

WHITSUNDAY DISASTER COORDINATION CENTRE

ACTIVATION

The Whitsunday Disaster Coordination Centre will be activated and manned by emergency agencies and council staff to coordinate resources responding to a disaster event. The centre may not necessarily be activated prior to the impact of the event. The centre will be activated following the event.

The area for which the Whitsunday Disaster Coordination Centre is responsible includes the Whitsunday Regional Council area.

Advice will be communicated to residents when the centre is operational via available sources such as local radio, Council's website and the Whitsunday Disaster & Emergency Information Facebook page. Persons requiring assistance following an event should contact the centre and provide information as requested by the telephone operator.

CONTACT DETAIL

The contact number for the Disaster Coordination Centre is:

1300 972 006

COMMUNICATION OF ADVICE TO THE PUBLIC

Advice from the **Disaster Coordination Centre** to the public prior to, during and following an event will be provided by at least the following radio stations:

ABC Local Radio 630 AM GEM FM 95.1 FM 4TO FM 98.3 FM Hot FM 107.9 FM Collinsville 7 ABC Local Radio 106.1 FM Proserpine 8 Sea FM 98.7 FM Hot FM 100.3 FM ABC Local Radio 101.1 FM ABC Local Radio 101.1 FM ABC Local Radio 89.9 FM Star 101.9 90.7 FM 4MK FM 91.5 FM Sea FM 92.3 FM Hot FM 94.7 FM	Bowen	
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Sea FM 92.3 FM	Star 101.9	90.7 FM
	4MK FM	91.5 FM
Hot FM 94.7 FM	Sea FM	92.3 FM
	Hot FM	94.7 FM

PREPARING FOR CYCLONES

The following information is provided by the Whitsunday Disaster Management Group for residents of the Whitsunday Region.

Are you at threat from storm surge, flooding or fire?

Whitsunday Regional Council now has a new interactive online storm surge mapping service. The interactive online storm surge maps provide a simple user-friendly way to access storm surge information within the region more efficiently.

The maps identify the six different storm surge zones, flood prone areas and the bush fire prone areas within the Whitsunday region. The maps work in a similar way to any online mapping service. All you need to do is type in your address, select your desired layer option and the map will show if your property is affected by any storm surge zones, flooding or whether it is in a bush fire prone area.

Be prepared – visit

www.whitsunday.qld.gov.au/storm-surge-maps Like Whitsunday Disaster & Emergency Information on Facebook

CYCLONES ARE DESTRUCTIVE & INEVITABLE

Every year between November and April, the coastal regions of Queensland are at risk of cyclones.

A cyclone is a violent storm characterised by high winds rotating around a calm centre that can produce winds in excess of 125kmh. These strong winds can cause excessive damage to property and turn debris into dangerous missiles.

Cyclones can also bring flooding rains, which cause further damage to property, and increase the risk of drowning.

Many cyclones also bring about storm tide, which is a rapid rise in sea level that moves inland very quickly. Storm tide can damage buildings, cut off evacuation routes and be the cause of injuries and sometime deaths.

While most deaths from cyclones occur as a result of drowning, many lives have been lost due to collapsing buildings or flying debris which can become lethal in high winds.

BEING PREPARED IS YOUR RESPONSIBILITY

Every person who lives in a cyclone prone area of Queensland must recognise the threat and make it a priority between the months of November and April. While local, state and federal governments can spend millions of dollars every year on disaster mitigation, response and recovery, these efforts can be worthless if families do not take the proper precautions themselves.

The Whitsunday Disaster Management Group urges all residents to ensure that preparations undertaken are adequate to guarantee all persons are fully self reliant for food, water, cooking, medications and essentials for a period of not less that 3 days. Previous events are proof of this need.

► Cyclone Ului crossed the coast near Airlie Beach in March 2010 as a category 3 cyclone causing major damage to the Whitsunday Region.

► Cyclone Anthony crossed the coast near Bowen in January 2011 as a category 2 cyclone causing minor damage and localised flooding.

► Cyclone Dylan crossed the coast near Hydeaway Bay on 31 January 2014 as a category 2 cyclone causing record storm tide heights since monitoring stations were installed during the late 1970's.

