


WHITSUNDAY REGION EMERGENCY ACTION GUIDE



Whitsunday Disaster Management Group

www.disaster.whitsundayrc.qld.gov.au

 **Whitsunday Disaster & Emergency Information**



LIFE THREATENING EMERGENCY (MOBILE) WHITSUNDAY DISASTER COORDINATION CENTRE

112
1300 972 006

QUEENSLAND POLICE SERVICE

Crime Stoppers	1800 333 000
Police Link	131 444
Whitsunday Police Station	4948 8888
Whitsunday Water Police	4967 7222
Proserpine Police Station	4945 9666
Bowen Police Station	4761 3500
Collinsville Police Station	4785 5377

QUEENSLAND FIRE AND EMERGENCY SERVICES – URBAN

Airlie Beach Fire Station (Permanent / Auxiliary)	4946 6442
Proserpine Fire Station (Auxiliary)	4965 6621
Bowen Fire Station (Permanent / Auxiliary)	4786 1811
Collinsville Fire Station (Auxiliary)	4785 5083

RURAL FIRE SERVICE

Mackay District (former Whitsunday Shire area)	4965 6641
Townsville District (former Bowen Shire area)	4796 9082

QUEENSLAND STATE EMERGENCY SERVICES (SES)

Flood Storm Emergency	132 500
Mackay Area Office	4965 6651
(For SES groups located at Airlie Beach, Gloucester, Proserpine and Bowen)	

QUEENSLAND HEALTH SERVICES

13 HEALTH	13 43 25 84
Proserpine Hospital	4813 9400
Bowen Hospital	4786 8222
Collinsville Hospital	4785 4777

QUEENSLAND AMBULANCE SERVICE

Mackay Local Ambulance Service Network	4965 6601
(For stations located at Whitsunday, Proserpine, Bowen, Collinsville and Hamilton Island)	

MARITIME SAFETY QUEENSLAND

Airlie Beach (former Whitsunday Shire area)	4841 4500
Townsville (former Bowen Shire area)	421 8100

VOLUNTEER MARINE RESCUE

VMR Whitsunday	4946 7207
VMR Bowen	4786 1950
VMR Burdekin (Molongle Creek)	4783 1014
Telstra	13 22 00
Ergon – Emergencies only	13 16 70
Ergon – Faults only	13 22 96
SunWater	13 15 89
Whitsunday Regional Council	4945 0200

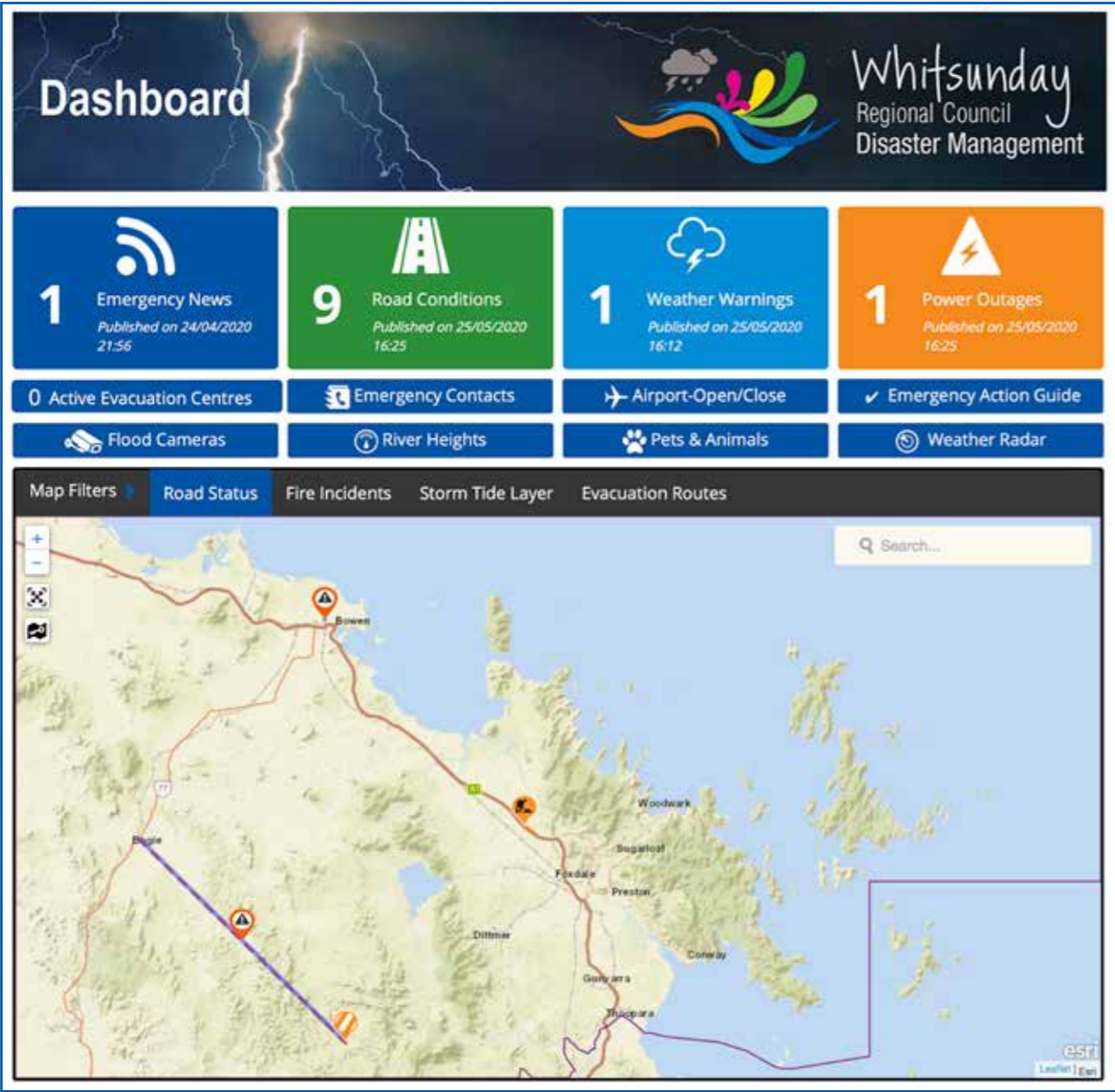
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Acknowledgements - This Emergency Action Guide has been produced by Whitsunday Regional Council in conjunction with the Whitsunday Disaster Management Group. Whitsunday Regional Council acknowledges that advice in this booklet has been obtained from a number of sources including the Bureau of Meteorology, Queensland Fire and Emergency Services, Queensland Police Service, Queensland Health, Ergon Energy, Emergency Volunteering, Geoscience Australia etc.

DISASTER DASHBOARD www.disaster.whitsundayrc.qld.gov.au



STAY UP-TO-DATE WITH THE WHITSUNDAY REGIONAL COUNCIL'S DISASTER DASHBOARD

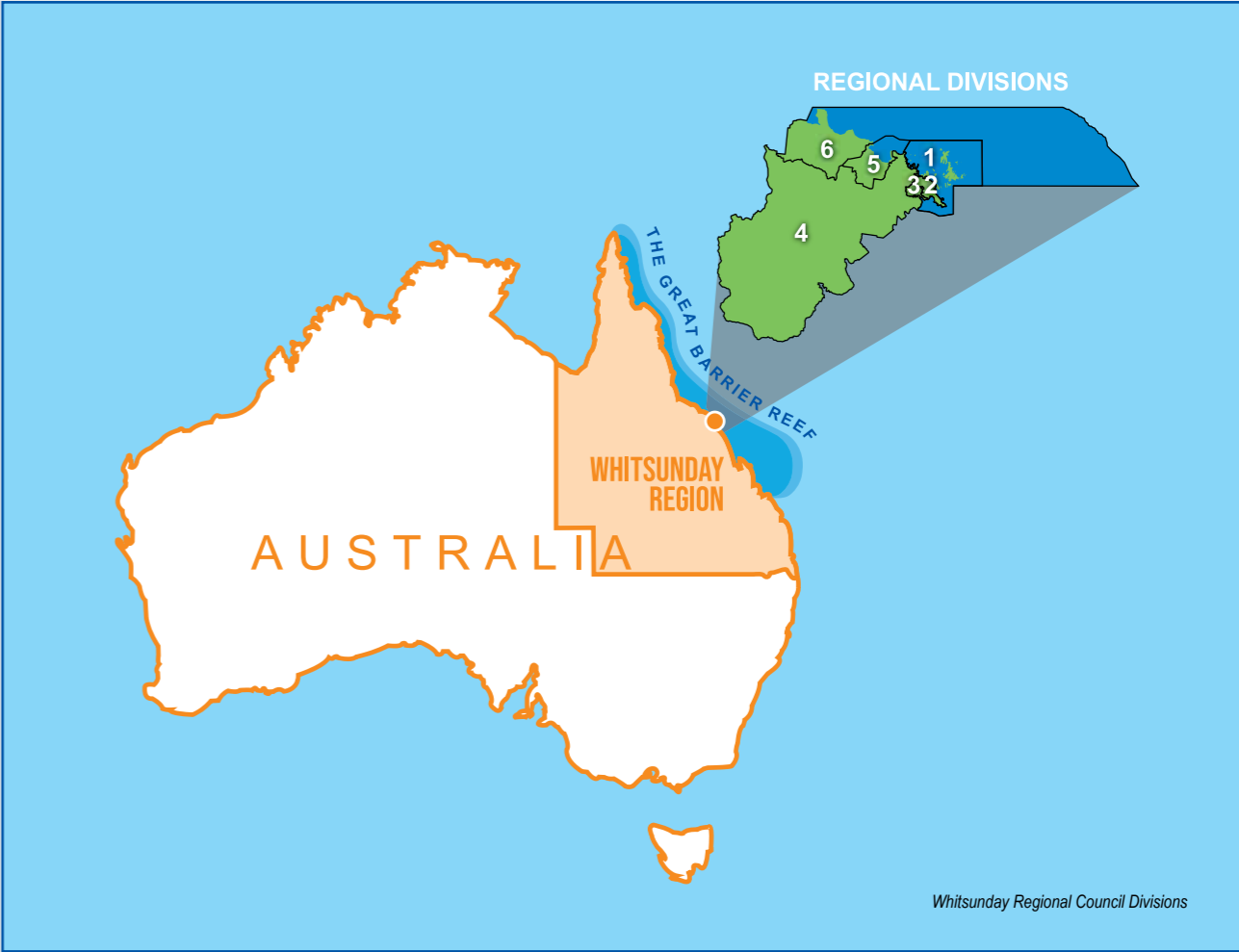
What type of information can you find on the Disaster Dashboard? Everything from the latest road conditions, fire incidents, weather warnings, storm tide evacuation zones and power outages; to evacuation routes and active evacuation centres. Get access to resources, including your local emergency action guide, emergency guides for pets, radio stations and emergency contacts. Check your route ahead of time with road status updates and flood cameras, allowing you to take the safest roads in and out of the region. Stay informed on the latest flight information, with updates for both arrivals and departures at the Whitsunday Coast Airport. Keep an eye out on the skies and the water, with access to local weather radar and local river height updates. We are your one-stop emergency news outlet for YOUR region. Residents can access the Disaster Dashboard at disaster.whitsundayrc.qld.gov.au or via the link on [Council's website](#). Please remember, in the event of a **life threatening emergency**, call 000.

INTRODUCTION

The Emergency Action Guide (EAG) has been produced by the Whitsunday Regional Council and the local Whitsunday Disaster Management Group (WDMG) to provide education and public awareness for residents and visitors to the Whitsunday Region in preparation for, response to, and recovery from disaster events likely to affect our region.

The safety of you, your family and your property are our priority. The EAG will give you safety information and tips relevant to the Whitsunday Region.

The Whitsunday Region encompasses all communities from Gumlu in the north, west to Mt Coolon & Collinsville, the towns of Bowen and Proserpine, south to the O'Connell River, and east to Cannonvale, Airlie Beach, Shute Harbour and the Whitsunday Islands.





A MESSAGE FROM THE MAYOR

Living in the amazing Whitsunday Region carries with it the responsibility of always being prepared for cyclones, flooding and other threats such as earthquakes. It is the price we pay for living in tropical paradise. Natural disasters do happen, and it is not a matter of “if” but “when”.

Public complacency is the greatest danger that our community faces in natural disasters. Preparation saves a lot of time in an event. Start getting ready now! Remember, preparing for a natural disaster is not unlike preparing for a three-day remote camping trip.

Be community minded. If you have elderly neighbours, don’t forget to ask if they need any assistance in getting their house ready. The Whitsunday coastline is subject to storm tides as a result of cyclones and this Emergency Action Guide will help you know your zone, should a storm tide evacuation be required. If you are not required to evacuate, your prepared home is often the safest place for you. Before a cyclone, you will need to make sure you and your family are safe and secure in your home by preparing. If you feel you are not going to be safe, decide early and please make alternate arrangements with friends and relatives who live outside of your evacuation zone, or find alternate accommodation, such as a motel, outside of the evacuation zone. You may also wish to consider temporarily leaving the area for the duration of the threat.

The Whitsunday Region has public cyclone shelters available in Bowen and Proserpine for use in severe tropical cyclones (Category 3 or above) however residents are encouraged to seek alternate arrangements in the first instance. The public cyclone shelters should be seen as the last resort only for those most vulnerable.

The shelters will only provide temporary accommodation from the strongest winds and will have no support services such as bedding, food or material aid.

I urge you to read the information provided in this guide, take action to prepare and understand the evacuation procedures and know your evacuation zones. Prepared communities are resilient communities.

Andrew Willcox
MAYOR

ACTIVATION OF THE WHITSUNDAY DISASTER COORDINATION CENTRE

The Whitsunday Disaster Coordination Centre is based at the Whitsunday Regional Council office in Proserpine and 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 as soon as possible following a disaster event.

A disaster event is one that causes a serious disruption in a community that requires a significant coordinated response by the State Government and other entities to help the community recover. Examples of these include cyclone, earthquake, flood, severe storm, tornado, tsunami, fire, infestations, plague, epidemic, failure of essential services or infrastructure and terrorism.

Advice of activation of the Centre will be communicated to residents through a range of communication mediums such as the radio, Council’s website, disaster dashboard and social media. Anyone requiring assistance following a disaster event should contact the centre and provide details as requested by the telephone operator.

Telephone: 1300 972 006
LIFE THREATENING EMERGENCY TELEPHONE: 000

In what instances will the Whitsunday Local Disaster Coordination Centre (LDCC) not be activated?

In general circumstances, the Whitsunday Local Disaster Coordination Centre will not be activated for emergency incidents or smaller events that are not defined as disaster events under the Disaster Management Act 2003 such as:

Road closures: www.qldtraffic.qld.gov.au
Storm damage: SES: 132 500



PPRR OVERVIEW

Disasters have a cyclic four stage lifecycle. Understanding this lifecycle helps us to be prepared for disasters, respond safely and recover quickly and effectively.

At each stage there are different things to know and different actions we should take. These stages can change rapidly and often overlap.

The four stages are referred to as 'PPRR'.

PREVENTION

Prevention activities reduce the impact of disaster events through the identification of hazards. Hazards are risks that could affect your household, causing you to evacuate or that could impact your evacuation plans. Hazards can include having power lines near trees, living in a street with only one access point, or having a creek behind your house. At a regional level, it also involves legislation, land-use planning and technical solutions.

PREPAREDNESS

Preparedness is an ongoing set of activities in which people plan, prepare/organise and train for emergency situations. This includes tasks such as having an emergency kit, making an evacuation plan, simulating disaster situations and appropriate responses, and discussing emergency preparedness with your family, friends and neighbours.

RESPONSE

Response is responding to the immediate needs of the emergency situation. A well-rehearsed emergency plan developed during the preparedness stage enables more effective responses at all levels.

RECOVERY

Recovery involves activities and decision making necessary to restoring the affected area to its previous state, often taking the opportunity to build stronger by reducing pre-disaster risks inherent in the community and infrastructure. This stage often involves rebuilding, re-employment and repair of essential infrastructure. There is also a focus on human social recovery to individual health and wellbeing.

CLIMATE CHANGE

Whitsunday Regional Council has a Climate Change Policy and Climate Change Adaptation Strategy for the Whitsunday Region.

The Whitsunday Region is known to be exposed to a number of natural hazards, all of which are likely to be exacerbated by climate change. Recent modelling undertaken by BoM and CSIRO shows that climate change is projected to affect the Whitsunday Region in the form of:

- Increased temperatures and heatwave risk
- Changes to rainfall (including heavier extreme rainfall)
- Increased storm surge events
- Increased intensity of tropical cyclones
- Rise in sea level (leading to increased coastal inundation risk)
- Increase in extreme bushfire risk days

The Strategy ensures that climate change adaptation is a core component of planning for a more resilient Whitsunday Region and that is mainstreamed into Council's functions and activities.

Council's Evacuation Maps (Storm Tide), commencing on page 51, have been developed to better incorporate climate change projections.

Whitsunday Regional Council employs a Manager who is responsible for climate change planning, adaptation and management.



CYCLONE

What is it?

Tropical cyclones are intense low-pressure systems that form over warm tropical waters. Cyclones are dangerous for three (3) main reasons:

- Destructive winds can cause extensive damage and can turn debris into dangerous missiles
- Heavy rainfall can produce extensive flooding and landslides
- Storm tide can increase sea levels above king tide level and cause damaging waves

The severity of a tropical cyclone is described in terms of categories ranging from 1 (weakest) to 5 (strongest) related to the maximum mean wind speed. Refer to the table on page 9.



CYCLONE CATEGORIES

Category	Maximum Mean Wind (km/h)	Typical Strongest Gust (km/h)	Central Pressure (hPa)	Typical Effects
1	63-88	<125	>985	Negligible house damage. Damage to some crops, trees and caravans. Craft may drag moorings.
2	89-117	125 - 164	985 - 970	Minor house damage. Significant damage to signs, trees and caravans. Heavy damage to some crops. Risk of power failure. Small craft may break moorings. (e.g. Anthony, Dylan)
3	118-159	165-224	970-955	Some roof and structural damage. Some caravans destroyed. Power failures likely. (e.g. Ului)
4	160-199	225-279	955-930	Significant roofing loss and structural damage. Many caravans destroyed and blown away. Dangerous airborne debris. Widespread power failures. (e.g. Ada, Tracy, Larry)
5	>200	>279	<930	Extremely dangerous with widespread destruction. (e.g. Yasi, Marcia)

Tropical Cyclones are referred to as 'Severe Tropical Cyclones' when they are producing 'very destructive winds' which corresponds to category 3, 4 and 5. This is also the trigger point for opening of Public Cyclone Shelters.

What are the local risks?

The Whitsunday Region has a very high risk of being impacted by cyclones during the 'wet season' or cyclone season' which officially runs from 1 November to 30 April (although very few have occurred in November). Between 2010 and 2016, four (4) cyclones passed directly through the Whitsunday Region, making us the most frequently impacted Queensland local government area during this period.

What should I do?

