

FRASER COAST EMERGENCY GUIDE



ARE YOU PREPARED?

Fraser Coast Region is a vibrant and fast growing area that has a wide range of topography and changing demographics. It exhibits an abundance of natural, world heritage, historic, aquatic, flora and fauna attractions.

Despite the region's idyllic lifestyle, there will be occasions when the community is affected by a disaster, whether natural or otherwise.

Each year, from November to May, our region is in its cyclone season, and storms, storm surges, flooding and road closures may be experienced.

Fires, in the wild or in urban areas, can affect our communities, and we should also be vigilant for road and transport safety, accidents, spills and industrial leaks.

We may be unable to prevent a disaster from happening, but we are able to minimise the adverse effects through

comprehensive planning, preparation, managing effective response and recovery.

The active preparation and participation of all in our community is key to our resilience, survival and collective ability to recover.

This set of handy guides has been prepared to assist and enable you to complete your own emergency preparations.

Please take the time to read each fact sheet and identify the names, addresses and numbers you need to ensure you and your household and family members are ready.

You can download these Fact Sheets in a range of other languages, and find more information at: www.qld.gov.au/getready and www.disaster.qld.gov.au

If you do a little, we all accomplish a lot.

CONTENTS AND FACT SHEETS

We suggest you consult with your neighbours when compiling your emergency contacts – and why not make sure they have their own kit completed as well? The elderly, disabled, or people with special needs in your neighbourhood may appreciate a hand.

Important phone numbers for key services in the Fraser Coast Region can be found on page 10 – the reverse side of Fact Sheet 4.

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FACT SHEET 1

PREPARE EMERGENCY PLAN

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

1. Prepare Emergency Plan
2. Prepare For Evacuation
3. Prepare Emergency Kit
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. Pet Emergency Plan
8. Prepare Your Car
9. Prepare Your Business

Available in 20 languages
online: disaster.qld.gov.au

FACT SHEET 1

ALWAYS REMEMBER

Having an Emergency Plan is an important step to prepare for, survive and cope with emergencies.

- **KNOW**, all householders need to know where your Emergency Plan is kept.
- **INVOLVE** all householders in your disaster preparations so all understand risks and appropriate actions required in an emergency.
- **PRACTICE** your Emergency Plan with all householders every few months to make sure everyone knows what to do if an emergency occurs.
- **On this Fact Sheet here are four simple steps to help you, your family and household.**
- **The Emergency Plan is on the other side of this page for you to complete for your household.**

1 RESEARCH HAZARDS AND DISASTER MANAGEMENT ARRANGEMENTS IN YOUR COMMUNITY.

- What potential hazards could impact your community? Is there any information on Disaster Management Plans for these hazards?
 - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
- Ask about Emergency and Evacuation Plans at your workplace, school, and childcare providers. Check if they need details of your household emergency contacts.
- What local support is available?
 - Ask for contact details of local support agencies and record these on your Emergency Plan.
 - If your household will need support to evacuate, find out what assistance is available.
- Become familiar with weather warnings issued by the Bureau of Meteorology (www.bom.gov.au and phone services).

2 DISCUSS POSSIBLE SCENARIOS AND RESPONSES WITH YOUR HOUSEHOLD.

- Discuss each hazard and potential scenarios.
- What would you do in the event of each emergency?
- Where might you be when such an emergency occurs?
- Depending on the type of emergency, decide how you would keep in touch and where you would meet.
- Does everyone know the Standard Emergency Warning Signal (SEWS) and what to do when this warning is issued? To learn more about SEWS visit www.disaster.qld.gov.au

- Does everyone know to tune into the local ABC radio station to hear updates and warnings?
- You may also need to prepare for evacuation. Discuss where to go if you were unable to return home or if you have to leave your home.
- Nominate two meeting places in case of an emergency, one nearby, another outside your neighbourhood, everyone can easily get to.
- Nominate two family members or friends who do not live with you (one local, one interstate) to be household emergency contacts in case you and your family become separated. Ensure everyone knows how to contact these people.
- Discuss medical conditions of household members. Include essential medications and dosages in your Emergency Kit.
- Discuss what preparations are needed for your pets. Also see fact sheet 7.

3 RECORD IMPORTANT DETAILS ON YOUR EMERGENCY PLAN (OVER THE PAGE), SUCH AS:

- Emergency and related phone numbers
- Triple Zero (000)
- 132 500 (SES)
- Medical services
- Local Council
- Electricity and other service providers
- Insurance providers
- Relatives and friends
- All householder mobile phones, other numbers such as work, school, childcare providers, friends, neighbours and your household emergency contacts.
- Details of the two meeting places you have nominated.
- Any specific medical conditions, essential medications and dosage.
- Details for your pets - description, photo, veterinarian contact details, medication.