Cyclone Hadi

was forecast to cross the coast between Bowen and Airlie Beach on 10 March 2014 as a category 1 cyclone. The system came within 300kms of Hamilton Island then changed path and headed back out to sea.

► Cyclone Ita crossed the coast in far north Queensland but maintained category 1 cyclone intensity as it crossed through Bowen and Airlie Beach on 13 April 2014. Cyclone Ita had widespread rainfall of between 100mm & 200mm within a few hours that led to moderate flood levels of the Don River. The Proserpine River also peaked at 5.01m which is a new record since the Dam was constructed in 1990.

► Cyclone Debbie crossed the coast on March 28th 2017 forming as a tropical low on 23 March, the low gradually intensified to a named tropical cyclone on 25 March. After rapidily strengthening offshore to a severe Category 4 system, Cyclone Debbie made landfall near Airlie Beach. It weakened into a tropical low on 29 March, but continued to travel south-east, causing significant damage and record flooding from the Whitsundays to South East Queensland and northern New South Wales. Debbie is the deadliest cyclone to hit Australia since Cyclone Tracy in 1974. The information listed below details the preparation that you will need to make during cyclone season in order to minimise the damage to your home and your family.

PREPARATION STEPS

BEFORE THE CYCLONE SEASON

There are many important things that you can do now to prepare your family and your home.

How to prepare your family

- Compile a list of emergency phone numbers and keep it somewhere that is visible to all family members.
- Nominate an out of town family member or friend to be a point of contact in case you or your family become separated during the cyclone.
- Find out if your home is in an area that could be prone to storm tide. Evacuation Maps (Storm Tide) are available for viewing at www.whitsundayrc.qld.gov.au/evacuation
- Identify the strongest part of your house (usually the smallest room) and ensure everone knows where this is in case you need to seek shelter in your home.
- Ensure at least one person in your household knows first aid.

PREPARE AN EMERGENCY KIT

Every family should have a fully stocked Emergency Kit stored safely in their home. See page 10 for first aid kit list.

See page to for first and kit list.

Your emergency kit should include:

- portable radio
- torch
- spare batteries
- first aid kit
- non perishable food
- sturdy gloves
- warm clothes
- water proof bags
- candle
- matches
- essential medications
- copies of important documents (insurance details, birth certificates, prescription refills etc)
- special food and medication for infants elderly or disabled family members
- pillows & bedding
- portable gas cooker in the event of long term power outages.

DEVELOP AN EVACUATION PLAN

It is essential that you spend a few minutes with your family at the start of the cyclone season to talk about what you will do if an evacuation becomes necessary.

Remember that evacuations are only ordered by Police, SES or the Disaster Management Group if storm tide or flooding is likely. Evacuation of dwellings prior to and during the impact of a cyclone is unlikely to be ordered unless for storm tide or flooding. Refer to the next section for information on the opening of cyclone shelters within the Whitsunday Region. Welfare/Evacuation Centres are opened after the event as necessary to provide for persons displaced as a result of the event.

- Identify a safe place to evacuate to if storm tide or floods are threatening. Family or friends who live in secure accommodation that is further inland and on higher ground are the best option.
- Listen to advices given on local radio to identify the preferred and safe evacuation routes.
- Ensure your vehicles are fuelled in case you

need to evacuate at short notice.

- Practice a drill with your family to ensure everyone is familiar with the evacuation plan.
- Decide how you will look after your pets if you cannot take them with you.
- Ensure everyone is familiar with the Standard Emergency Warning Signal (SEWS). SEWS is generally broadcast when a severe cyclone is expected to hit within 12 hours.

HOW TO PREPARE YOUR HOME

- Ensure that your home and contents insurance covers you for storm tide, flooding and cyclone damage including clean up and debris removal.
- Check the condition of your roof, repair any loose tiles, eaves, loose iron and roof screws and gutters.
- Ensure windows are fitted with shutters or metal screens.
- Trim any branches overhanging your house and clear gutters of leaves and debris.
- SES volunteers will not respond to problems caused as a result of poor maintenance.

CYCLONE SHELTER & EVACUATION OPTIONS

It is critical that you and your family have thought through and planned for your family's safety before the cyclone season. You need to develop your household emergency plan so you can make safe decisions and preparations for the wet season, especially where you and your family will shelter during a cyclone.