The information in this checklist was prepared by Emergency Management Australia in consultation with State/Territory Emergency Services to help protect you and your property.

Before the cyclone season

- Check to see if your home has been built to cyclone standards (generally houses constructed after 1982)
- Know your Evacuation Zone (Storm Tide) [refer to page 51](#).
- Check that the walls, roof and eaves of your home are secure
- Trim treetops and branches well clear of your home
- Preferably fit shutters, or at least metal screens, to all glass areas
- Clear your property of loose material that could blow about and possibly cause injury or damage during extreme winds
- In case of a storm surge/tide warning, or other flooding, know your nearest safe high ground and the safest access route to it
- Prepare an emergency kit as [shown on page 32](#).
- Keep a list of emergency phone numbers on display [on page 30](#).
- Check neighbours, especially if elderly or if recent arrivals
- Monitor cyclone potential throughout the season at www.bom.gov.au

When a cyclone watch is issued

- Re-check your property for any loose material and tie down (or fill with water as last resort) all large, relatively light items such as boats and rubbish bins
- Fill your fuel tanks and any jerry cans. Check your emergency kit and fill water containers
- Ensure household members know which the strongest part of the house is and what to do in the event of a cyclone warning or an evacuation
- Tune to your local radio/TV/internet for further information and warnings
- Check that neighbours are aware of the situation and are preparing

When a cyclone warning is issued

Depending on official advice provided by your local authorities as the event evolves; the following actions may be warranted.

- If requested by local authorities, collect children from school or childcare centre and go home
- Park vehicles under solid shelter (hand brake on and in gear)
- Put wooden or plastic outdoor furniture in your pool or inside with other loose items
- Close shutters or 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 of warm clothes, essential medications, baby formula, nappies, valuables, important papers, photos and mementos in waterproof bags to be taken with your emergency kit. Large/heavy valuables could be protected in a strong cupboard
- Remain indoors (with your pets). Stay tuned to your local radio/TV/internet for further information

On warning of local evacuation

Based on predicted wind speeds and storm surge heights, evacuation may be necessary. Official advice will be given on local radio/TV/internet regarding safe routes and when evacuation should occur.

- Wear strong shoes (not thongs) and tough clothing for protection
- Lock doors; turn off power, gas, and water; take your evacuation and emergency kits
- If evacuating inland (out of town), take pets and leave early to avoid heavy traffic, flooding and wind hazards
- If evacuating to a public cyclone shelter in Bowen or Proserpine or a higher location, follow Police and State Emergency Services directions
- If going to a public cyclone shelter, take your own food and water and essential items only, [please refer to page 46](#).
- Leave pets protected and with food and water

As the cyclone approaches

- Disconnect all electrical appliances. Listen to your battery radio for updates
- Stay inside and shelter in the strongest part of the building and keep well clear of windows, i.e. cellar, internal hallway or bathroom. Keep evacuation and emergency kits with you
- 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, e.g. a water pipe
- Beware the calm 'eye'. If the wind drops, don't assume 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, power lines and streams. Stay in the vehicle

After the cyclone

- Don't go outside until officially advised it is safe
- Check for gas leaks and fallen power lines. Don't use electric appliances if wet
- Listen to local radio for official warnings and advice
- If you have to evacuate, or did so earlier, don't return until advised. Use a recommended route and don't rush
- Be aware of damaged power lines, bridges, buildings, trees, and do not enter floodwaters
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours and other friends and family
- Don't make unnecessary telephone calls

Note: Managers of resorts, hotels, motels, and caravan parks should take steps to ensure visitors are aware of the dangers and know what to do in the event of a cyclone. Residents should monitor official advice provided through the [Bureau of Meteorology](#), the radio, [Disaster Dashboard](#) and the [Whitsunday Disaster & Emergency Information Facebook Page](#).

USEFUL LINKS:

Bureau of Meteorology: www.bom.gov.au/cyclone

BOM Weather app: www.bom.gov.au/app

STORM TIDE / STORM SURGE

What is it?

A storm surge is a rise above the normal water level along a shore resulting from strong onshore winds and / or reduced atmospheric pressure. The combination of storm surge and normal (astronomical) tide is known as a 'storm tide'. The worst impacts occur when the storm surge arrives on top of a high tide and when this happens, the storm tide can reach areas that might otherwise have been safe. On top of this are pounding waves generated by the powerful winds.

What are the local risks?

The Whitsunday Region has a very high risk of being impacted by cyclones including storm tide during the cyclone season which officially runs from 1 November to 30 April. Also, the Whitsunday Region is largely a coastal and island based community, with several low-lying areas at significant risk from storm tide. Inland areas such as Collinsville are not at risk from storm tide.

In January 2014, Cyclone Dylan (Category 2) crossed the Whitsunday coast near Hydeaway Bay, also on the day of a king tide. The day prior and the day that the cyclone crossed the coast, widespread storm tide of up to 0.5metres of water above the usual king tide level was experienced across the region, inundating streets and foreshores across Bowen, Cannonvale, Airlie Beach and Wilson Beach.

The Whitsunday Disaster Management Group initiated over 100,000 Emergency Alert text messages and phone calls to warn the community of the risk, as worst case scenario predictions of the storm tide from the Bureau of Meteorology were between 1.2m and 2.0m across the Whitsunday coast depending on the time and location of the cyclone's crossing. Fortunately, the cyclone crossed at low tide.

What should I do?

You need to plan well ahead of time.

- Know your Evacuation Zone (Storm Tide). [Please refer to page 51.](#)
- Be ready to evacuate and have an Evacuation Kit. [Please refer to page 33.](#)
- Consider and identify your evacuation and shelter options

When a cyclone threat develops, keep listening to official warnings issued by the Bureau of Meteorology. They will advise if high tides and coastal storm tide is expected.

Listen to official warnings from the Whitsunday Local Disaster Coordination Centre which will advise of the evacuation of any storm tide colour zones. You can do this by checking the Disaster Dashboard and the Whitsunday Disaster & Emergency Information Facebook page or tuning into local radio.

USEFUL LINKS:

Bureau of Meteorology: www.bom.gov.au/qld/warnings

SEVERE THUNDERSTORM / SEVERE WEATHER WARNINGS

What is it?

Severe thunderstorm and severe weather warnings are issued by the Bureau of Meteorology. In active months, especially November to April, many of these warnings are issued for parts of the Whitsunday Region, often multiple times each day. Severe thunderstorms and severe weather rarely leads to the activation of the Whitsunday Disaster Management Group or the Whitsunday Disaster Coordination Centre. Although these events can be dangerous, and it is important that the community is warned and aware of the risks and take the necessary precautions, they rarely result in a large scale disaster event that requires a significant coordinated response and recovery effort.

What are the local risks?

Severe Thunderstorms

More intense thunderstorms are referred to as severe thunderstorms and can cause significant localised damage due to damaging wind gusts, large hail, tornadoes and flash flooding.

The Bureau of Meteorology issues Severe Thunderstorm Warnings to alert communities of the threat of these more dangerous thunderstorms.

Severe Weather

Severe weather warnings are provided for potentially hazardous or dangerous weather that is not solely related to severe thunderstorms, tropical cyclones or bushfires.

The Bureau of Meteorology issues severe weather warnings whenever severe weather is occurring in an area or is expected to develop or move into an area. The warnings describe the area under threat and the expected hazards. Warnings are issued with varying lead-times, depending on the weather situation, and range from just an hour or two up to about 24 hours.



Boardwalk, Cannonvale Foreshore

If weather conditions indicate the possibility of storms, make sure you've completed the following precautions:

- Ensure your Emergency Plan is up-to-date. *Please refer to page 30.*
- Ensure you Emergency Kit is fully stocked. *Please refer to page 32.*
- Check that your insurance is up-to-date and covers damage to home and contents in case of severe storm
- Ensure your yard and outdoor areas are free from loose items such as patio furniture, garden tools and rubbish
- Trim over-hanging branches clean out gutters and ensure roof is in good condition
- Move vehicles under shelter or cover with firmly tied tarpaulins / blankets

When you hear a severe storm or severe weather warning:

- Stay tuned in to warnings
- Contact family to make sure everyone is aware of the warning
- Shelter and secure animals
- Disconnect all electrical items, aerials and computer modems

During a severe storm or severe weather warning:

- Stay tuned in to warnings
- Consider activating your Emergency Plan
- Stay inside and shelter well clear of windows, doors and skylights
- If driving, stop clear of trees, power lines and streams

USEFUL LINKS:

Bureau of Meteorology: www.bom.gov.au/qld/warnings

FLOOD

What is it?

A flood occurs as a result of excess rainfall in a river, creek or storm water drainage catchment that exceeds the ability of the catchment to contain the rainfall in the natural or man-made water flow paths. Flooding can be minor such as road inundation, or moderate to major when houses become inundated or areas evacuated.

What are the local risks?

The Whitsunday Region has a high risk of being impacted by flooding primarily during the ‘wet season’ which officially runs from 1 November to 30 April. Flooding may or may not be associated with cyclones or severe weather events and can occur at any time of the year.

Council’s Natural Disaster Risk Management Report advises that flooding in the Whitsunday Region can result from one or more of the following, which may occur in combination:

- Flooding in the catchments of the major river systems in the region, namely the Don River; the Proserpine River and its tributaries; the Gregory River; and the Andromache/ O’Connell Rivers
- Major flooding in the Don River occurs frequently and minor flooding in Euri Creek and the Elliot River to the north of Bowen
- Flash flooding following intense short period rainfall in smaller catchments such as Airlie Creek and Campbell Creek, which creates localised high risk due to high velocity flows and the lack of warning time
- In the case of flooding associated with tropical cyclones, flooding of low lying areas close to the shore line can result from a combination of high tide and storm surge (together referred to as storm tide)



Flooded Road, Proserpine

ROADS

Regularly during the wet season and other significant rainfall events, there are many roads throughout the Whitsunday Region which are subject 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

Road Closures: www.qldtraffic.qld.gov.au

Disaster Dashboard: disaster.whitsundayrc.qld.gov.au



Hamilton Plains, Proserpine

FLOOD CAMERAS

Flood cameras are located at Hamilton Plains on Shute Harbour Road between Proserpine and Airlie Beach and at the Crofton Creek Bridge. Images of these well-known flooding hot spots are taken every 15 minutes throughout the day and displayed on Council's website and the disaster dashboard. These images enable the community to better plan and prepare their movements in this area during flood events and avoid driving through flood water. Any flooded road can be deadly, and the condition of the road surface underneath is not known until flood waters subside. It also doesn't matter what size your vehicle is, flood waters are dangerous for all vehicles.

As soon as you enter flood water, you are giving up control of your vehicle - if it's flooded, forget it!

Don River Flood Warning system

Whitsunday Regional Council in cooperation with the Bureau of Meteorology owns a series of river and rainfall alert stations throughout the Don River catchment near Bowen. This enables the earliest warning possible of potential rainfall and river rises that could lead to a flood event. Council also operates a Don River Flood telephone call-up list. When the Don River is on Flood Watch or Flood Warning and is at risk of a moderate or major flood event, Council activates the telephone call-up list and a voice recorded message provides a brief overview of the flood risk.

If you may be affected by a Don River flood event, you can be added to this list by phoning Council or e-mailing info@whitsundayrc.qld.gov.au

Dams

There are three (3) referable dams that can potentially impact land within the Whitsunday Region should they be subject to a flood event or dam break. All three (3) dams of interest to the Whitsunday community are owned and operated by Sunwater. They are discussed briefly below.

Peter Faust Dam

The Peter Faust Dam is located approximately 25km west of Proserpine township. It was built in 1990 on the Proserpine River mainly for irrigation and urban water supply, however the dam also provides flood mitigation to Proserpine and surrounds. Sunwater own and manage the dam and are responsible for the dam Emergency Action Plan. The population at risk from a sunny day failure is over 5,000 people and for a flood failure, it is over 1,500 people in Proserpine and surrounding areas. The dam captures approximately 75% of the catchment area.

In conjunction with the dam (but prior to), a levee and spillway system has been built on the Proserpine River downstream of the dam to protect valuable cane lands and the Proserpine town which are maintained by the Whitsunday Rivers Improvement Trust.

The dam and levee system combine to significantly reduce the flood risk to Proserpine and surrounds but do not eliminate the risk entirely. Significant rain events when the dam is full or near capacity, or significant rain events within the 25% catchment area below the dam, could result in a flood event that affects the Proserpine town and surrounds.

Whitsunday Regional Council has upgraded the rainfall and river gauge network within the Proserpine catchment to improve early information and warnings of potential flood events.

Eungella Dam

The Eungella Dam is situated in the Mackay Region, but its water is released into the Whitsunday Region flowing down the Broken River and into the Burdekin catchment. A significant flood event or dam failure has the potential to affect some cattle stations and roads in the western area of the region.

Burdekin Falls Dam

The Burdekin Falls Dam is located on the north-western boundary of the Whitsunday Region. A significant flood event or dam failure has the potential to affect some cattle stations and roads in the north and north-western area of the region.

What should I do?

- Pay attention to weather patterns and weather forecasts
- During flooding, stay away from rivers, creeks and drains
- Have an evacuation plan and emergency / evacuation kits ([see pages 32 and 33](#))
- Plan which indoor items you will raise or empty if water threatens your home
- Stay tuned into warnings and updates
- Never drive, ride or walk through flood waters
- Evacuate if threatened by flood water and safe to do so, or if advised to evacuate by authorities

USEFUL LINKS:

Road closures: www.qldtraffic.qld.gov.au

Disaster Dashboard: disaster.whitsundayrc.qld.gov.au

Council: www.whitsundayrc.qld.gov.au

BUSHFIRES / GRASSFIRES

What is it?

Bushfires and grassfires are common throughout Australia. Grassfires are fast moving, pass in five to ten seconds and smoulder 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. (Definition from Geoscience Australia).

What are the local risks?

Bushfires can happen here although we live in the wet tropics with humid conditions. They may be started through arson (deliberately lit), carelessness (e.g. discarded cigarettes, sparks from machinery, unattended fires), lightning, as the result of an accident or very rarely, as the result of a controlled/prescribed burn. If you light a fire, on purpose or accidentally, you are responsible for controlling it.

If there is a long spell of hot, dry weather and it's windy, the fire risk increases. Generally, the fire season in Central and North Queensland is through the winter (dry season) and spring months. Information about fire risk and fire danger periods will be issued by fire authorities as required.

In the Whitsunday Region, there are extensive areas of medium bushfire hazard and several smaller areas or high bushfire hazard.

You don't have to live in the bush to be threatened by bushfire, just close enough to be affected by burning material, embers and smoke.



What should I do?

- It is important to include wildfire in your household emergency plan and consider completing a wildfire survival plan as part of your household preparations. For information on how to create a Bushfire Survival Plan visit www.ruralfire.qld.gov.au/BushFire_Safety/Pages/Create-your-bushfire-survival-plan.aspx
- Keep an eye on the Rural Fire Service website www.ruralfire.qld.gov.au when hot, dry conditions exist;
- Keep grass cut and vegetation clear of the property
- Don't 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
- When warnings are given, act immediately on the instructions provided. Don't wait. Leave when advised, even if it feels safe where you are at the time. Take your household emergency kit with you.

USEFUL LINKS:

For more information, visit Rural Fire Service: www.ruralfire.qld.gov.au or read other PREPARE. ACT. SURVIVE. resources



ADVICE

Monitor conditions and review your Bushfire Survival Plan.



WATCH AND ACT

Conditions are changing. Start taking action and follow your Bushfire Survival Plan.



EMERGENCY WARNING

You are in danger. Act on your Bushfire Survival Plan now.

HEATWAVE

What is it?

The Bureau of Meteorology defines a heat wave as three days or more of high maximum and minimum temperatures that is unusual for that location.

What are the risks?

The bulk of heatwaves at each location are of low intensity, with most people expected to have adequate capacity to cope with this level of heat. Less frequent, higher intensity heatwaves are classified as severe and will be challenging for some more vulnerable people, such as those over 65, pregnant women, babies and young children, and those with a chronic illness. Even rarer and exceptionally intense heatwaves are classed as extreme and will impact normally reliable infrastructure, such as power and transport. Extreme heatwaves are a risk for anyone who does not take precautions to keep cool, even those who are healthy.

For example, during the 2009 Victorian bushfires, 173 people perished as a direct result of the bushfires, however 374 people lost their lives to extreme heat in Victoria in the heatwave before the bushfires.

What should I do?

It is prudent to prepare and modify your behaviour when extreme heat occurs. You may be more vulnerable to severe heat if you are over the age of 65, particularly if you have pre-existing medical conditions. It is best to consult your doctor if you are unsure. Find out who is at risk and how you can prepare for and cope during a heat event and what to do for heat-related illnesses.

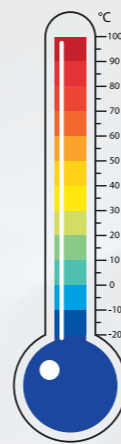
*Information provided by Queensland Health

USEFUL LINKS:

Queensland Health:

www.qld.gov.au/emergency/dealing-disasters/disaster-types/heatwave

Bureau of Meteorology: www.bom.gov.au/australia/heatwave



EARTHQUAKE



What is it?

Earthquakes are the vibrations caused by rocks breaking under stress. The underground surface along which the rock breaks and moves is called a fault plane. Earthquakes in Australia are usually caused by movements along faults as a result of compression in the Earth's crust. The size or magnitude of earthquakes is determined by measuring the amplitude of the seismic waves recorded on a seismograph and the distance of the seismograph from the earthquake. These are put into a formula which converts them to a magnitude, which is a measure of the energy released by the earthquake. For every unit increase in magnitude, there is roughly a thirty-fold increase in the energy released. For instance, a magnitude 6.0 earthquake releases approximately 30 times more energy than a magnitude 5.0 earthquake, while a magnitude 7.0 earthquake releases approximately 900 times (30x30) more energy than a magnitude 5.0. Earthquake magnitude was traditionally measured on the Richter Scale. It is often now calculated from seismic moment, which is proportional to the fault area multiplied by the average displacement on the fault. The focus of an earthquake is the point where it originated within the earth. The earthquake epicentre is the point on the Earth's surface directly above the focus.

This information has been provided by Geoscience Australia.

What are the local risks?

Earthquake risk in the Whitsunday Region is high in Queensland terms, moderate in Australian terms and low in global terms. On 18 August 2016 at 2.30pm the second largest earthquake on record in Queensland of 5.8 magnitude occurred just offshore within the Whitsunday Region, about 50 kms from Bowen. This earthquake was felt across the entire Whitsunday Region and large amounts of Queensland and was followed by over fifty (50) aftershocks.

On 16 April 2011 a significant 5.3 magnitude earthquake occurred west of Bowen and was widely felt across the Whitsunday Region, this is one of the ten (10) largest earthquakes on record in Queensland.

What should I do?

Before an earthquake (now)

- Find out how and where to turn off power, gas and water.
- Plan with your family (or household) where you will meet if separated.
- Know your safe areas during an earthquake.
- Check your insurance policy to make sure it is adequate and that you are covered for damage caused by earthquakes.