- Radio frequency of your local ABC radio station (www.abc.net.au/local), Bureau of Meteorology website (www.bom.gov.au) and telephone weather services for local warnings.

4 ENSURE EVERYONE IN YOUR HOUSEHOLD IS PREPARED

- Prepare an Emergency Kit and store in a safe, accessible place. Also see Fact Sheet 3.
- Review and practise your Emergency Plan regularly (three times per year).
- Teach children how and when to call Triple Zero (000) in an emergency (use 112 from mobile phones). Only call Triple Zero (000) if you believe the emergency is life threatening, critical or serious.
- Ensure householders have current first aid certification. Include a fully stocked first aid kit in your Emergency Kit. First aid training and equipment is provided by the Queensland Ambulance Service – visit www.ambulance.qld.gov.au
- Tune into warnings. See Fact Sheet 7.
- Create wallet emergency cards for all household members to refer to when activating your Emergency Plan.
- Ensure everyone knows where, how and when to turn off the main power, water and gas supply in case of evacuation.
- Display your Emergency Plan on the fridge or household notice board, provide copies to household members, relevant friends, family and neighbours and keep a copy in your Emergency Kit.
- Consider joining a community emergency service organisation such as the State Emergency Service (SES) to learn more and help your community prepare for and respond to natural disasters – visit www.emergency.qld.gov.au/ses

FACT SHEET 1

HOUSEHOLD EMERGENCY PLAN

HOUSEHOLD CONTACTS

Name	Mobile number	Email address

EMERGENCY CONTACTS

Nearby contact name	
Address	
Phone number	
Email address	
Out-of-town contact name	
Address	
Phone number	
Email address	

MEETING PLACES

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

PHONE NUMBERS

Council	
Electricity	
Doctor	
Hospital	
Veterinary practice	
Insurance provider	
Childcare provider	
Primary school	
High school	
Workplace	
Workplace	
Friend	
Friend	
Neighbour	
Neighbour	

MEDICAL INFORMATION

Medication	Who needs it and at what dosage?

PRACTICE DATES

(Three times per year):

1. _____
2. _____
3. _____

SHELTER

Where we will 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 _____

EMERGENCY SERVICES

Police, Fire and Ambulance

Life Threatening Only
Phone: 000 Triple Zero
(112 from mobile)

State Emergency Service
(SES) - Phone: 132 500

LOCAL RADIO STATION

FACT SHEET 2

PREPARE FOR EVACUATION

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

1. Prepare Emergency Plan
2. **Prepare For Evacuation**
3. Prepare Emergency Kit
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. Pet Emergency Plan
8. Prepare Your Car
9. Prepare Your Business

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1. RESEARCH HAZARDS AND DISASTER MANAGEMENT ARRANGEMENTS IN YOUR COMMUNITY

- What potential hazards could impact your community? Is there any information on disaster management plans for these hazards?
 - Check with your local council for information and plans.
 - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
 - Find out if you live in a flood-prone area or evacuation zone. Do you need to make arrangements to stay with friends on higher ground?
- Ask about Emergency and Evacuation Plans at your workplace, school, and childcare providers. Check if they need details of your household emergency contacts.
- What local support is available?
 - Ask for contact details of local agencies and record these on your Emergency Plan.
 - If your household will need support to evacuate, find out what assistance is available.
- Become familiar with weather warnings issued by the Bureau of Meteorology (www.bom.gov.au and phone services).

2. DISCUSS POSSIBLE SCENARIOS AND RESPONSES WITH YOUR HOUSEHOLD

- Discuss each hazard and potential scenarios.
- What would you do in the event of each emergency?
- Where might you be when such an emergency occurs?
- Depending on the type of emergency, decide how you would keep in touch and where you would meet.
- Does everyone know the Standard Emergency Warning Signal (SEWS) and what to do when this warning is issued? To learn more about SEWS visit www.disaster.qld.gov.au
- Does everyone know to tune into the local ABC radio station to hear updates and warnings?
- You may also need to prepare for evacuation. Discuss where to go if you were unable to return home or if you have to leave your home.
- Nominate two meeting places in case of an emergency, one nearby, another outside your neighbourhood, everyone can easily get to.
- Nominate two family members or friends who do not live with you (one local, one interstate) to be household emergency contacts in case you and your family become separated. Ensure everyone knows how to contact these people.
- Discuss medical conditions of household members. Include essential medications and dosages in your emergency kit.
- Discuss what preparations are needed for your pets. (Also see Fact Sheet 7.)