Shelter in Place – if your home is safe, then plan and prepare now to shelter in place

If you answer no to all three questions in the following diagram, your best option is stay at home.

You will be more comfortable sheltering in our own home and can keep your pets with you. You can even offer to shelter your friends and family. You still need to plan and prepare now by following these steps:

- Prepare an emergency plan, emergency kit and prepare your home – refer to the Whitsunday Region Emergency Action Guide
- Identify the strongest room in your home. This is usually the smallest room with the least number of windows and external walls.
- Identify your best options to 'tune into warnings'

Evacuate and Shelter in a Safe Place – if your home is not safe, then plan and prepare now so you can evacuate to a safer place.

If you answered yes to any of the questions in the diagram your best options are to:

- Pre-arrange to evacuate and shelter with family or friends that live in a safer place
- outside the evacuation zone, in a well maintained building/home, or;
- Pre-arrange to leave the area altogether and shelter in another town outside of the warning area (motel, family or friends)
- Check now if you will be able to take your pets with you and determine what emergency supplies and valuables you will need to prepare and take with you in your evacuation kit;
- Consider how you will get to your safer location and when you will need to leave. Remember it is better to leave early before wind and storm tide impact your local area; and
- Enact your evacuation plan (when required) and move to your safer location. Remember it is better to leave early rather than wait to the last minute.

Evacuation and Shelter Options

The best option for most people during a tropical cyclone is to shelter in their homes (shelter in place). However, if your home is located in an evacuation zone or is an older building that is not in good condition or you have special needs, you need to plan and prepare now so you can evacuate and seek shelter in a safer place.

Find out if it's safe for you to plan and prepare to shelter in place:





EMERGENCY Action Guide continued

Public Shelter Options

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Public cyclone shelters must be considered as the last option for residents that live in an evacuation zone, have exhausted all other shelter options and are unable to leave the warning area. Public cyclone shelters are intended as a short term shelter option (up to 18 hours) and have very basic amenities.

You and your family will be much more comfortable sheltering at home, or at family members' or friends' home located in an area outside local evacuation zones or with family, friends or at a motel in a location outside the warning area.

Residents in evacuation zones with no other sheltering option will be advised when the Public Cyclone Shelter is activated, via local radio and on Council's website and Facebook page (Whitsunday Disaster & Emergency Information).

CYCLONE SHELTER LOCATIONS

- Proserpine State Primary School, Sterry Street, Proserpine
- Bowen State High School, Richmond Road, Bowen

Limitations of Public Cyclone Shelters:

These facilities have limited capacity and will be used to accommodate as many people as possible. This means that there will be limited space and you will need to be aware of the following limitations and conditions:

- You will need to be seated in a chair and will not be able to lie or sit on a mattress or stretcher (there is not enough space for bedding);
- Domestic pets and other animals will not be allowed in the shelter and you will need to make other arrangements for sheltering your pets prior to cyclone season. Note: Assistance animals are permitted to enter the shelter and stay with owners;
- All personal belongings are to be kept within a backpack or small bag able to fit under a chair. You will need to be self sufficient (no food supplied and support yourself and your family for the duration of the shelter period, so you need to include personal medications, essential non-perishable food and refreshments, identification papers and essential personal items. Anything deemed oversized and/or unnecessary will not be permitted into the shelter.
- There are no cooking facilities, limited bathroom facilities and limited medical support provided;
- There will be limited transport and parking options; and
- When using a Public Cyclone Shelter you may be in the facility for up to 18 hours or more.

During this time the building will be "locked down" for a period when the cyclone is passing. To ensure the structural integrity of the building and the safety of occupants during this time, there will be no ability to enter or leave the shelter.