During an earthquake

- If indoors—stay there (clear of falling debris outside).
- If in a vehicle—stop in an open area until the shaking stops.
- Keep clear of windows, chimneys and overhead fittings. Shelter under and hold onto a door frame, strong table or bench.
- In high-rise buildings, stay clear of windows and outer walls. Shelter under a desk near a pillar or internal wall.
- In crowded buildings, do not rush for doors, but move clear of overhead fittings and shelves.
- Do not use elevators.
- On a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings as they may collapse.
- If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines and trees.
- Beware of downed power lines and road damage, including overpasses and bridges.
- Listen to your car radio for warnings before moving.

After an earthquake

- Turn off electricity, gas, and water. Do not light matches until after you have checked for gas or fuel leaks.
- Check for injuries and apply first aid. Do not move seriously injured people unless they are in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Do not use the telephone immediately (to avoid congestion) unless there is a life-threatening situation.
- Check for cracks and damage to your building.
- Evacuate the building if it is badly damaged and be prepared for aftershocks.
- Do not waste food and water as supplies may be interrupted.
- Listen to your local radio station and heed warnings and advice on damage and service disruptions.
- Try to avoid driving unless in an emergency (to keep the streets free for emergency services).
- Do not go sightseeing or enter damaged buildings.
- Try to stay calm and help others if possible.

USEFUL LINKS:

Geoscience Australia: www.ga.gov.au/earthquakes

TSUNAMI

What is it?

Tsunami (pron: 'soo-nar-me') is a Japanese word; 'tsu' meaning harbour and 'nami' meaning wave. The phenomenon is usually associated with earthquakes, landslides or volcanic eruptions in, or adjacent to oceans, and results in sudden movement of the water column. Until recently a tsunami was called a tidal wave, even though the event has nothing to do with tides.

What are the local risks?

There is little recorded history of tsunami in Australia, possibly because Australia has a relatively short history. There is evidence that the Australian coast may have experienced large tsunamis during the past few thousand years, even within areas of the Great Barrier Reef. The Great Barrier Reef however is expected to provide a level of protection to the Whitsunday Region in the event of a tsunami in the Pacific Ocean.

The Whitsunday Disaster Management Group regularly receives information about undersea earthquakes and tsunamis around the world.

The 5.8 magnitude earthquake in 2016 just off the coast of the Whitsundays (the second largest on record in Queensland) was not large enough to trigger a tsunami warning. Tsunami warnings are generally only considered for earthquakes above 6.5 magnitude.

Some of this information has been provided by Geoscience Australia.



What should I do?

What are the warning signs of a tsunami?

The number one warning sign of a tsunami in Australia is the advice you may receive from the media (on radio, television or internet) or from police and other emergency services. Follow their instructions immediately.

The following are natural signs of a tsunami that you may, but not always, experience when you are near the coast in Australia or overseas. If you notice any of these warning signs act immediately.

- A shaking of the ground in coastal regions may reflect the occurrence of a large undersea earthquake nearby that may generate a tsunami
- As a tsunami approaches the shoreline, the sea may, but not always, withdraw from the beach (like a very low and fast tide) before returning as a fast-moving tsunami
- A roaring sound may precede the arrival of a tsunami

What should I do if I notice the warning signs or hear a warning from my local emergency services?

- If you are at the beach, immediately move inland or to higher ground
- If 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
- Do not return to the coast until you receive official clearance
- Continue to follow emergency services instructions

This information has been provided by the Joint Australian Tsunami Warning Centre.

USEFUL LINKS:

Geoscience Australia: www.ga.gov.au/scientific-topics/hazards/tsunami

Bureau of Meteorology: www.bom.gov.au/tsunami

LANDSLIDE

What is it?

A landslide is the movement of rock, debris or earth down a slope. Landslides result from the failure of the materials which make up the hill slope and are driven by the force of gravity. Landslides are known also as landslips, slumps or slope failure.

What are the local risks?

There are areas of the Whitsunday Region which are susceptible to landslides, including areas from Cannonvale and Airlie Beach through to Shute Harbour, as well as Hydeaway Bay. These areas have sufficient slope and rainfall which elevate the risk of landslides in these developed areas.

On 30th March 2011, Hydeaway Bay was affected by landslides. This was apparently as a result of about 600mm of rainfall in the area over three (3) day period, after an already heavy 'wet season'.

In 2008, a landslide at Shute Harbour damaged half the road leading into a residential estate.

What should I do?

- Identify if your property is at risk from landslide (refer to Council's Local Planning Instrument)
- Monitor environmental conditions that could increase the risk of landslides such as rainfall, erosion and earthquakes
- Watch for signs of creep that show an area is already moving. For example, movement of ancillary structures such as decks and patios in relation to your house, sticking doors or windows, tilting or cracking of concrete floors and foundations, leaning poles, trees, retaining walls or fences.

Some of this information has been provided by Geoscience Australia

PANDEMIC

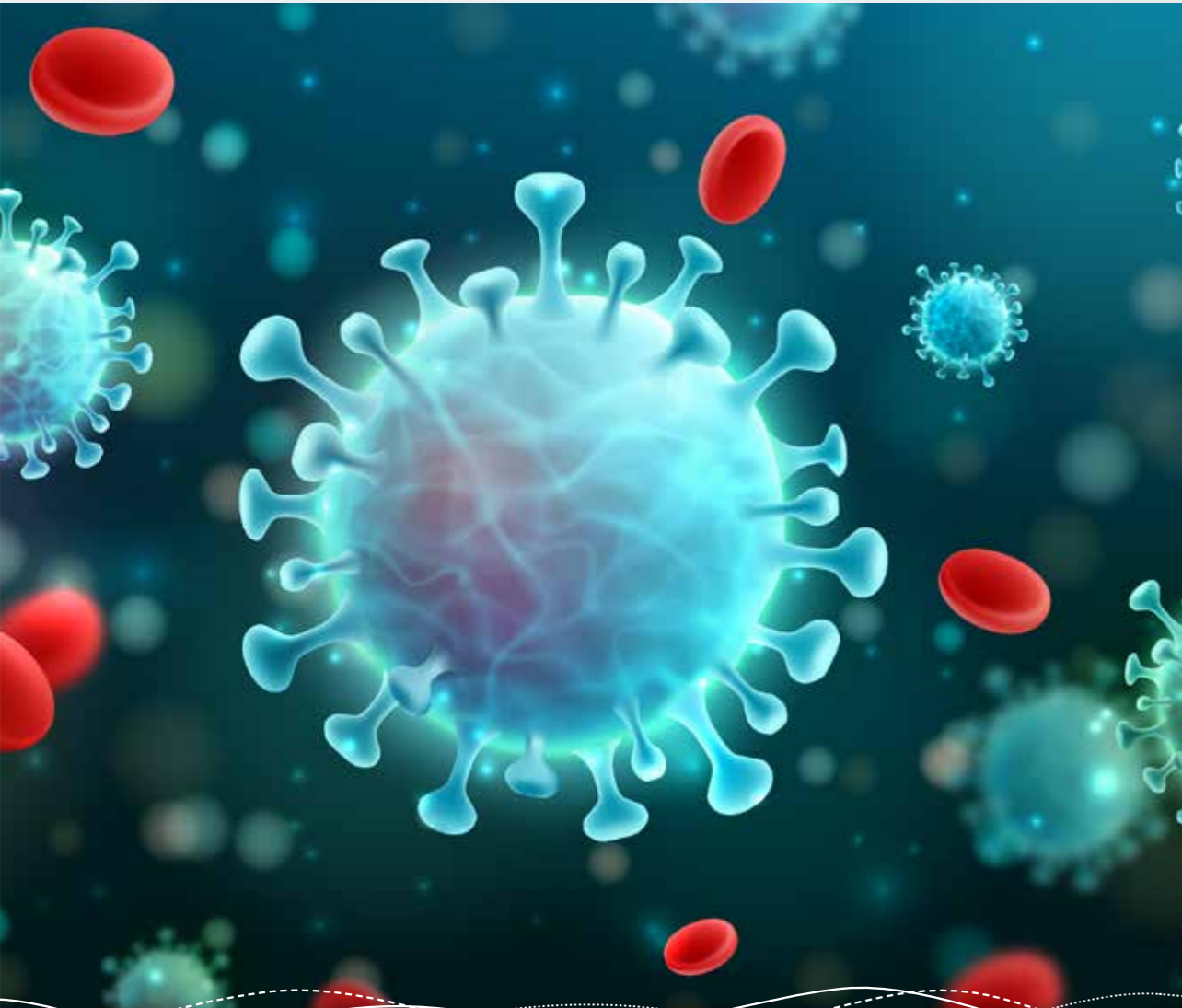
What is it?

A pandemic is an epidemic of infectious disease that spreads through human populations across a large region causing mass illness, debilitation and death. Pandemics spread with the movement of people and animals. The most likely form of a pandemic to impact the region is from from influenza or a virus. A human influenza outbreak in Queensland will be a 'controlled notifiable condition' under the Public Health Act 2005.

The Chief Medical Officer of Queensland Health is responsible for the overall management and control in response to any public health emergency. A pandemic has immediate impacts to the local tourism and agriculture industry within the region until controlled. An outbreak in the area has the potential to be catastrophic in its effect on each and every person within the region. Federal Government entry regulations are in place to detect and act on such an event.

The COVID-19 pandemic, also known as the coronavirus pandemic, is an ongoing pandemic of coronavirus disease (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first identified in December 2019 in Wuhan, China. The pandemic has caused global social and economic disruption, including the largest global recession since the Great Depression.

Coronavirus



DISASTER MITIGATION

Although most disaster events can't be prevented, knowing the hazards and risks, learning lessons from past events and implementing mitigation measures can help minimise future impacts from disaster events.

Whitsunday Regional Council plays a major role in disaster mitigation activities including:

- Road network upgrades (bridges, culverts, road sealing)
- Drainage works (creek clearing, upgrading infrastructure, non-return valves in low-lying coastal areas)
- Water and sewerage network improvements and redundancy options
- Foreshore protection activities (rock walls, erosion prevention)
- Installing more disaster resilient infrastructure in lower risk locations
- Educating the community about preparedness activities



GET READY QUEENSLAND

When it comes to extreme weather events in Queensland, it's not so much a matter of 'if' but 'when'. The more prepared our community is, the faster we will recover afterwards.

The Queensland Government's Get Ready Queensland website contains detailed information and fact sheets about what you need to know about preparing for a disaster.

Each person in the Whitsunday Region should take time to conduct preparedness activities around the home and business or sit down with the family to talk about your Household Emergency Plan.

Visit www.getready.qld.gov.au for more information.

COMMUNITY RESILIENCE

Community resilience is a community's capacity to absorb disturbance and respond positively to a crisis. Resilient communities are ones where residents are connected to one another and work together in ways that enable it to function in the face of stress and trauma. It has the ability to adapt to changes in the physical, social or economic environment and is able to learn from experience and improve over time.

A community's positive response to a disaster can also allow us to focus on our capabilities and strengths and less on our vulnerabilities. There is no hard and fast rule on how to build community resilience however it is best strengthened continuously, not just in times of crisis.

For example, do you know your neighbours? Are you actively involved in your local community? Do you know what to do before, during and after a natural disaster?

To see how well prepared you are, visit: www.emergencyvolunteering.com.au and complete the Disaster Readiness Index Checklist



HOUSEHOLD EMERGENCY PLAN

HOUSEHOLD CONTACTS

Name	Mobile number	Email address

EMERGENCY CONTACTS

Nearby contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	
Out of town contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	

MEETING PLACES

Nearby meeting place	
Address	
Phone number	
Email address	
Further away meeting place	
Address	
Phone number	
Email address	

MEDICAL INFORMATION

Medication	Who needs it and at what dosage?

EMERGENCY
Police, Fire and Ambulance Phone 000 Triple Zero
State Emergency Services (SES) Phone 132 500

PREVENTION AND PREPAREDNESS

PHONE NUMBERS

Local Council	1300 972 753
Electricity provider	
Local GP or doctors' surgery	
Hospital	
Veterinary practice	
Insurance provider	
Childcare provider	
Local primary school	
Local high school	
Workplace	
Workplace	
Bureau of Meteorology	www.bom.gov.au
Friends	
Friends	
Neighbours	
Neighbours	

PRACTICE DATES

Three times per year	
1:	
2:	
3:	

SHELTER

Where will we shelter if we are staying in the house? Where will our pets shelter?

MAINS SERVICES

Locations in house, and how to switch off supply
Electricity:
Gas:
Water:

LOCAL RADIO STATION

--

EMERGENCY KIT

FOOD AND WATER	<input type="checkbox"/>
Range of non-perishable food items	<input type="checkbox"/>
Bottled water	<input type="checkbox"/>
MEDICAL & SANITATION	<input type="checkbox"/>
First Aid Kit and manual	<input type="checkbox"/>
Essential medications, prescriptions and dosage	<input type="checkbox"/>
Toilet paper	<input type="checkbox"/>
Soap/shampoo	<input type="checkbox"/>
Personal hygiene items	<input type="checkbox"/>
LIGHT	<input type="checkbox"/>
Flashlight/torch with extra batteries	<input type="checkbox"/>
Battery powered lantern	<input type="checkbox"/>
COMMUNICATIONS	<input type="checkbox"/>
Battery powered radio with extra batteries	<input type="checkbox"/>
Traditional wired telephone	<input type="checkbox"/>
Prepaid phone cards	<input type="checkbox"/>
CLOTHING AND FOOTWARE	<input type="checkbox"/>
Cleaning clothing, hat and waterproof jacket	<input type="checkbox"/>
Closed-toes shoes or boots	<input type="checkbox"/>
TOOLS AND SUPPLIES	<input type="checkbox"/>
Whistle, utility knife, duct/masking tape	<input type="checkbox"/>
Plastic garbage bags, ties	<input type="checkbox"/>
Safety glasses and sun glasses	<input type="checkbox"/>
MISCELLANEOUS	<input type="checkbox"/>
Special items for infants (nappies, formula etc)	<input type="checkbox"/>
Special items needed by elderly or people with special needs	<input type="checkbox"/>
Spare house and car keys	<input type="checkbox"/>
Pet food, water and other animal needs	<input type="checkbox"/>

EVACUATION KIT

EVACUATION KIT	<input type="checkbox"/>
Insurance papers for your house and contents, cars and for valuable items	<input type="checkbox"/>
Inventory of valuable household goods	<input type="checkbox"/>
Wills and life insurance documents	<input type="checkbox"/>
Birth and marriage certificates	<input type="checkbox"/>
Passport / Visa details	<input type="checkbox"/>
Stocks and bonds	<input type="checkbox"/>
Medicare, pension cards, immunisation records	<input type="checkbox"/>
Bank account and credit card details	<input type="checkbox"/>
A back-up copy of important computer files	<input type="checkbox"/>
Household Emergency Plan with emergency contact numbers	<input type="checkbox"/>
Multiple changes of clothes for all household members	<input type="checkbox"/>
Extra essential medicines and repeat prescriptions	<input type="checkbox"/>
Extra first aid supplies, sunscreen, insect repellent	<input type="checkbox"/>
Extra toiletry and sanitary supplies	<input type="checkbox"/>
Pillows, sleeping bags and blankets for each household member	<input type="checkbox"/>
Books and games for children	<input type="checkbox"/>
Extra baby formula, food and nappies (if required)	<input type="checkbox"/>
Valuables, photos and mementos in waterproof plastic bags	<input type="checkbox"/>
Extra money as cash	<input type="checkbox"/>
Mobile phone, spare battery and charger	<input type="checkbox"/>



FIRST AID KIT

Queensland Ambulance Services recommends that families include the following in their First Aid Kits:

FIRST AID KIT	
1 packet of safety pins	<input type="checkbox"/>
1 packet of plastic strips	<input type="checkbox"/>
1 roll of non-allergenic tape	<input type="checkbox"/>
2 sterile eye pads	<input type="checkbox"/>
4 triangular bandages	<input type="checkbox"/>
1 conforming cotton bandage (10cm)	<input type="checkbox"/>
1 conforming cotton bandage (7.5cm)	<input type="checkbox"/>
1 conforming cotton bandage (5cm)	<input type="checkbox"/>
1 hospital crepe bandage (10cm)	<input type="checkbox"/>
1 sterile combine dressing (9 x 10cm)	<input type="checkbox"/>
1 sterile combine dressing (20 x 20cm)	<input type="checkbox"/>
1 medium wound dressing (#14)	<input type="checkbox"/>
2 non-adhesive dressings (5 x 7.5cm)	<input type="checkbox"/>
1 non-adhesive dressing (10 x 7.5cm)	<input type="checkbox"/>
1 pair stainless steel medical scissors	<input type="checkbox"/>
2 square gauze swabs	<input type="checkbox"/>
1 pair tweezers	<input type="checkbox"/>
1 pack (10) latex gloves	<input type="checkbox"/>
1 resuscitation mask	<input type="checkbox"/>
2 bottles eye irrigation (15mL)	<input type="checkbox"/>
1 bottle antiseptic cream (50g)	<input type="checkbox"/>
1 wound closure steri-strip	<input type="checkbox"/>
1 stainless steel splinter remover	<input type="checkbox"/>
1 saline sachet (30mL)	<input type="checkbox"/>
5 alcohol swabs	<input type="checkbox"/>
1 first aid hints booklet	<input type="checkbox"/>



PROPERTY PREPARATION

The best time to take action to prepare your home is before storm, cyclone and wet season. There are a range of activities you can undertake to minimise potential damage to your property

General Maintenance

- Keep your roof in good condition and check it regularly
- Keep gutters and downpipes clear so water can drain away quickly
- Trim trees and overhanging branches (be aware of any overhead powerlines)
- Check and fix any corrosion, rotten timber, termite infestations and loose fittings

General home preparations

- Ensure your home, contents and car insurance is current and adequate. Check your policy includes debris clean up and removal
- Identify your strongest room to shelter in during severe storm or cyclone
- Identify where and how to turn off the main supply for water, power and gas
- Have items on hand, such as water storage containers, spare fuel for your vehicle (ensure you store it safely), camp stove and fuel for cooking without power



If you live in a flood-prone area

- Understand your risk
- Store all poisons and garden chemicals well above ground level and out of reach of children
- Identify indoor items you will need to raise or empty if flood threatens
- Consider alternatives to carpet and relocate power points to well above previous flood levels (using a licensed contractor) If you live in a cyclone / severe storm-prone area
- Arrange for a professional builder to check your building and identify ways you can increase the structural security of your home to withstand high winds
- Fit windows with shutters or metal screens for added protection during high winds

Final home preparations

When warnings are issued for cyclone or severe storm:

- Disconnect electrical appliances and external television / radio aerials and turn off electricity and gas main supplies
- Secure outdoor furniture and garden items
- Fill buckets and bath with clean water in case of interruptions to water supply
- Close windows with shutters or tape windows with strong tape and draw curtains

When warnings are issued for flood:

- Disconnect electrical appliances
- Move outdoor equipment, garbage, chemicals and poisons to a higher location
- Empty and raise freezers / refrigerators and stack or move furniture, valuables and electrical items off-site
- Sandbag internal drains and toilets to prevent sewage backflow
- Move livestock, plant and feed to higher ground

The best time to take action to prepare your home is before storm, cyclone and wet season. There are a range of activities you can undertake to minimise potential damage to your property.

