <b>OTHER CONTACTS</b>                                        |                                         |                                                  |
| <b>Australian Government Emergency Information</b>           |                                         | 180 22 66                                        |
| <b>Centrelink</b>                                            | For disaster response                   | 180 22 66<br>servicesaustralia.gov.au/centrelink |
| <b>Translating and Interpreting Services</b>                 |                                         | 13 14 50<br>tisnational.gov.au                   |
| <b>Legal Aid (assistance with insurance claims)</b>          |                                         | 1300 651 188<br>legalaids.qld.gov.au/Home        |
| <b>Lifeline</b>                                              |                                         | 13 11 14<br>lifeline.org.au                      |
| <b>RSPCA</b>                                                 |                                         | 1300 264 625<br>rspca.org.au                     |
| <b>Marine Rescue<br/>Queensland</b>                          | Hervey Bay                              | 07 4128 9666                                     |
|                                                              | Sandy Straits                           | 07 4129 8141                                     |
| <b>RACQ</b>                                                  |                                         | 13 19 05<br>racq.com.au                          |

*NBN customers please note: NBN services require a power source at both the exchange and customer end to operate. So even if you have a backup power supply within your premises, you may lose telephone and internet services during power outages.*

# DISASTER DASHBOARD

YOUR ONE-STOP SHOP FOR DISASTER INFO

🔍 [disaster.frasercoast.qld.gov.au](https://disaster.frasercoast.qld.gov.au)

OPT-IN FOR NOTIFICATIONS **NOW!**

**FLOOD CAMERAS**  
**ROAD CONDITIONS**  
**POWER OUTAGES**  
**EMERGENCY NEWS**  
**AND MORE**



SCAN HERE

☒ Flood Cameras