Prohibited Items

It is a condition of entry that prohibited items must not be brought into the shelter, these include:

- · All alcohol
- All weapons including knives or similar edged items
- · All illicit drugs and associated items; and
- All aerosols (except personal medications

such as asthma puffers etc) People seeking entry to the shelter will be required

to surrender any prohibited items. You and your belongings may be searched by Queensland Police Officers if the officers have a reasonable belief that such items have been taken into the shelter. Council has produced a Cyclone Shelter information video which is available on YouTube or Council's website:

www.whitsunday.qld.gov.au/cyclone-shelters

PREPARATION WHEN A CYCLONE WATCH/WARNING IS ISSUED

WHAT TO DO IF A CYCLONE WATCH OR WARNING IS ISSUED BY AUTHORITIES

A **Cyclone Watch** is issued by the Bureau of Meteorology (BoM) when gale or stronger winds associated with a cyclone are expected to hit within 48 hours but **not within 24 hours.**

A **Cyclone Warning** is issued by BoM when gales or stronger winds area expected to hit **within 24 hours.**

The Bureau of Meteorology is the organisation which provides all official cyclone information and warnings. This information is available on the BoM website http://www.bom.gov.au/qld/

If you hear either a watch or warning you should:

- Keep listening to your portable radio and watch the BoM website to monitor the movement (tracking),
- predictions and severity of the cyclone.
 Check your emergency kit is complete and available.
- Check that your neighbours are aware that a cyclone advice has been issued.
- Clean your property of all loose items. Remove lock and secure.
- Secure boats and move vehicles to a safe place.
- Secure a supply of drinking water in case town supply becomes unavailable.
- Prepare an evacuation kit.
- Withdraw sufficient cash (in the event of power failure which may make banks and automatic teller machines inaccessible) to cover essential items such as food, water, petrol and add this to your Kit.
- Re-fuel vehicles, portable generators and chainsaws.
- Bring children and pets indoors and remain inside until further advice is given.
- The Disaster Management Group urges all residents to ensure that preparations undertaken are adequate to guarantee all persons are fully self reliant for food, water, cooking, medications and essentials for a period of not less that 3 days. Recent events are proof of this need.

DURING A CYCLONE

If a cyclone is approaching and an official evacuation order has not been given and you decide to not seek shelter with friends in alternative accommodation or leave the warning area entirely, you must shelter in your home until the cyclone has passed.

If you decide to shelter at home:

- Turn off all electricity, gas and water and unplug all appliances.
- Keep your Emergency Kit close at hand.
- Bring your family into the strongest part of the house.
- Keep listening to the radio for cyclone updates and remain indoors.
- If the building begins to break up, immediately seek shelter under a strong table or bench or under a mattress.
- DO NOT operate a generator in an enclosed space. Exhaust fumes kill.

BEWARE THE CALM EYE OF THE CYCLONE

Some people venture outside during the eye of the cyclone, mistakenly believing that the cyclone has passed. Stay inside until you have received official advice that it is safe to go outside.

If you must evacuate:

If an **official evacuation order** is issued then you and your family must leave your home immediately and seek shelter with friends or family who are further inland or on higher ground or proceed to a location such as the Cyclone Shelter as directed by a Police Officer or an SES volunteer. Please refer to the section on Cyclone Shelters. Prior to leaving your home you must:

- Turn off all electricity, gas and water and unplug all electrical appliances and lock your doors.
- Énsure all family members are wearing strong shoes and suitable clothing.
- Take your Emergency Kit and Evacuation Kit and commence your Evacuation Plan.

If you are **visiting or holidaying** and do not have family or friends to shelter with **contact your accommodation manager** immediately to identify options for evacuation.

RECOVERY AFTER A CYCLONE

The time immediately after a cyclone is often just as dangerous as the initial event itself.

Many injuries and deaths have occurred as a result of people failing to take proper precautions while exploring collapsed buildings, sightseeing through devastated streets or cleaning up.

Once you have been advised that the cyclone has passed you must adhere to the following:

- Listen to your radio and remain indoors until advised.
- If you are told to return to your home, do so using the recommended routes only.
- Do not go sightseeing.
- · Check on your neighbours if necessary.
- Do not use electrical appliances which have
- been wet until they are checked for safety. • Boil or purify your water until supplies are
- declared safe by Council.
 Stay away from damaged power lines, fallen trees and flood waters.
- If your home has become uninhabitable due to cyclone damage, contact the Whitsunday Disaster Coordination Centre on 1300 972 006 to advise of your situation and request assistance.