CAR AND BOAT PREPARATION**Cars**

- Ensure your car insurance is current and that it covers your assets adequately
- Ensure your car is fully fuelled prior to cyclone events.

Cyclones nearly always involve power failure which means petrol stations are unable to pump fuel unless they have an alternative power supply. Very few petrol stations in the Whitsunday Region have a generator installed and ready to pump fuel in the event of power failure

- When severe weather warnings are issued, park vehicles under cover, away from trees, power lines and waterways

Boats

Maritime Safety Queensland recommends mariners plan, prepare and obey when it comes to severe weather season.

Plan

- Get a copy of the Extreme Weather Event Contingency Plan for your area and read it
- Explore your suggested shelter area or inlet before cyclone season starts
- Update your contact details with the authorities
- Organise options to move your boat if you will be away during severe weather season
- Keep a record of emergency telephone numbers handy (for example, Regional Harbour Master, Volunteer Marine Rescue organisations, Queensland Police Service)

Prepare

- Know when and where your vessel needs to be during an evacuation
- Have plenty of line to secure your boat (rope has more 'give' than chain)
- Secure loose articles below deck
- Secure all hatches
- Check your boat is watertight
- Reduce wind loading and remove furled sails and covers, bimini tops and any clears

Obey

- Obey and follow all directions issued by the Regional Harbour Master or others as delegated
- Do not leave your cyclone mooring until the Regional Harbour Master has given the all clear
- Prepare, plan and obey these simple rules and you could prevent damage to your boat and others
- A penalty up to \$15,000 is applicable for not following the directions of a Regional Harbour Master

For more detailed information, please visit: www.msq.qld.gov.au
and obtain a copy of the Extreme Weather Event Contingency Plan for Mackay Region.

PET EMERGENCY PLAN

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.



Cyclone Shelters

Domestic pets and other animals will not be allowed in the cyclone shelters and you will need to make other arrangements for sheltering your pets prior to the cyclone season.

Please note: trained assistance animals are permitted to enter the shelter and stay with the owners.



Temporary Animal Shelters

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.



Ensuring safety for your pets

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

- Properly identify your pets including registration and/ or micro chipping 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 a pet emergency kit that is easily accessible. The should 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 also consider your animal's sanitation needs.
- Secure animals inside before an emergency event, so they do not 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, the RSPCA, or your local pet shop or animal's veterinarian for specialised advice in planning for emergencies.

BOARDING KENNELS

Bowen Pet Motel	07 4786 1869
Whitsunday Pet Resort	07 4946 1077

VETERINARIANS

Whitsunday Veterinary Surgery	07 4946 1028
Proserpine Vet Surgery	07 4945 1878
Orchid Valley Veterinary Surgery	07 4946 1631
Bowen Veterinary Clinic	07 4786 4864
Brolgas Rest Veterinary Surgery	07 4786 3166

SES

Flood Storm Emergency – Call 132 500

Life Threatening Emergency – Call 000

Whitsunday Regional Council, in cooperation with the State Government, supports local State Emergency Service (SES) with the supply of land, buildings, vehicles and operational resources.

Local SES volunteers provide support to the entire Whitsunday Region across a range of services including:-

- Storm response
- Search and rescue
- Vertical rescue
- Boat rescue
- Support to other emergency service agencies at emergency incidents

The SES has operational bases in Bowen, Proserpine, Cannonvale and Dingo Beach. Locally based resources include:-

- Seven (7) SES 4WD vehicles
- Five (5) SES boats
- Two (2) SES all-terrain vehicle (ATV)
- SES Storm damage trailers

The SES can call upon additional resources and support from across Queensland when required.

If you are interested in joining the SES or learning more, visit: <http://www.emergency.qld.gov.au/ses/>

Emergency Sand Stockpiles and Sand Bagging

To encourage residents to become self-reliant and to lessen requests for assistance to the SES (who are all volunteers), Whitsunday Regional Council provides three (3) public access emergency sandbagging stockpiles in the urban area.

These stockpiles are monitored by the SES and replenished by Council when cyclones or significant flood events are threatening.

These sand stockpiles are located at:-

- Proserpine SES Shed, 43-45 Hinschen Street, PROSERPINE
- Cannonvale SES Shed, 22 Schnapper Street, CANNONVALE
- Bowen Council Depot, 181 Richmond Road, BOWEN

RESPONSE



Warnings

The Whitsunday Disaster Management Group and emergency services use a range of methods to warn the community about severe weather and other emergencies that require preparation and action at the household level.

Warnings are urgent – you need to act immediately on the information provided.

- Tune your radio to your local radio station (see contacts list on inside cover of this document) to listen for weather warning and updates
- Turn on your television to your local station to watch and listen for warning updates
- Log on to the Bureau of Meteorology website for weather updates, weather warning and tsunami warning information www.bom.gov.au
- Visit the Disaster Dashboard <http://disaster.whitsundayrc.qld.gov.au> for local emergency management plans, action guides, mapping and evacuation information
- Like the Whitsunday Disaster & Emergency Information Facebook Page for up to date information provided directly from the Whitsunday Regional Council and the Whitsunday Disaster Management Group
- Further information on preparing, emergency alerts and information can be accessed at www.disaster.qld.gov.au

Listen out for:

- The Standard Emergency Warning Signal (SEWS) used at the beginning of serious warnings. SEWS is a wailing siren sound used through Australia for serious emergency events. To listen to the SEWS go to: <https://www.disaster.qld.gov.au/dmg/Response/Pages/5-6.aspx>
- Emergency Alert voice messages to your landline and text messages to your mobile telephone
- For local community safety announcements on radio and television for updates
- For sirens and loud-hailer announcements that Emergency Services may use in certain circumstances
- For Emergency Services personnel who may door-knock your area to pass on warnings

Once this advice is given, act immediately, ensure all householders are aware of the warning and advice provided, check on neighbours and friends who may need assistance and activate your Household Emergency Plan.

DIGITAL AND SOCIAL MEDIA

Be in the know during cyclone season. Keep up to date with information about cyclones and severe weather events across the Whitsunday Region direct from Whitsunday Regional Council and the Whitsunday Disaster Coordination Centre. Whitsunday Regional Council recommends that residents connect through the following mediums.

Disaster Dashboard

Visit the Disaster Dashboard for access to a range of disaster preparedness information such as latest news and events, flood cameras, emergency guides, informational videos, evacuation mapping, useful links, contacts and much more.

Website

Visit the Whitsunday Regional Council website for a range of disaster preparedness information and flood cameras.

Facebook

Like the Whitsunday Disaster & Emergency Information Facebook Page to keep up to date with information provided direct from the Whitsunday Disaster Management Group and the Whitsunday Disaster Coordination Centre when activated.

USEFUL LINKS:

Whitsunday Disaster and Emergency Information: www.emergencyalert.gov.au

Disaster Dashboard: disaster.whitsundayrc.qld.gov.au

Council: www.whitsundayrc.qld.gov.au

Facebook: www.facebook.com/WhitsundayDisasterandEmergencyInformation





RADIO STATIONS

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

Bowen
ABC Local Radio 630 AM
GEM FM 95.1 FM
4TO FM 98.3 FM
Hot FM 107.9 FM
Island FM 88 FM

Proserpine
Sea FM 98.7 FM
Hot FM 100.3 FM
ABC Local Radio 101.1 FM
Island FM 88 FM

Collinsville
ABC Local Radio 106.1 FM
Island FM 88 FM

Airlie Beach
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
Island FM 88 FM

Hamilton Island
Island FM 88 FM

SCHOOL CLOSURES

For information regarding school closures relating to a disaster event, please visit the relevant school’s website or contact direct via phone. For public schools, contact the Department of Department of Education and Training.

VULNERABLE RESIDENTS

Residents and visitors are responsible for their own evacuation. The best situation is always to plan to stay with friends and relatives out of affected areas. Residents who are frail, aged and/or have a disability should connect with their local support service provider.

USEFUL LINKS:

Department of Education:

www.qld.gov.au/education/schools/information/pages/closure.html

CHECK YOUR NEIGHBOURS

Get to know your neighbours. Think about people in your neighbourhood who may need your help including –

- Older people
- People with disabilities
- People with a chronic illness or with a mental illness
- Single parents with young children
- Large families
- People who are new to the region including tourists and immigrants

NBN (NATIONAL BROADBAND NETWORK)

Nbn customers please note:- nbn services require a power source at both the exchange and customer end to operate. As such, unless you have a backup power supply within your premises (battery or generator) you may lose telephone and internet services during power outages. Please consult with your preferred retailer supplier (e.g. Telstra, Optus, etc.) for advice on how to mitigate against loss of services during power loss.

USEFUL LINKS:

NBN:

www.nbnco.com.au/learn/what-happens-in-a-power-blackout/emergencies-and-outages



CYCLONE SHELTERS

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.

Cyclone shelter and evacuation options for residents of the Whitsunday Regional Council:

Everybody living in a cyclone-prone area should have a Household Emergency Plan, which includes evacuation and shelter considerations. Residents should plan and prepare to shelter in a safe and secure structure either at home or with family and friends or relocate to outside the warning area.

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 at the beginning of the season, especially about where you and your family will shelter during a cyclone. You will need to be prepared to look after yourself and your family. In the initial stages leading up to a tropical cyclone, emergency services will be engaged in essential disaster management tasks and assisting residents who may not be capable of evacuating themselves.

PUBLIC CYCLONE SHELTERS - A LAST RESORT



SHELTER IN PLACE

If your home is safe, then plan and prepare now to shelter in place.

If you answered no to all three questions in the diagram (on left page), this is your best option.

- You will be more comfortable sheltering in your 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 page 30 and 32](#).
 - » 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 (see contacts)

Following these steps will assist you and your family's preparations for a cyclone

EVACUATE & SHELTER IN A SAFER 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 (on left page), 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 surge impact your local area; and
- Enact your evacuation plan (when required) and move to your safer location. Remember it is better to leave early and not wait to the last minute.



PUBLIC SHELTER OPTIONS

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 a family member or friend’s home located in an area outside local evacuation zones 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) and on the Disaster Dashboard. The location of these Centres will be included in this advice.

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 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)
- Smoking is prohibited

People seeking entry to the shelter will be required to surrender any prohibited items. You and your belongings may be searched by a Queensland Police Officer if officers have a reasonable belief that such items have been taken into the shelter.

PUBLIC CYCLONE SHELTER CONDITIONS OF ENTRY

Any person unable or unwilling to abide by these conditions will need to make alternate sheltering arrangements (e.g. sheltering with family or friends located outside the storm tide evacuation zone or leaving the area that is subject to the cyclone and storm tide impacts). Shelter occupants who do not comply with the Code of Conduct prior to lock down may be required to leave the facility. Occupants who do not comply with the Code of Conduct after lock-down may be prosecuted.



PUBLIC CYCLONE SHELTER CODE OF CONDUCT

All persons occupying the Shelter will:

- Provide the required registration details to the Shelter staff prior to entry to the shelter;
- Comply with directions of the Shelter staff;
- Not use anything that is dangerous or interferes with the health and comfort of yourself and others (this includes the consumption of alcohol, illicit drugs or tobacco products/smoking). Non-compliance with this requirement may result in prosecution;
- Be mindful of the large number of people in a small space. Keep calm and respect others by not shouting, yelling or using loud obscene language;
- Not intentionally cause damage to the building, furniture, fittings and fixtures and immediately report any accidental damage, incidents of vandalism, theft and / or other illegal activity to the Shelter staff;
- Supervise children closely. Children remain the responsibility of parents or guardians and must be accompanied to the toilets and showers by a parent or guardian;
- Wear appropriate rubber or soft-soled footwear at all times for safety and hygiene reasons;
- Occupy the seat allocated to them by the Shelter staff and stow personal items below that chair. Occupants are responsible for the security of their own valuables;
- Keep walkways and emergency exits clear;
- Remain within the main area of the Shelter and not enter storerooms, kitchens or office space unless requested or permitted by the Shelter staff; Use earphones to listen to battery operated personal music / electronic devices. Volume levels are to be kept to a minimum to avoid disturbing others;
- Not use electronic devices with Shelter power outlets unless approved by Shelter staff;
- Only use shower facilities at the direction of the Shelter staff;
- Maintain cleanliness and dispose of rubbish in the bins provided; and
- Notify the Shelter staff of any medical emergency or other critical incidents

POST EVENT SUPPORT FOR IMPACTED RESIDENTS

Depending on the scale of the event, local Evacuation Centres and Recovery Centres may be established following the event to support impacted residents with short term accommodation and a range of recovery services. Advice on the activation and location of such centres will be provided by local authorities at the appropriate time.

PUBLIC CYCLONE SHELTER LOCATIONS

Bowen Cyclone Shelter

Bowen State High School
54-86 Richmond Road, BOWEN QLD 4805

Proserpine Cyclone Shelter

Proserpine State Primary School
Serry Street, PROSERPINE QLD 4805

EVACUATION

The Whitsunday Regional Council through the Whitsunday Disaster Management Group (WDMG) have developed Evacuation Maps (Storm Tide) for the coastal strip of the Whitsunday Region at risk of storm tide inundation.

What are the key features of the maps?

- Maps are clear and easy to understand
- There are five easily identifiable colour zones
- Each property or land parcel will only have 1 colour zone assigned
- Evacuation planning and execution is efficient and easily understood by both emergency services and residents and evacuation routes included
- Climate change risk included (sea level rise, more intense cyclones)
- Maps include cyclone shelters and emergency services agency locations

The zones were 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.





Who is at risk from storm tide inundation in the Whitsundays?

- Islands
- Low-lying coastal areas (which most of the population reside near). Storm tide risk has been mapped across the Whitsunday Region from Highest Astronomical Tide (HAT) level, also referred to as King Tide Level, to approximately 6.5m above HAT.

What if my property is located in an Evacuation Zone (Storm Tide)?

If your property is one of the thousands of properties located in an Evacuation Zone (Storm Tide), you should do the following:

- Prepare an Evacuation Plan; identify your primary evacuation route and alternative evacuation routes
- Prepare an Evacuation Kit and Emergency Kit
- Consider and identify your evacuation and shelter options, these may include:-
 - Going to friends / family / accommodation premises in a higher and safer place outside the evacuation zone
 - Leaving / evacuating the cyclone warning area entirely
 - Public Cyclone Shelters (last resort and only if open) are located in Bowen and Proserpine. These have capacity limits and are generally only open for severe (Category 3, 4 or 5) tropical cyclone events. Refer to the Cyclone Shelter Pages for more information
 - Shelter inside house (highest and safest part), if too late or unable to evacuate
- Tune into warnings, authorities will advise which colour zones need to evacuate

For more information about the Evacuation Maps (Storm Tide) visit the Disaster Dashboard:

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.



WHAT ARE EVACUATION ZONES (STORM TIDE)?

Evacuation Zones (Storm Tide) are mapped areas that indicate a level of risk to a property being affected either directly or indirectly by storm tide. A direct effect of storm tide means sea water inundation. An indirect effect of storm tide includes things such as evacuation routes potentially affected and property isolation.

Five (5) coloured Evacuation Zones have been created based on level of risk as follows:

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



How are decisions made to evacuate and who makes the decisions?

Storm tide warnings are issued by the Bureau of Meteorology (BoM) to the Whitsunday Disaster Management Group (WDMG) in the lead up to and during a tropical cyclone event. These warnings contain technical data about predicted and worst case scenario storm tide heights based on a number of factors, height data and at a range of locations. The WDMG then interprets this data to assign a 'colour' zone to evacuate at specific locations.

Voluntary evacuation

The Whitsunday Disaster Management Group in close consultation with the Mackay District Disaster Management Group will recommend voluntary evacuation of exposed evacuation zoned.

Directed evacuation

A directed evacuation may be ordered by the Mackay District Disaster Coordinator (high ranking Police Officer). This decision is made in close consultation with the WDMG. If you are in a zone that is directed to evacuate, you must evacuate. Directed evacuations are ordered for colour zones when there is a threat to life and / or property, so it is vitally important to your safety that you evacuate if directed.