CHECKLIST FOR EVACUATION:

- Has official advice been given to evacuate?
- Do you know where you will be evacuating to?
- Is your evacuation point further inland, on higher ground and secure?
- Do you know the preferred route for evacuation?
- Is your vehicle full of fuel?

HAVE YOU PACKED YOUR:

- Evacuation Kit?
(See other side of this page)
- Emergency Kit?
(Also see Fact Sheet 3)
- Emergency Plan?
(Also see Fact Sheet 1)
- Do you have essential medications for your family?
- Have you packed important documents and valuables?
- Have you turned off all the power, gas and water mains to your home?
- Are your pets safe and secure?
- Have you secured and locked your home?
- Have you packed emergency water supplies?
- Have you checked on neighbours who are elderly or disabled?

IF YOU HAVE COMPLETED THE ITEMS ABOVE, THEN COMMENCE YOUR EVACUATION PLAN

FACT SHEET 2

ALWAYS REMEMBER

- Flood or storm surge, planning for an evacuation now can save you time and stress in the event of such an emergency.
- **On this page are three steps to help prepare evacuation arrangements for your Emergency Plan, as well as a checklist before you evacuate.**
- **On the other side of this page is a suggested list of items to have prepared in your Evacuation Kit.**

VISITORS

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



FACT SHEET 2

EVACUATION KIT

ITEMS TO INCLUDE:

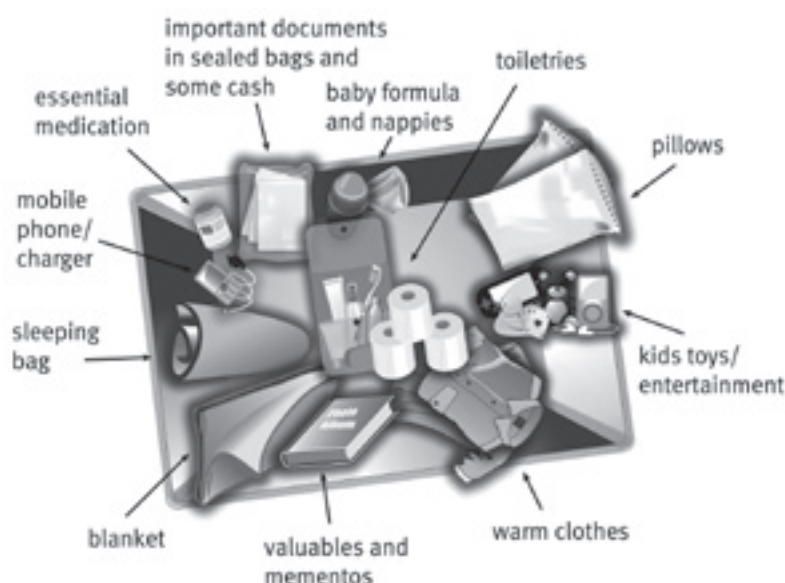
- Multiple changes of clothes for all household members, stored in watertight plastic bags (long pants, long sleeved shirts, hats and strong shoes are recommended)
- Extra essential medicines and repeat prescriptions
- Extra first aid supplies, sunscreen, insect repellent
- Extra toiletry and sanitary supplies
- Pillows, sleeping bags and blankets for each household member
- Books and games for children
- Extra baby formula, food and nappies (if required)
- Valuables, photos (prints, cd's, USB data stick) and mementos in waterproof plastic bags
- Extra money as cash
- Mobile phone, spare battery and charger
- **YOUR EMERGENCY KIT** (also see Fact Sheet 3)
- **YOUR EMERGENCY PLAN** (also see Fact Sheet 1)

IMPORTANT DOCUMENTS

- Insurance papers for house and contents
- Insurance papers for vehicles and valuable items
- Inventory of valuable household goods
- Wills and life insurance documents
- House deeds/mortgage documents
- Birth and marriage certificates
- Passports/Visa details
- Stocks and bonds
- Medicare and pension cards
Immunisation records
- Bank account and credit card details
- Back-up copies of important computer files
- Copy of household Emergency Plan
- Emergency contact telephone numbers

YOUR EVACUATION KIT SHOULD BE KEPT IN A STURDY, EASY TO CARRY BAG OR WATERPROOF STORAGE BOX AND STORED IN A SAFE PLACE THAT IS EASY TO ACCESS.