ADDITIONAL INFORMATION

Road closure hot spots

The Bruce Highway and other main roads can be cut in many places across the Whitsunday Region due to localised flooding. Road closure hot spots include but are not limited to:

- Bruce Highway, Merinda
- Bruce Highway, South of Bowen
- Bruce Highway, Myrtle Creek
- Bruce Highway, near Dingo Beach turnoff
 Bruce Highway, Goorganga Plains, south of
- Proserpine
- Shute Harbour Road along Hamilton Plains and Myrtle Creek - between Airlie Beach and Proserpine
- Crofton Creek on Gregory-Cannonvalley Road in Strathdickie

Sandbags

Sandbags are often made available prior to forecast sever weather events. The location and availability of sandbags will be advised by the Whitsunday Disaster Management Group via local radio, the Whitsunday Disaster & Emergency Information Facebook page and the Whitsunday Regional Council website www.whitsundayrc.qld.gov.au

School Closures

For information regarding school closures relating to a disaster event, please visit the school's website or contact direct via phone. For public schools, contact the Department of Education, Training & Employment (DETE). https://www.qld.gov.au/ education/schools/information/pages/closure.html

Insurance

Ensure your home, car and contents insurance is current and covers your assets adequately – your insurance policy will state what disasters you are covered for. While insurers generally cover storm damage, the level of cover varies.

Check for the following with your insurance:

- If you're covered for storms, floods, bushfires and flash floods. Make sure you understand the definition of each term by asking questions.
- How much you're covered for if your property is prone to particular events, ask specifically if you are covered for that.
- Is your cover is enough? Repairs can cost more than you think

If you have questions about your insurance policy or claim, speak to your insurer first.

Supermarkets

Residents are reminded that supermarkets do not necessarily stock additional items due to the possibility of a severe weather event. Roads may be cut off for a period of time and therefore supplies may be short. It is important that your emergency kits are fully stocked at the start of each cyclone season.

Pets

Pets are special and they are your responsibility. It is up to you to prepare for the safety and welfare of your pets in the case of an emergency. Individual needs will vary and you will need to decide on the best plan for your circumstances and the options available to you.

Domestic pets and other animals will not be allowed in the cyclone shelters or evacuation centres and you will need to make other arrangements for sheltering your pets prior to the cyclone season. Please note: Assistance animals are permitted to enter the shelter and stay with owners.

There are currently no temporary animal shelters in the Whitsunday region during times of major emergencies or disasters. Pet owners are encouraged to take all the necessary steps to have a plan in place early.

The State Government's Get Ready Queensland www.getready.qld.gov.au/be-prepared has information available on preparing a Pet Emergency Plan for household pets.

Here are some basic tips to be applied to household pet emergency planning:

- Properly identify your pets including registration and/or microchipping and ensure your pet has a tag. Remember, telephone lines may be down during a disaster and it is important that any registered method includes your current address.
- Prepare an easily accessable pet emergency kit. Include medications, medical and
- vaccination records, vet details, sufficient food and bottled water, can opener, a familiar pet blanket, bedding or toy, a secure pet carrier, leash or harness to move animals to safety and consider your animal's sanitation needs.
- Secure animals inside before an emergency event, so they do not take flight or run away. Never leave an animal tied-up or chained without shelter or bedding. Never leave an animal in a motor vehicle.
- Should your pet be different such as aquarium fish, reptiles, small livestock etc you may have to make special arrangements in advance of any emergency situation.
- Contact specialised agencies such as Department of Agriculture and Fisheries www.daf.qld.gov.au



FIRE DANGER RATINGS



BUSHFIRE WARNINGS

There are four levels of community warnings:

Advisory – currently no threat to property; there is no action required;

Advice – currently no threat to property, but stay informed and consider taking a series of preparatory actions;

Watch and Act – you could be impacted and should prepare to enact your Bushfire Survival Plan; and

Emergency Warning – you need to enact your Bushfire Survival Plan immediately and prepare for impact.

Warnings are issued by the media or on social media platforms. Firefighters, State Emergency Service (SES) volunteers or police may doorknock in the area or you could receive an Emergency Alert message on your mobile or home phone with advice on the situation and where to go for further information.