EVACUATION MAPS



Map Number	Map Name	Page Number
1	Cape Upstart / Molongle Creek / Gumlu / Guthalungra	54
2	Merinda / Euri East	55
3	Lower Don / Inverdon	56
4	Queens Beach / Horseshoe Bay / Rose Bay	57
5	Bowen Township / Point Denison	58
6	Mt Gordon / Mt Bramston / Whitsunday Shores	59
7	Heronvale (Brisk Bay)	60
8	Hideaway Bay	60
9	Hideaway Bay Drive	61
10	Dingo Beach	61
11	Cannonvale / Woodwark	62
12	Airlie Beach	63
13	Jubilee Pocket	63
14	Mandalay / Flametree	64
15	Shute Harbour	64
16	Conway Beach	65
17	Wilson Beach	65
18	Mt Julian / Preston / Conway	65
19	Proserpine	66
20	Lethebrook	66

Evacuation Zones

Red

Orange

Yellow

Blue

White

Legend

Queensland Police

Queensland Fire and Emergency Services

Queensland Ambulance Service

State Emergency Service

Rural Fire Service

Hospital

Road Reserve

Water Body

Major Roads

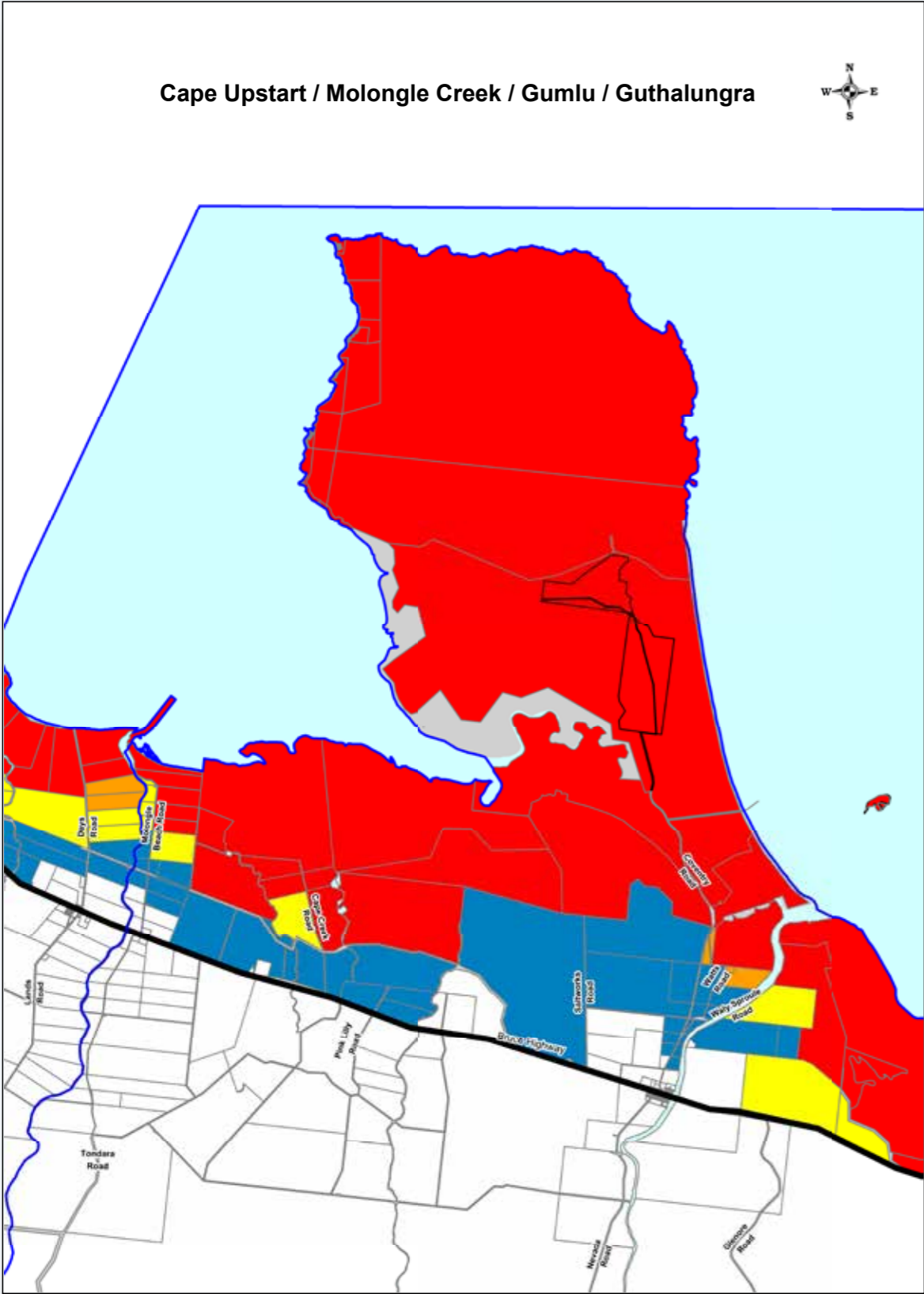