Notes



**AT LEAST
3 DAYS**

Is how long you may be without assistance

FACT SHEET 3

PREPARE EMERGENCY KIT: ESSENTIAL ITEMS

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

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2. Prepare For Evacuation
3. **Prepare Emergency Kit**
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. Pet Emergency Plan
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9. Prepare Your Business

Available in
20 languages online:
www.disaster.qld.gov.au



FACT SHEET 3

ALWAYS REMEMBER

Having an Emergency Kit is an important step to prepare for, survive and cope with emergencies.

- **KNOW**, all householders need to know where your Emergency Kit is kept.
- **CHECK** and update the contents of your kit regularly, to ensure everything is in working order and has not expired.
- **DISCUSS** your Emergency Kit with all householders and make sure everyone knows what to do in an emergency.
- **On this page is a list of items which should be in your kit at all times.**
- **On the other side of this page is a list of extra items which, if you do not keep at all times, you should add to your kit during storm or cyclone season.**

FOOD AND WATER

- Range of non-perishable food items
- Bottled water

MEDICAL AND SANITATION

- First aid kit and manual
- Essential medications, prescriptions and dosage
- Toilet paper
- Toothbrush/toothpaste
- Soap/shampoo
- Personal hygiene items

LIGHT

- Flashlight/torch with extra batteries
- Battery powered lantern

COMMUNICATIONS

- Battery powered radio with extra batteries
- Traditional wired telephone
- Prepaid phone cards and coins for phones

CLOTHING AND FOOTWEAR

- Warm jumper, waterproof jacket, hat and gloves for everyone
- Closed-toed shoes or boots for everyone

TOOLS AND SUPPLIES

- Whistle, utility knife, duct/masking tape
- Plastic garbage bags, ties
- Safety Glasses and sun glasses

MISCELLANEOUS

- Special Items for Infants (nappies, formula etc)
- Special items needed by elderly or people with special needs
- Spare house and car keys
- Pet food, water and other animal needs

IMPORTANT DOCUMENTS

Keep original or certified copies of these documents in your Emergency Kit.

Scan copies of them and save the files on a USB memory stick or CD to include in your kit. Keep all these items in sealed plastic bags.

- Insurance papers for your house and contents, cars, and for valuable items
- Inventory of valuable household goods
- Wills and life insurance documents
- House deeds/mortgage documents
- Birth and marriage certificates
- Passports/Visa details
- Stocks and bonds
- Medicare, pension cards, immunisation records
- Bank account and credit card details
- Back-up copy of important computer files
- Household Emergency Plan with emergency contact numbers (also see Fact Sheet 1)

FACT SHEET 3

EMERGENCY KIT: EXTRA ITEMS

FOOD AND WATER

Three days' supply of non-perishable food plus can-opener, cooking gear, plates & utensils

IN KIT OR LOCATION

Clean water in sealed containers (10L per person is recommended for 3 days supply)

Water purification tablets

MEDICAL AND SANITATION SUPPLIES

Extra supplies of medications

Extra toiletry and sanitary supplies

Sunscreen and insect repellent

Prescription details for all medications

Spare spectacles

TOOLS, COMMUNICATIONS AND SUPPLIES

Wide masking tapes for windows

Wrench or pliers to turn off all utilities

Tent or tarpaulin

Woollen and thermal blankets

Mobile phone, spare battery and charger

CLOTHING AND FOOTWEAR

Change of clothes for everyone, stored in plastic bags

Spare clothes and bedding

MISCELLANEOUS ITEMS

Extra supplies for infants (formula, nappies etc)

Extra items for elderly/people with special needs

Spare cash in case ATM's don't work

Pets – provisions and information

(such as vet's papers, leash, food & water, collars with identification tag, pet beds, litter pan & scooper, carrier or harness, medication)

INTERRUPTIONS TO POWER AND WATER SUPPLIES

Barbeque or portable stove with fuel

Fully charged batteries for mobile phone

Spare batteries for torch and radio

Esky or gas/battery powered refrigerator

EXTRA ITEMS TO INCLUDE IN YOUR EMERGENCY KIT DURING CYCLONE AND STORM SEASON.

Weather warnings are issued when emergencies like floods, storms and cyclones are expected.

During storm and cyclone season add the items on this page to your emergency kit.

It is preferable to keep stocks of these items in your kit all the time.

However, if you do not have enough space in your kit, make a note of where to find the extra items in your home so you can collect them quickly.

Remember: if you have visitors during an emergency, you will need supplies for them also.