To minimise risk, identify and reduce the fire risks on your property, and prepare a Bushfire Survival Plan, published at www.ruralfire.qld.gov.au

notes:



NEW EVACUATION MAPS (Storm Tide)

The community has spoken and Whitsunday Regional Council and the Whitsunday Disaster Management Group have listened. Cyclone Dylan in 2014 caused widespread storm tide inundation of low-lying coastal land of about 0.5 metres above king tide level. This could have been much worse if the cyclone had crossed near the high tide. The community provided feedback that the existing Storm Tide Inundations maps were far too complex to understand and identify which colour zone or zones properties were located in. As a result, significant work has been undertaken by Council and local emergency services agencies to develop a new set of Evacuation Maps (Storm Tide) for the coastal strip of the Whitsunday Region at risk of Storm Tide inundation or isolation. These evacuation maps will replace the existing Storm Tide Inundation Maps for evacuation purposes.

The New Evacuation Maps are intended to simplify the existing storm tide evacuation risk and process for both the community and emergency services. The number of colour zones will be reduced from seven (7) to five (5) and each property or land parcel will only have one (1) colour zone assigned (previous inundation maps would often identify properties as being in multiple colour zones which led to confusion).

These maps are for ocean based storm tide inundation risk only; these maps do not include cyclonic rainfall based flood risk or cyclonic wind damage risk.

The new zones have been developed by local emergency services working groups, taking into consideration information available from several sources including Storm Tide Inundations Maps, the AHD (Australian Height Datum) information, risks of properties becoming isolated, building plans, survey plans and local knowledge.



A draft example of the difference between the existing Storm Tide Inundation Map and new Evacuation Map is shown (Hydeaway Bay used for map example purposes only).

FOR MORE INFORMATION

The new Evacuation Maps (Storm Tide)

visit Council's website:

www.whitsunday.gld.gov.au/evacuation to view an informational video or read detailed data or map information.

See if you can find your property and what colour zone you will be in. If you are in the Red,

Orange, Yellow or Blue zones, ensure you have an evacuation plan prepared. If you are in the White zone in a well maintained dwelling house built since 1982 (when minimum building code standards were implemented), consider offering refuge to friends or family at risk from storm tide evacuations during cyclone events.

Evacuation Zone (Storm Tide) Legend		
RED	Extreme Risk Evacuations of the Red Zone may occur with any cyclone depending on tide, intensity and location.	Residents in the Red Zone have the highest risk of inundation or isolation from a cyclone storm tide. The Red Zone includes low-lying coastal areas and areas that may experience storm tide affects up to approximately 1.25 metres above Highest Astronomical Tide (King Tide).
ORANGE	Major Risk There is a 0.1 per cent chance of this occurring in any year	Residents in the Orange Zone have a high risk of inundation or isolation from a cyclone storm tide. The Orange Zone includes low-lying coastal areas and areas that may experience storm tide affects up to approximately 2.25 metres above Highest Astronomical Tide (King Tide).
YELLOW	Moderate Risk There is a 0.01 per cent chance of this occurring in any year	Residents in the Yellow Zone have a medium risk of inundation or isolation from a cyclone storm tide. The Yellow Zone includes low-lying coastal areas and areas that may experience storm tide affects up to approximately 4.25 metres above Highest Astronomical Tide (King Tide).
BLUE	Minor Risk There is a less than 0.01 per cent chance of this occurring in any year	Residents in the Blue Zone have a low risk of inundation or isolation from a cyclone storm tide. The Blue Zone includes low-lying coastal areas and areas that may experience storm tide affects up to approximately 6.25 metres above Highest Astronomical Tide (King Tide).
WHITE	Extremely Minor Risk or No Risk	Residents in the White Zone have a very low risk or no risk of inundation or isolation from a cyclone storm tide. The White Zone includes areas that are at least approximately 6.25 metres above Highest Astronomical Tide (King Tide) and higher.
NOTE: The Whitsunday Region has a long and diverse coastal region that includes several Storm Tide forecast warning locations and varying tidal ranges and heights. This diversity meant that minor height fluctuations of risk colour zones and annual exceedance probably has occurred to enable a region wide approach to mapped levels so the information listed in this table is an approximate guide only.		

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visit www.whitsunday.qld.gov.au/evacuation to view PDF maps in more detail.



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