Locality Boundary

Primary Evacuation Route

Secondary Evacuation Route

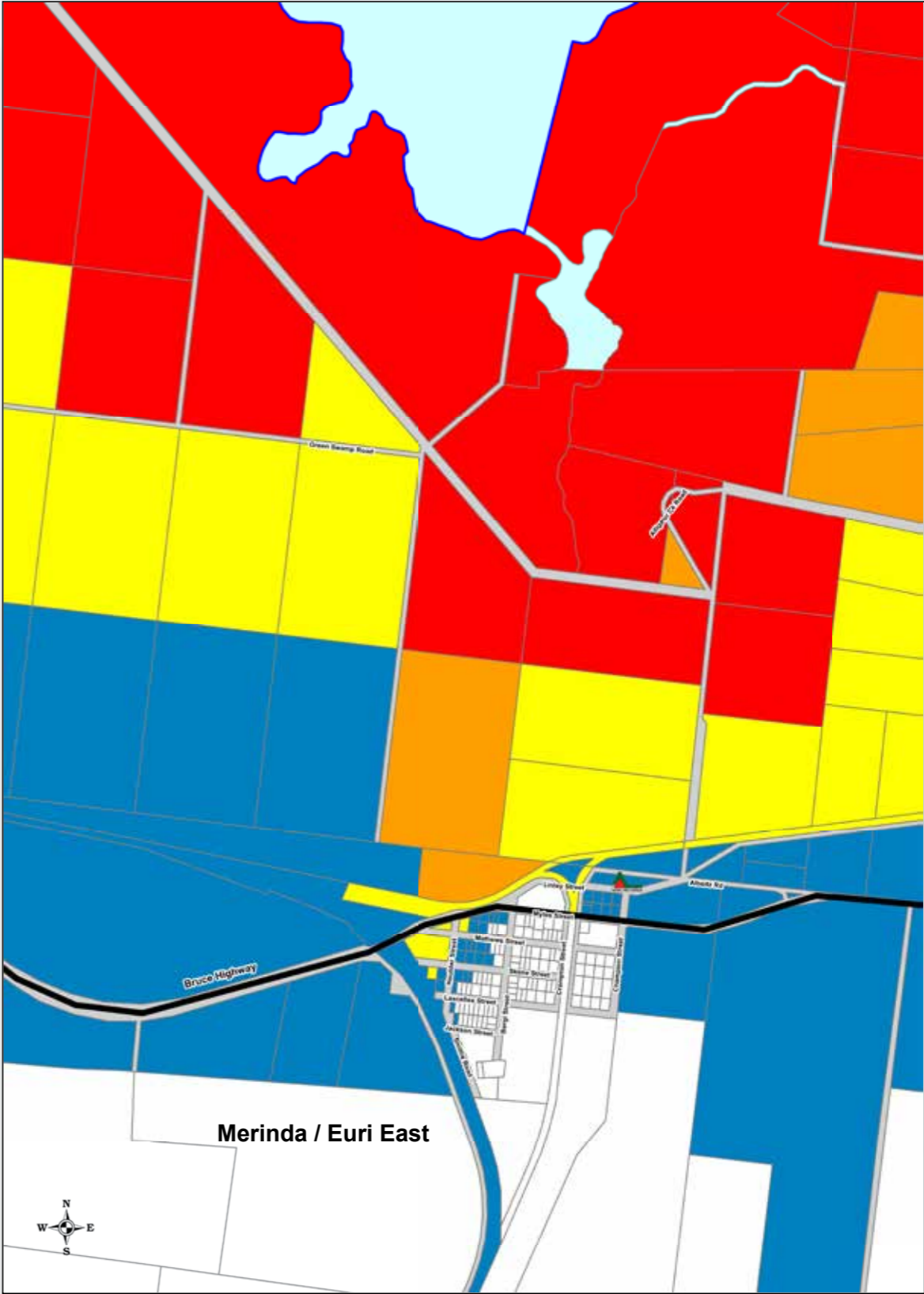
EVACUATION MAP - 1

Cape Upstart / Molongle Creek / Gumlu / Guthalungra



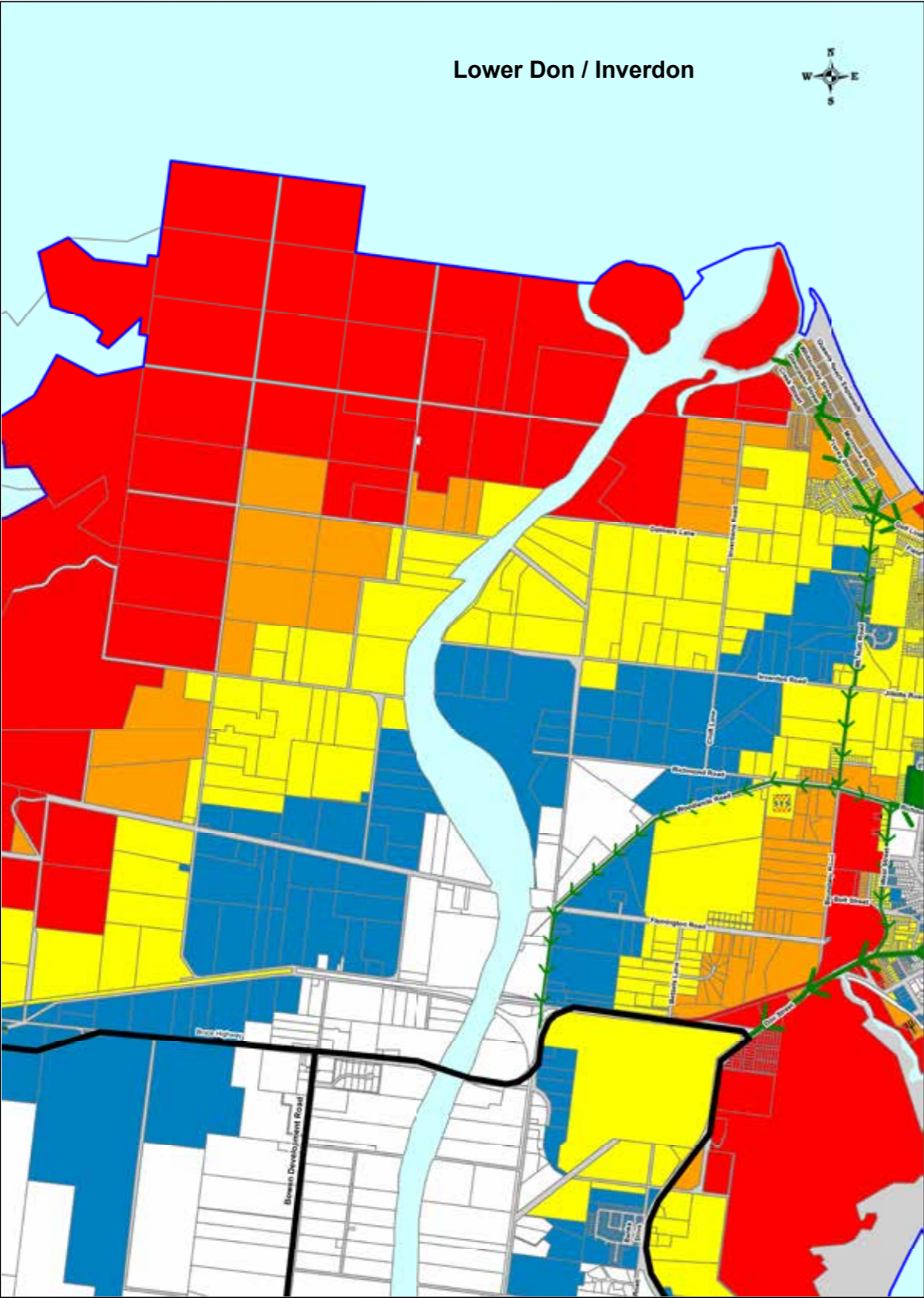
EVACUATION MAP - 2

Merinda / Euri East



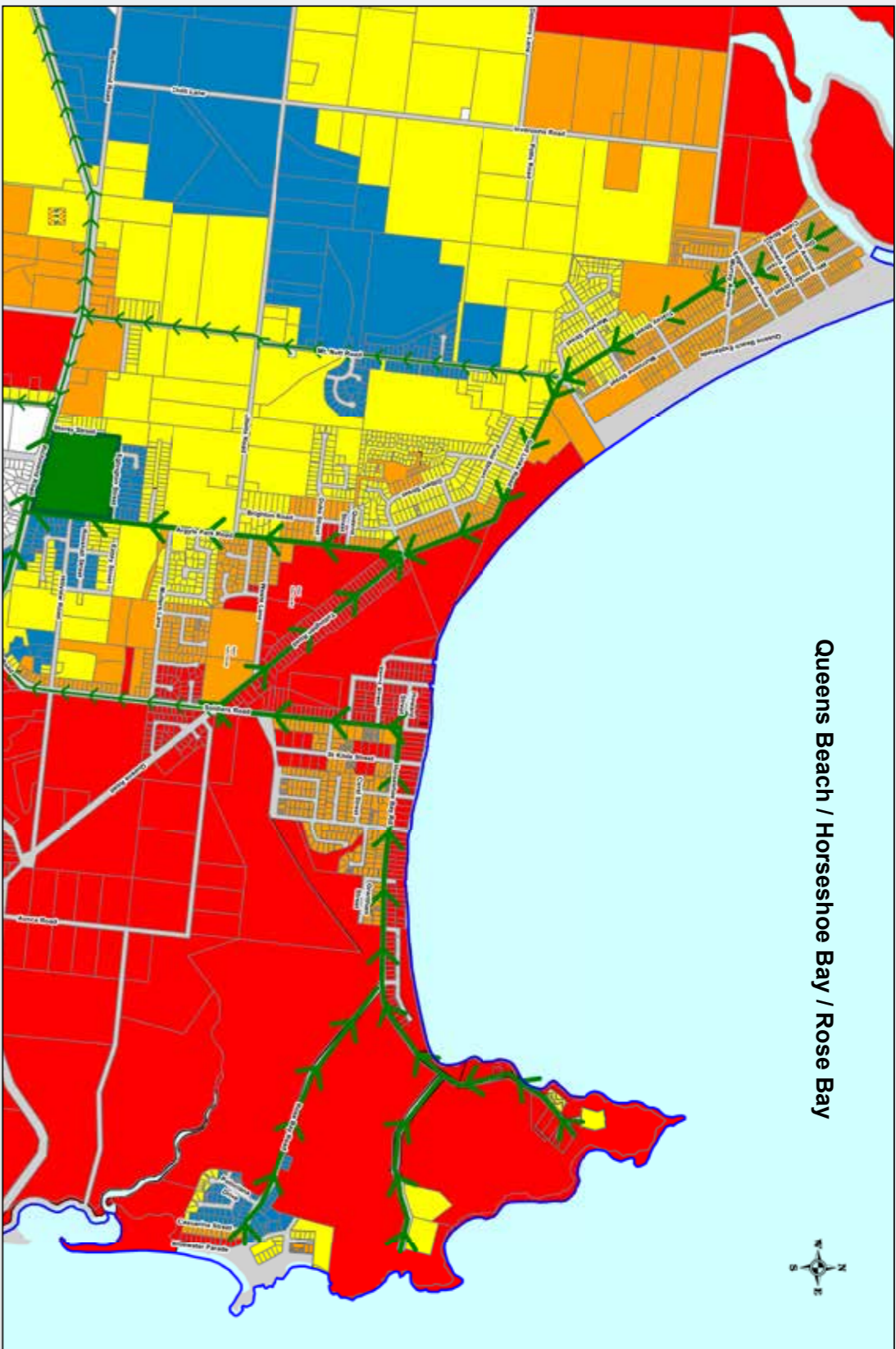
EVACUATION MAP - 3

Lower Don / Inverdon



EVACUATION MAP - 4

Queens Beach / Horseshoe Bay / Rose Bay





EVACUATION MAP - 5

Bowen Township / Point Denison

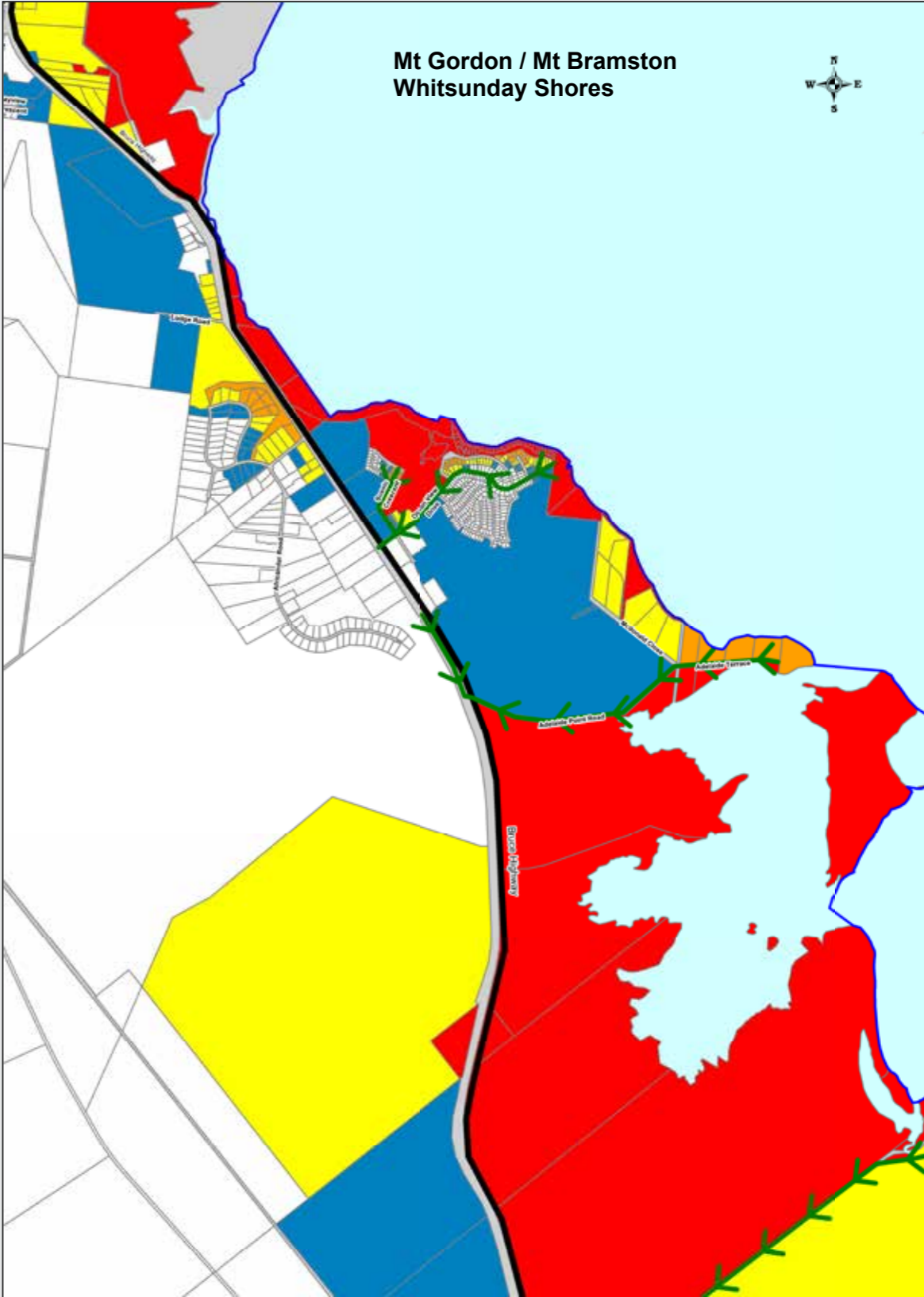


Bowen Township / Point Denison



EVACUATION MAP - 6

Mt Gordon / Mt Bramston • Whitsunday Shores

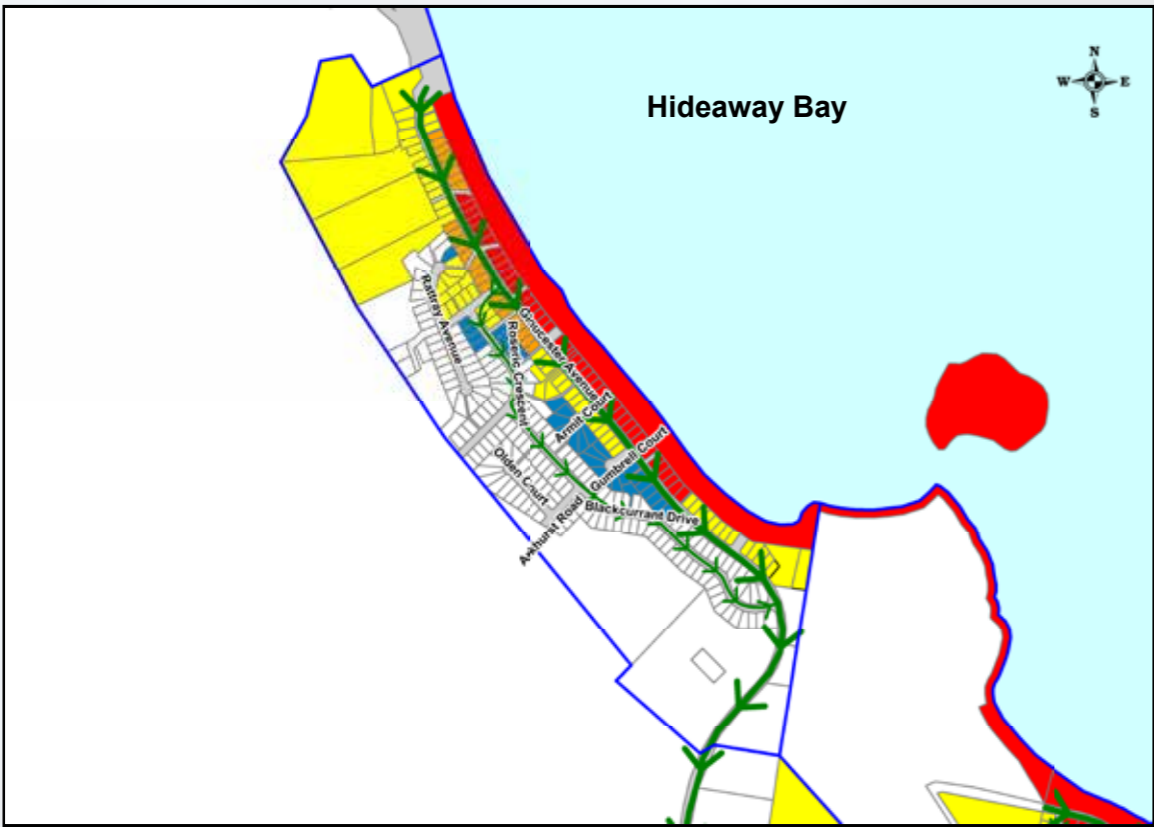
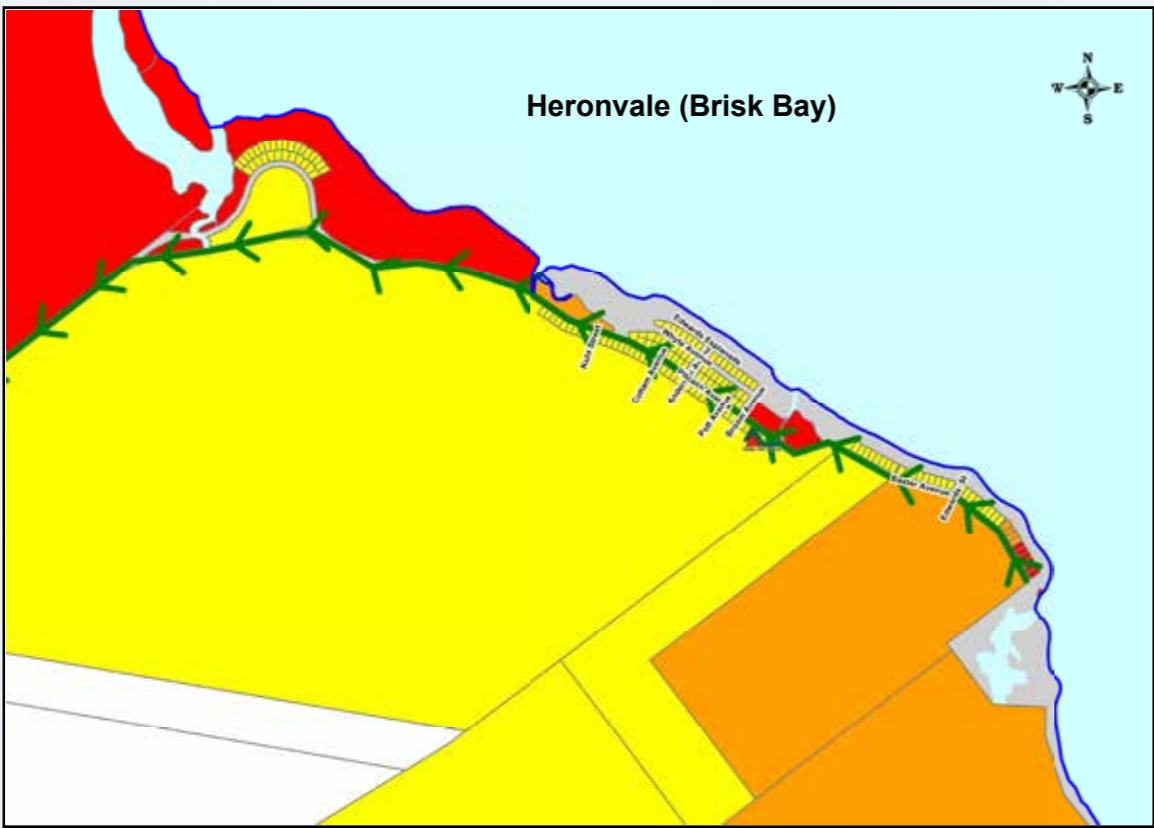


Mt Gordon / Mt Bramston
Whitsunday Shores



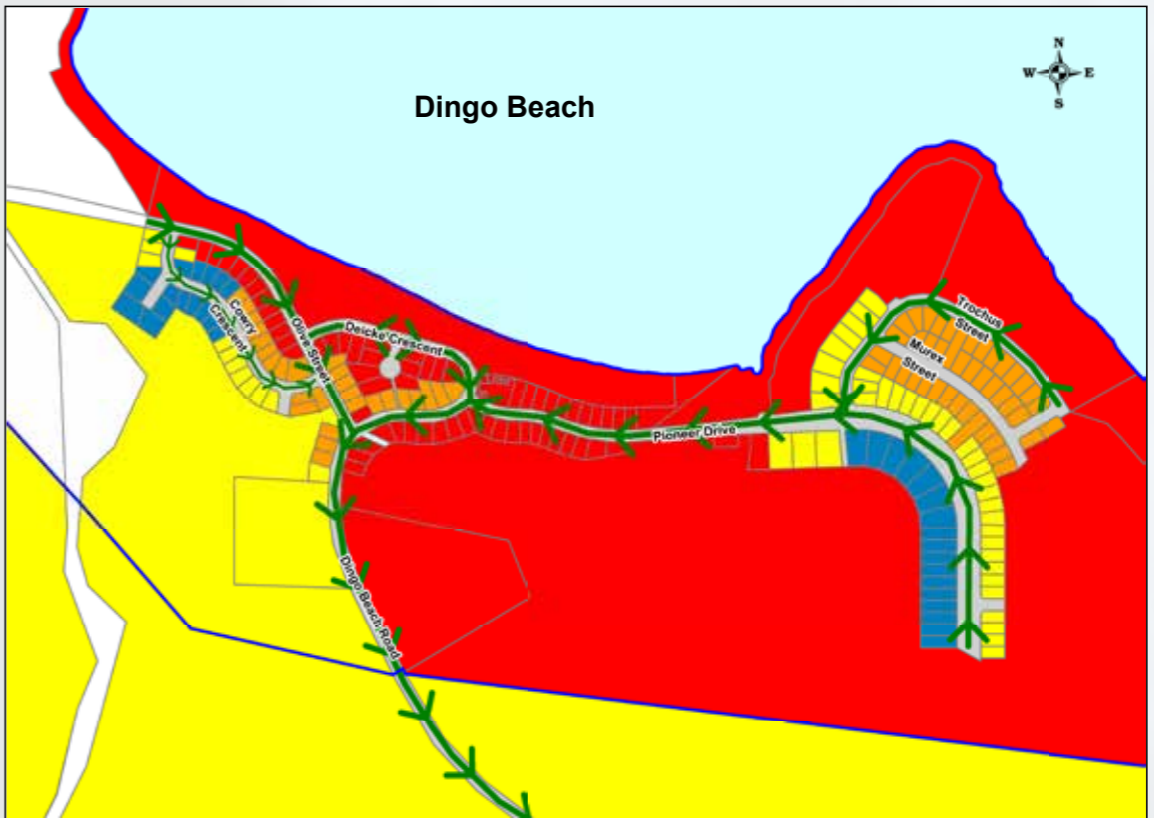
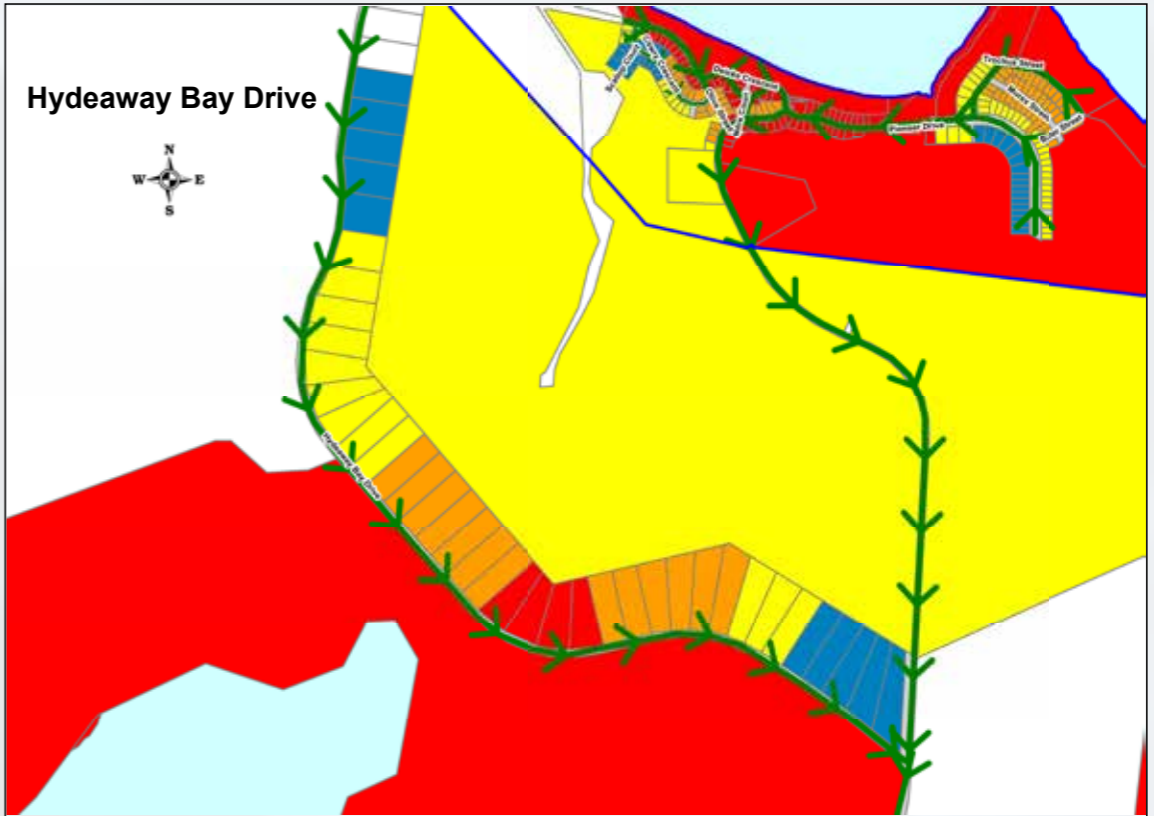
EVACUATION MAPS - 7 & 8

Heronvale (Brisk Bay) • Hideaway Bay



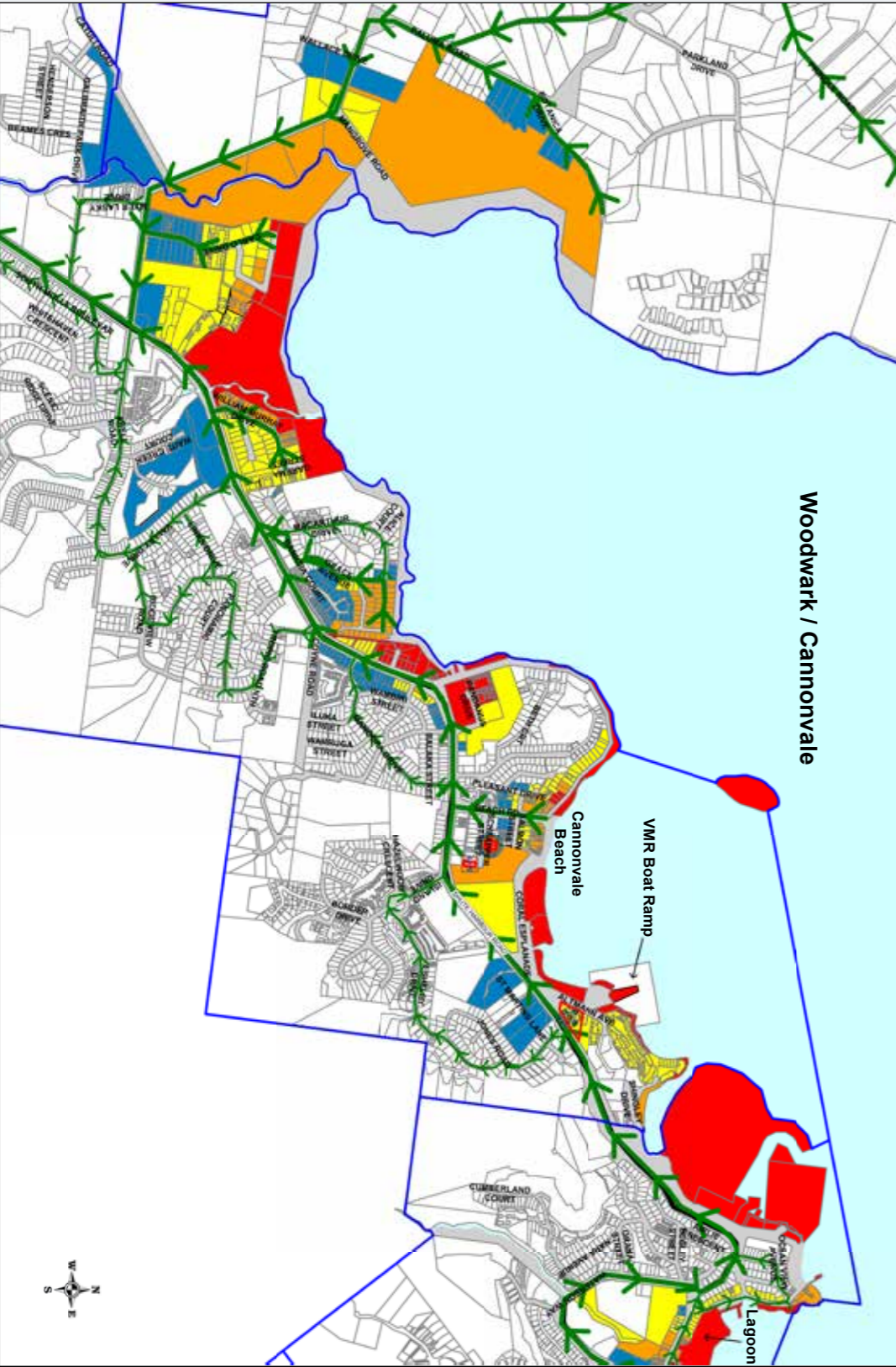
EVACUATION MAPS - 9 & 10

Hydeaway Bay Drive • Dingo Beach



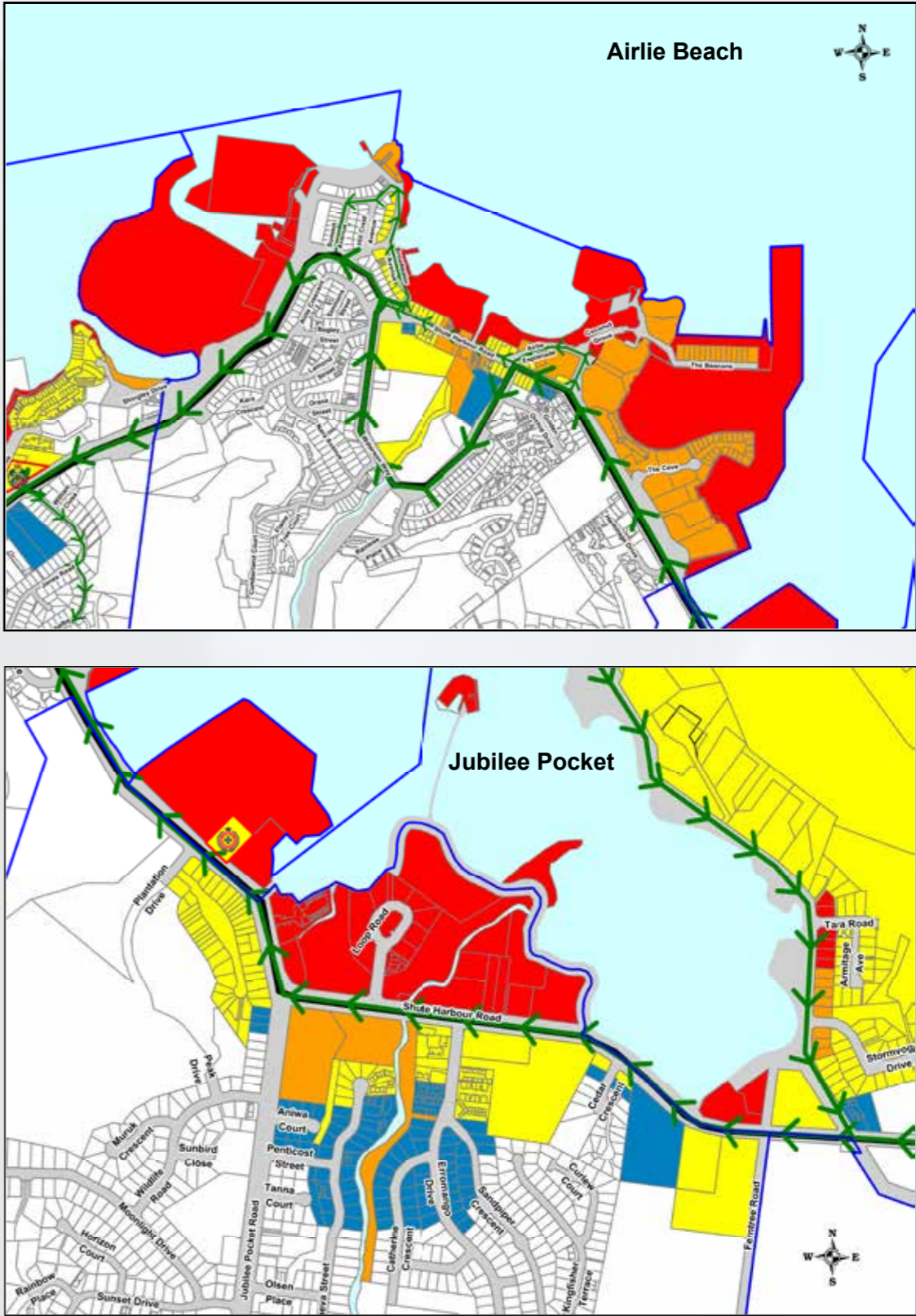
EVACUATION MAP - 11

Woodwark / Cannonvale • VMR Boat Ramp • Cannonvale Beach • Lagoon



EVACUATION MAPS - 12 & 13

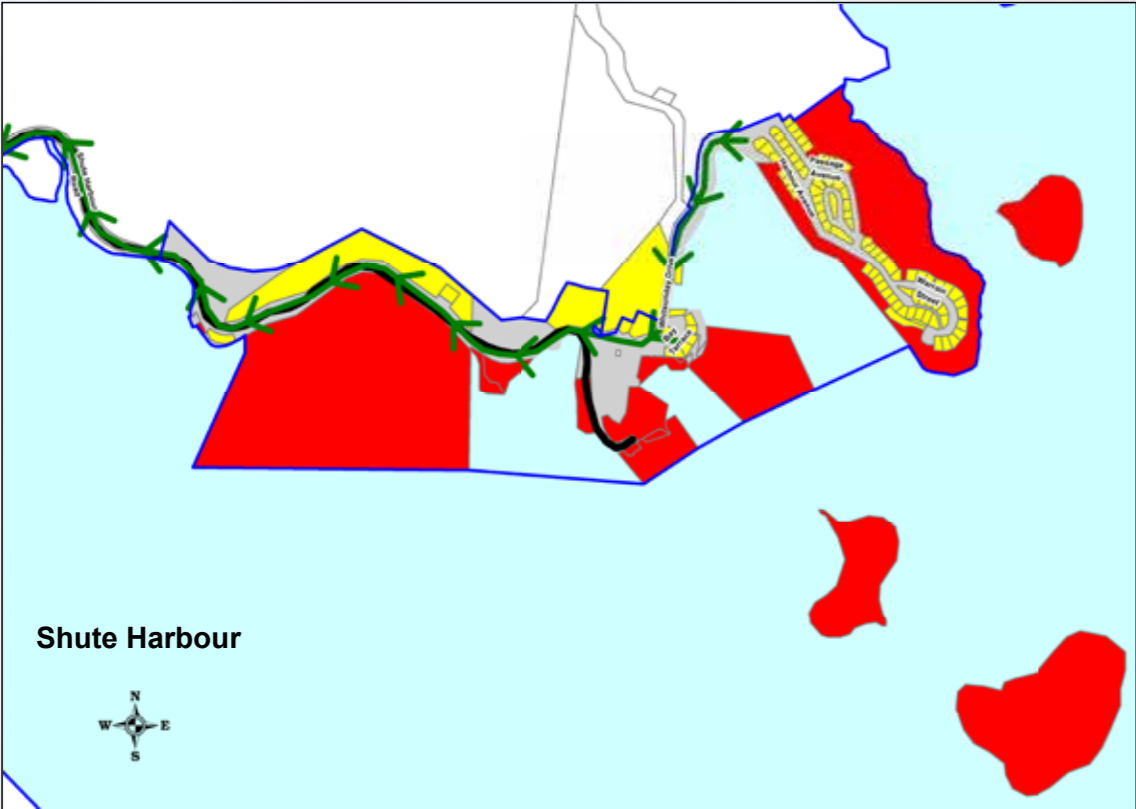
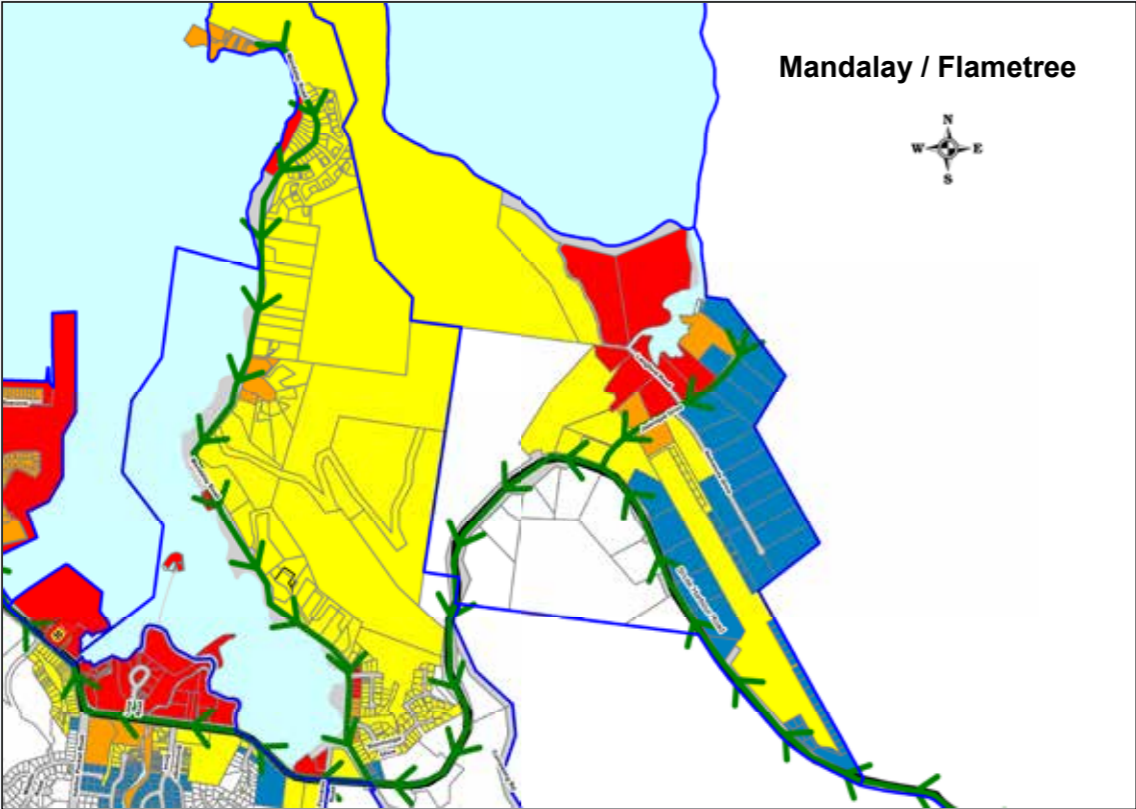
Airlie Beach • Jubilee Pocket





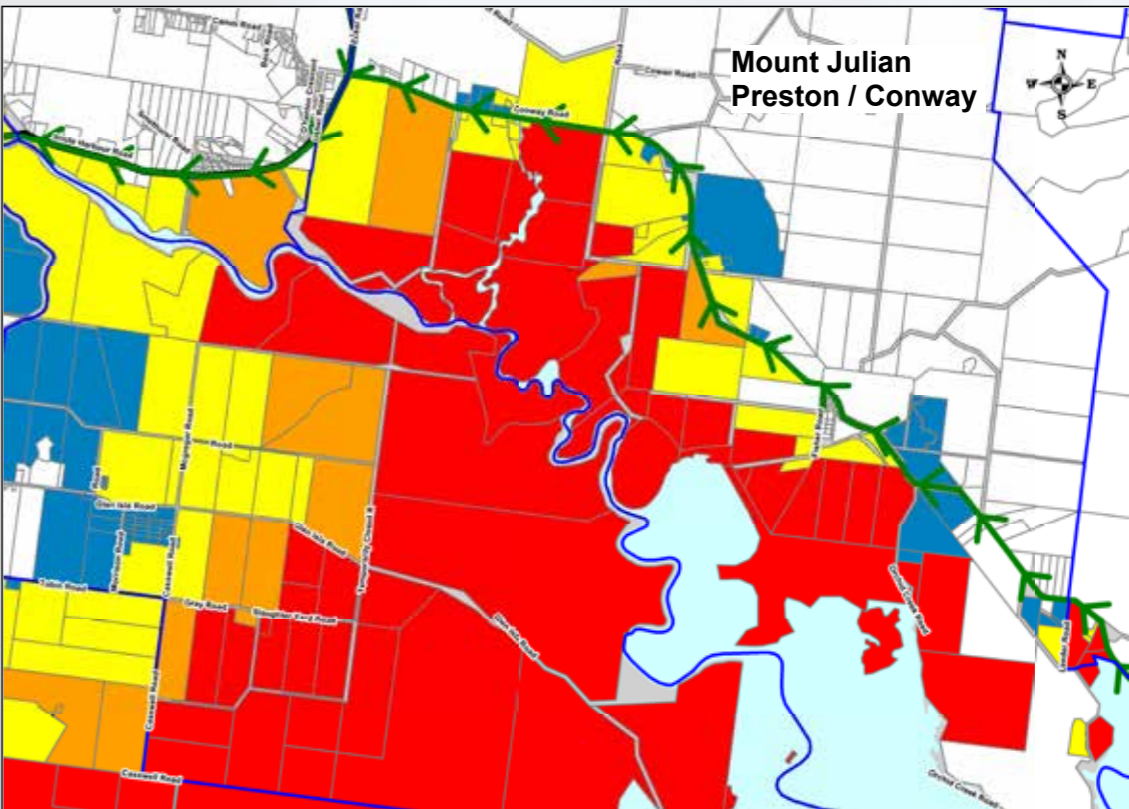
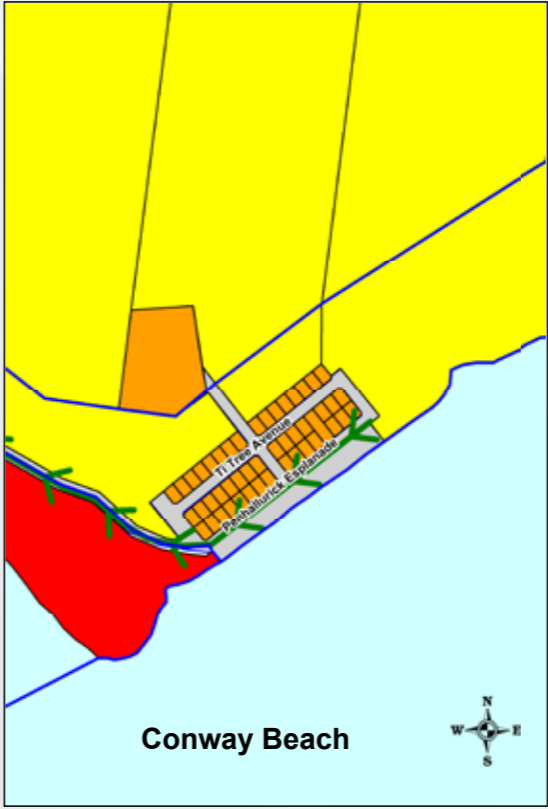
EVACUATION MAPS - 14 & 15

Mandalay / Flametree • Shute Harbour



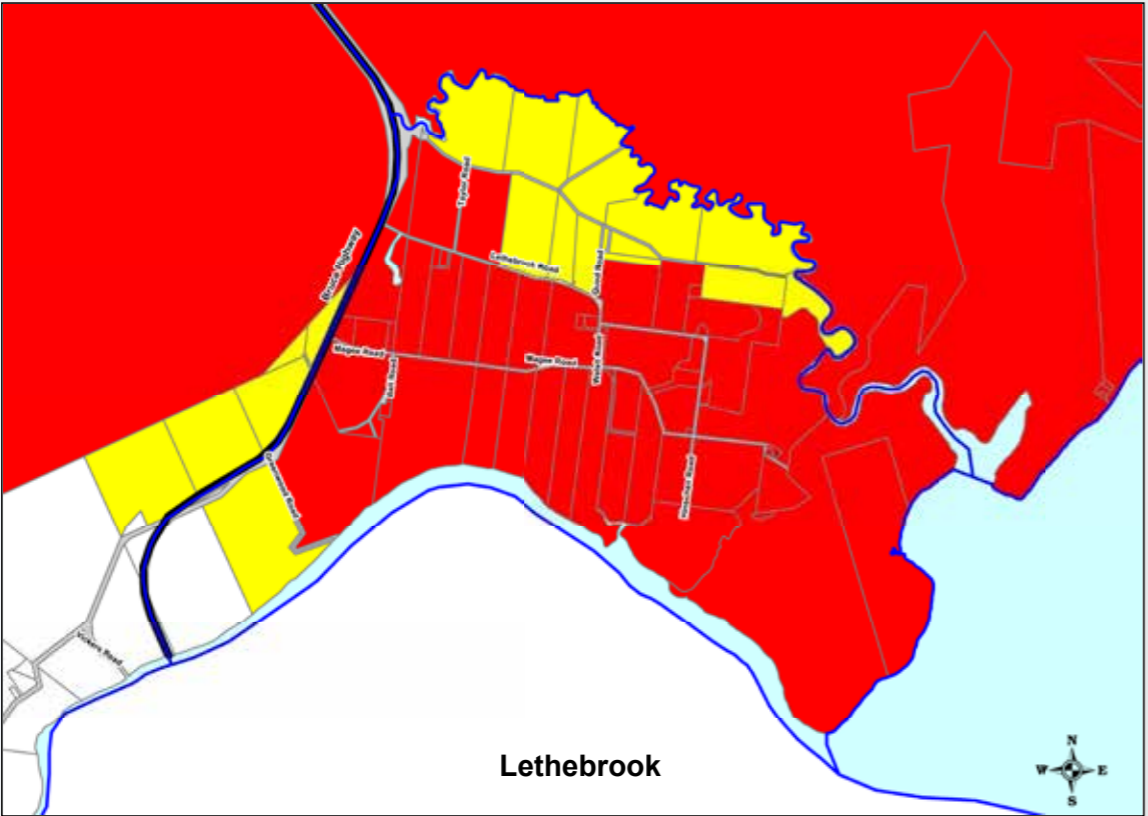
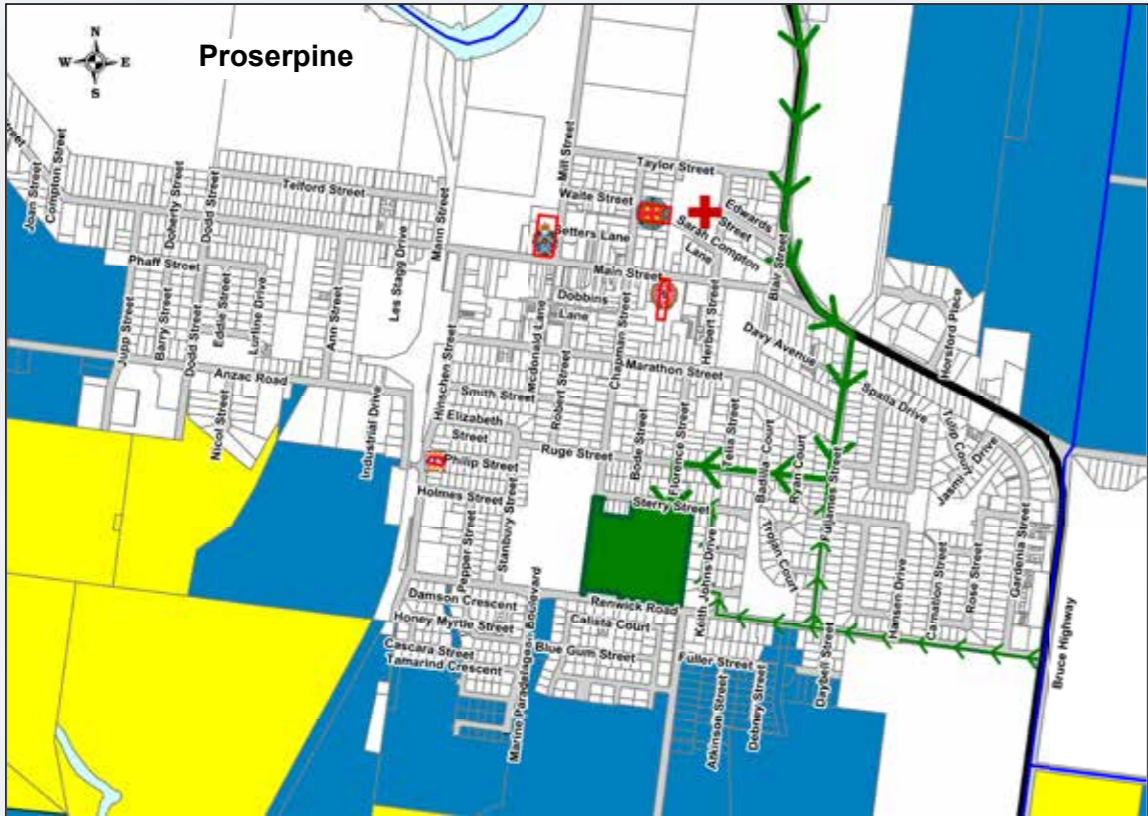
EVACUATION MAPS - 16, 17 & 18

Mount Julian • Preston / Conway • Conway Beach • Wilson Beach

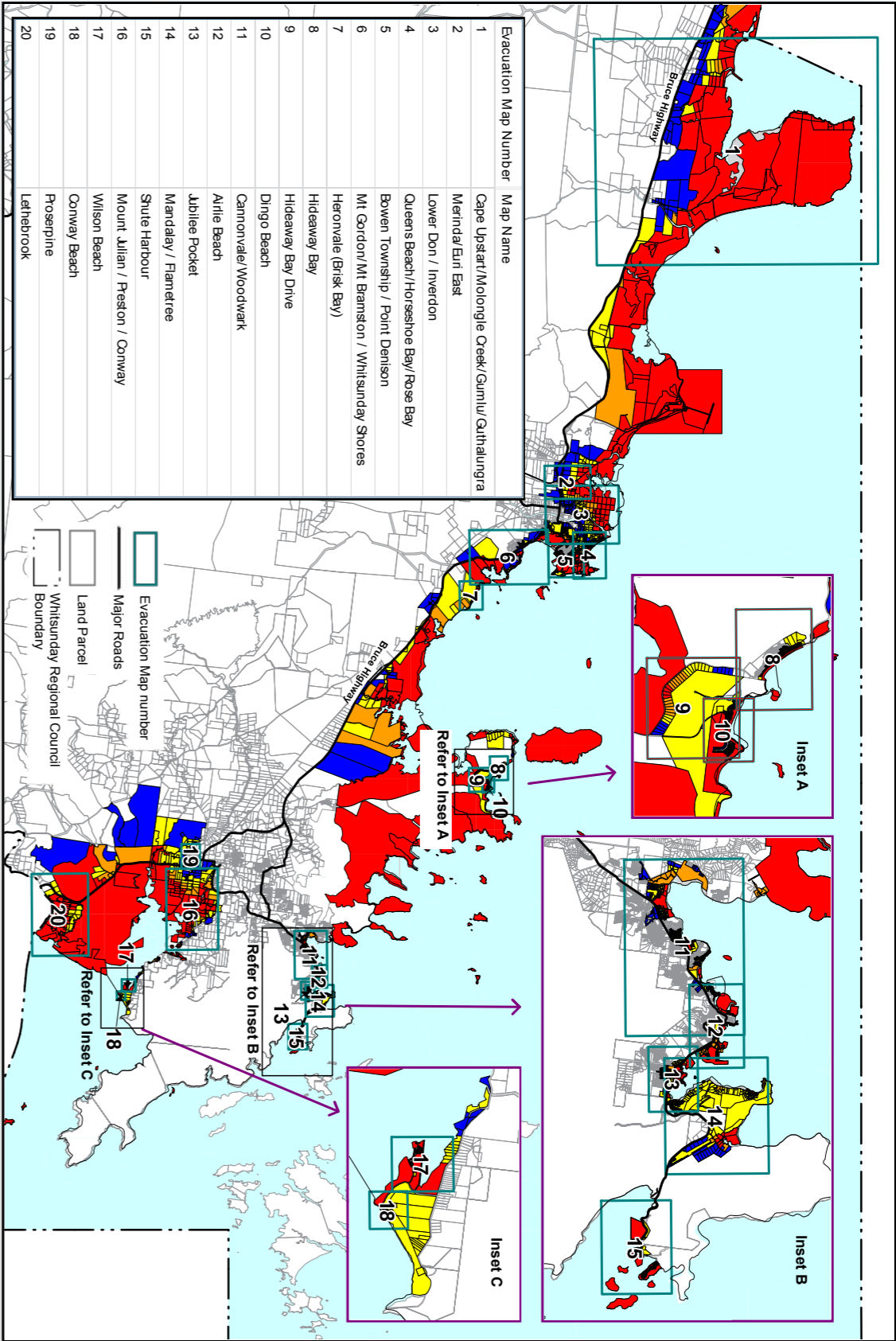


EVACUATION MAPS - 19 & 20

Proserpine • Lethebrook



EVACUATION MAP – WHITSUNDAY REGION



RECOVERY

COMMUNITY RECOVERY

Disaster recovery is a complex area of endeavour, and its success is entirely dependent upon the resilience and continuing engagement of the affected community.

Recovery can be a long and challenging process that needs to recognise community diversity. Quick action is both crucial and expected, whilst resources may be compromised.

Affected individuals and communities have diverse needs, wants and expectations. Demands are immediate, evolve rapidly and disaster effects and interventions may create long term legacies.

In saying that; recovery can provide an opportunity to improve and enhance social and natural environments, infrastructure and economies and contributing to a more resilient community.

Successful recovery relies on understanding the context, recognise complexity, use community-led approaches and coordination of all activities, communicate effectively and acknowledging and building capacity.

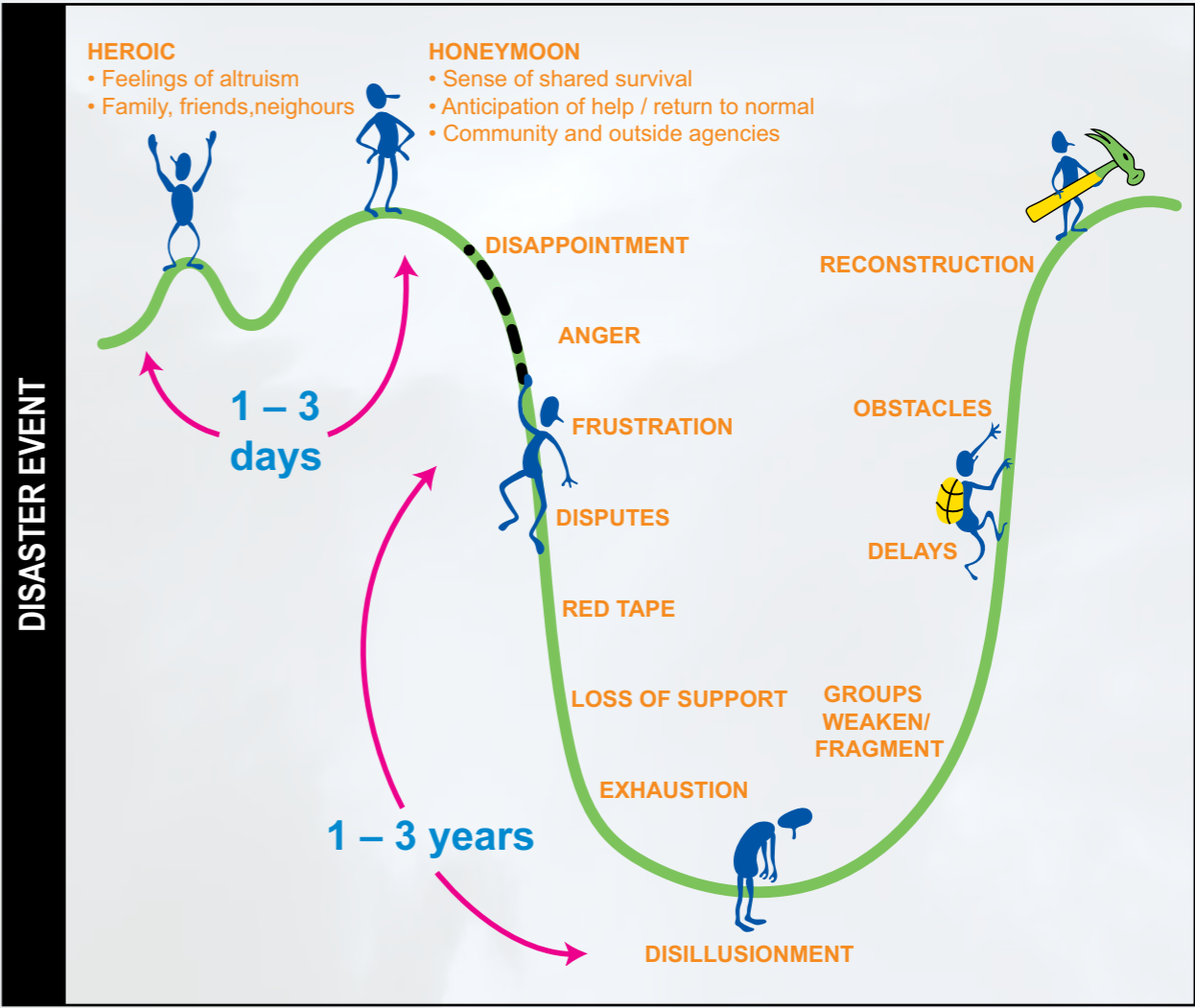
To prepare for recovery events in the future the Whitsunday Regional Council is committed to building resilience within our community and implement the lessons we have identified through our recovery processes.

The Local Recovery Group was active after TC Debbie and transitioned from “Recovery” to “Business as Usual” in June 2019.

**Note that there are still recovery projects and activities happening in the Whitsundays, but as we are in the phase of BAU we look at them as resilience activities.*



STAGES OF COMMUNITY RECOVERY



Recovery Functions

Effective recovery requires an integrated, multi-disciplinary approach to needs analysis, consequence management, community engagement, planning and service delivery. Coordinated effort by all agencies involved in recovery is required. As recovery is a complex and potentially protracted process, to assist with overall and effective coordination, aspects of recovery are conceptually grouped into four functions applicable in an all hazards environment including:

- Economic;
- Environmental;
- Human-Social; and
- Infrastructure

The disaster management arrangements have designated four functional lead agencies for leading recovery under each of the functions. The responsibilities for the functional lead agencies for recovery have direct correlation to the relevant agency's core business.

While these functions provide the framework within which a recovery structure can be established, the final structure will depend upon the nature and consequences of an event. For example:

- A marine oil spill may generate significant environmental and economic impacts that require additional emphasis on financial and industry recovery;
- A cyclone may generate more physical damage that requires greater emphasis on infrastructure, road and property recovery;
- A pandemic may require greater emphasis on human-social recovery and communications.

It may be appropriate to sub-divide these functions to ensure that significant areas of impact receive appropriate resources and strategic direction. Functional lead agencies will require the assistance of relevant organisations providing a supporting role to effectively perform their function. The mechanisms adopted by functional agencies to coordinate recovery efforts will be determined by that agency. This could include the formation of a standing group or committee responsible to the designated functional lead agency.

The State Recovery Group (SRG), a standing sub-group of the SDMG, assists in overall coordination of recovery activities across the four functional areas. During recovery operations, the SRG supports and assists local and district groups.

The functional lead agencies and contributing organisations providing a supporting role to the recovery function (including relevant local organisations), should work with the affected community to rebuild and strengthen community cohesion and capacity, so that the community becomes a resilient community as soon as possible. Communication strategies about recovery processes and progress are integral to ensuring public confidence about the recovery process. Early attention should be given to developing reporting metrics and key milestones to measure the progress of recovery, as well as mechanisms to communicate this progress to the community.



Economic

Economic recovery includes the coordinated process of supporting affected communities in:

1. Assessing impact on key economic assets;
2. Stimulating the renewal and growth of the economy within the affected area and the state;
3. Supporting individuals and households (e.g. through employment services, income support and assistance in insurance claims)
4. Facilitating business, industry and regional economic recovery and renewal;
5. Facilitating financial assistance, access to funds and loans and employer subsidies;
6. Ensuring businesses and industry groups and affected communities are involved in the decision-making process; and
7. Recovering from the intangible effects of an event (e.g. loss of business confidence and quality of life etc.

The functional lead agency for economic recovery is the Department of Employment, Economic Development and Innovation (DEEDI).

Environmental

Environmental recovery includes the coordinated process of supporting affected communities in:

- Assessing the impact of the event on the natural (e.g. water quality, ecological impact and pollution) and cultural (e.g. heritage conservation including indigenous cultural heritage) environment;
- Providing advice on potential environmental issues (e.g. water quality and sewerage, etc) and monitoring current issues (e.g. monitoring pollution and animal welfare);
- The rehabilitation of the natural environment, including parks, waterways and wildlife
- Rehabilitation of the cultural environment;
- The preservation of community assets (e.g. reserves and parks);
- Managing and disposing waste;
- Ensuring environmental bodies, affected communities and interest groups are involved in the decision-making process; and
- Monitoring and assessing the environmental consequences of clean-up operations

The functional lead agency for environmental recovery is the Department of Environment and Resource Management (DERM).

Human-Social

Human-social recovery includes the coordinated process of supporting affected communities in the provision of:

- Community support and the restoration of community support services and networks;
- Social impact and needs assessment and monitoring;
- Personal support and information;
- Physical health and emotional support;
- Psychological, spiritual, cultural and social wellbeing support;
- Public safety and education support;
- Activities that ensure affected communities and interest groups are involved in the decision-making process;
- Temporary accommodation; and
- Financial assistance to meet immediate individual needs and uninsured household loss and damage

The functional lead agency for human-social recovery is the Department of Communities (DoC).

Infrastructure

Infrastructure recovery includes the process of supporting affected communities in:

- Assessing damage to housing stock, commercial and industrial buildings and structures, rural structures, and infrastructure facilities;
- Coordinating building safety inspection services and securing damaged buildings and structures;
- Coordinating demolition of unsafe buildings and structures;
- Coordinating repair and rebuilding matters of housing stock;
- Coordinating disposal of hazardous material and debris;
- Coordinating recovery of utility (water, power and telecommunications) infrastructure, which is normally undertaken by infrastructure owners and operators (e.g. Telstra and Energex, etc.);
- Coordinate restoration of public schools and public building infrastructure, sporting facilities and public playgrounds;
- Coordinate the restoration of damaged dam structures;
- Coordinate recovery of road and other transport infrastructure;
- Prioritise repair and reconstruction activities, where appropriate;
- Ensuring industry groups and affected communities are involved in the decision-making process; and
- Considering mitigation measures (e.g. flood risk reduction) when planning for rebuilding and reconstruction

The functional lead agency for infrastructure recovery is the Department of Local Government and Planning (DLGP).

CLEANING UP

In most cases people will want to return to their homes as soon possible after a disaster and undertake repairs to their home, but for your safety you should wait until hazards have been cleared, basic needs are available, and the site is declared safe. Make sure you wear protective clothing when cleaning up and take the necessary precautions.

INSURANCE

There are various types of insurance that everyone should consider however the most important ones to consider include:

- Home building;
- Home contents; and
- Motor insurance

Areas within an insurance policy to pay particular attention to:

- Level of cover
- Excess amounts

The following tips provide a useful guide for what people can do to assist when making an insurance claim:

- Know who you are insured with and keep their contact details in a safe place
- Contact your insurance company as soon as possible after the event to register your intention to claim and seek advice about the claims process
- If your home or business property is damaged, make temporary repairs only to prevent further damage. If possible, take photos of the damage before you start repairs
- If your assets (furniture, carpet, and clothing) have been damaged, remove them as part of a general clean-up. If possible, they should all be kept in a safe location, so they can be inspected as part of the claims process if necessary



REGISTER. FIND. REUNITE
(AUSTRALIAN RED CROSS)

Red Cross has launched a new and improved service to help register, find and reunite family, friends and loved ones during a disaster.

Red Cross support volunteers help people to cope emotionally and practically during and after an emergency by providing useful practical information and advice and assisting people to access services. Emergency response in some states includes assisting with immediate emergency housing and food needs by providing a meal and hotel for the night for a family who has just lost everything in a single house fire, through to helping manage evacuation centres during larger-scale emergencies.



GIVIT

Whitsunday Regional Council has secured the assistance of Australian charity GIVIT to manage the donations of goods and services to support vulnerable members of our local community. An online not-for-profit organisation GIVIT's donation portal www.givit.org.au connects those who have with those in need. It enables everyday Australians to see exactly what is urgently required by residents doing it tough within our region. GIVIT currently supports more than 1,000 of Australia's most trusted charities by sourcing quality urgently needed items direct from the public. By registering with GIVIT, local charities, not-for-profits and community organisations working directly with marginalised, disadvantaged and vulnerable people, those in need can tap into a national giving network and access free quality donated items.

The public can donate new or 'as new' quality items via GIVIT into a virtual warehouse, removing the need for charities to sort, store or collect items until they are really needed. Since GIVIT was established in 2009, more than 210,000 urgent requests for goods and services have been matched with the resources of community and corporate donors.

USEFUL LINKS:

Donate to Givit: www.givit.org.au

The Queensland Building and Construction Commission: www.qbcc.qld.gov.au

Insurance: www.understandinsurance.com.au



Emergency Volunteering CREW is a volunteer referral service created and managed by Volunteering Queensland. This organisation links people who want to help out before and after disasters with organisations across the community who need helping hands. They also make sure people with the required skills, availability and locality are referred into the areas of the community that need help the most.

FINANCIAL ASSISTANCE

- Immediate financial assistance
- Essential households contents grant
- Structural assistance grant
- Essential services safety and reconnection grant

The Queensland Government through the Department of Housing and Public Works offer a range of services to help with accommodation options after a disaster event. If you require emergency and temporary accommodation assistance, it is important to register your details and needs with the Department of Housing and Public works as soon as possible after the disaster event.

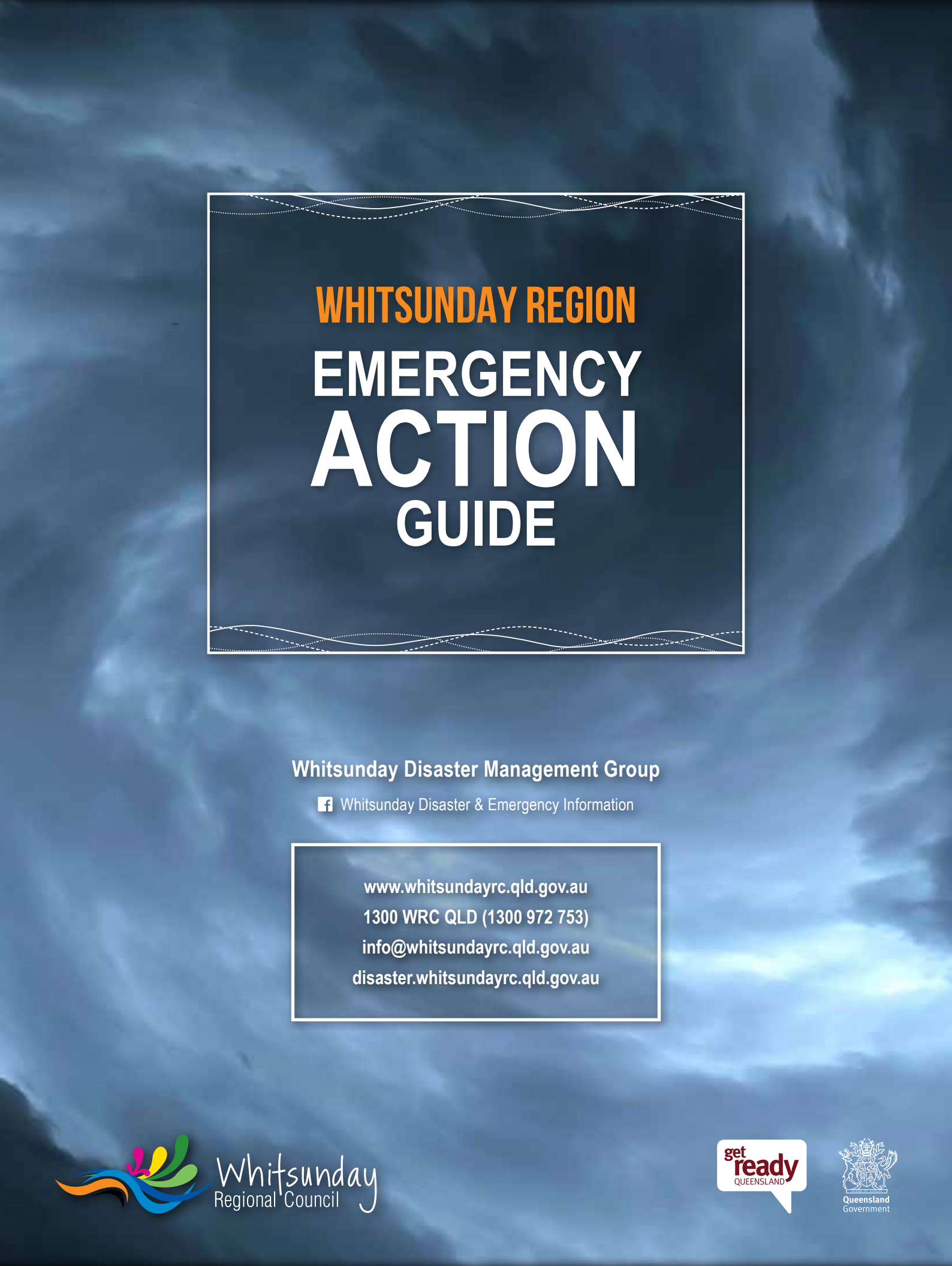

Emergency Volunteering: <https://emergencyvolunteering.com.au/qld>

QLD Government:
www.qld.gov.au/community/disasters-emergencies/financial-assistance/index.html

Disaster Dashboard: disaster.whitsundayrc.qld.gov.au


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WHITSUNDAY REGION EMERGENCY ACTION GUIDE

Whitsunday Disaster Management Group

 Whitsunday Disaster & Emergency Information

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