AT LEAST 3 DAYS

Is how long you may be without assistance

FACT SHEET 4

PREPARE YOUR HOME

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

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2. Prepare For Evacuation
3. Prepare Emergency Kit
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7. Pet Emergency Plan
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1. GENERAL MAINTENANCE

- Check the condition of the roof and repair loose tiles, eaves and screws.
- Clean gutters and downpipes so water can drain away as quickly as possible.
- Trim trees and overhanging branches.
- Secure loose items that could cause damage if blown around in high winds (such as garden furniture and toys).

2. GENERAL PREPARATIONS

- Ensure your home, contents and car insurance is current and covers your assets adequately – check your policy includes debris clean up and disposal.
- Identify which room is the strongest part of the house, in case you need to shelter in your home during severe storm or cyclone. Usually this would be the smallest room in the house, with the least windows.
- Identify where and how to turn off the mains supply for water, power and gas.
- Purchase emergency essentials to have on hand, such as:
 - Containers to store drinking water.
 - Spare supply of fuel for use in your vehicle (ensure you store safely).
 - Wide masking tape for windows.
 - Hessian bags and sand for sandbagging indoor drains to prevent sewerage backwash from flooding.

3. IF YOU LIVE IN A FLOOD-PRONE AREA

- Store all poisons well above ground level.
- Identify which indoor items you will need to raise or empty if flooding threatens your home.
- ALSO CONSIDER:
 - Alternatives to carpet floor coverings.
 - Relocating electrical sockets and power-points to well above floor level.

4. IF YOU LIVE IN AN AREA PRONE TO CYCLONE OR SEVERE STORM

- Fit windows with shutters or metal screens for added protection during high winds.
- Arrange a professional builder to check your building and identify measures to increase its structural security to withstand high winds.

5. WHEN SEVERE WEATHER WARNINGS ARE ISSUED

- Disconnect electrical appliances and all external television and radio aerials.
- Turn off electricity and gas main supplies if instructed by emergency authorities.
- Secure outdoor furniture and other garden items.
- Fill buckets and bath with clean water in case of interruptions to main supply.
- Close windows with shutters, or use strong tape in a criss-crossing pattern and draw curtains.
- Park vehicles under cover away from trees, powerlines and waterways.
- If you cannot access undercover shelter for your vehicles, secure with firmly tied blankets to minimise hail damage.
- Check all household members are safe and are in the strongest room in the house.
- Take your Emergency Kit in with you whilst sheltering from the storm or cyclone (also see Fact Sheet 3).
- Tune in and listen to your local radio station for updates on the event and further warnings and safety messages (also see Fact Sheet 5).

FACT SHEET 4

ALWAYS REMEMBER

Preparing your home is an important step towards your family being prepared for, surviving and coping with emergencies.

- The best time to take action to prepare your home is before storm, cyclone and monsoon season.
- Completing the list of suggested tasks on this fact sheet will assist you to prepare your home and property to minimise potential damage.



FACT SHEET 5

TUNE INTO WARNINGS

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

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20 languages online:
www.disaster.qld.gov.au

FACT SHEET 5

ALWAYS REMEMBER

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.

When warnings are issued you may be directed to:

- Finalise preparations
- Secure items around your home
- Activate your Emergency Plan
- Shelter in place, or
- Commence evacuation to your predetermined safer location.

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

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

1. TUNE IN

- Tune your battery powered radio to your local radio station to listen for weather and warning updates.
- Turn your television to your local station to watch and listen for warning updates.

2. LOG ON

- Bureau of Meteorology website for weather updates, weather warning and tsunami warning information:
www.bom.gov.au
- Queensland Disaster Management services website for information on preparing, emergency alerts issued and current information on disaster events.
www.disaster.qld.gov.au
- Your local council website for local Emergency Management Plans and evacuation information and routes.
- Find your council at www.dip.qld.gov.au/local-government-directory.html

3. LISTEN OUT

- For the Standard Emergency Warning Signal (SEWS) used at the beginning of serious warnings.
- For emergency alert voice messages to your landline and text messages to your mobile telephone.
- For local community safety announcements (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.

4. ACT

- Act immediately on the advice provided.
- Ensure all householders are aware of the warning and advice provided. Check on neighbours and friends who may need special assistance.
- Activate your Household Emergency Plan.
- Locate and collect your Emergency Kit.

MORE INFO ON WEATHER WARNINGS:

- QLD Tropical Cyclone Warnings - 1300 659 212
- QLD Land Weather and Flood Warnings - 1300 659 219
- QLD Coastal Marine Warnings 1300 360 427
- QLD General Warnings - 1900 969 922 (call costs apply)
- Australian Tsunami Threat Information (1300 Tsunami) - 1300 878 6264



EMERGENCY ALERT.

**BE WARNED.
BE INFORMED.**



Emergency Alert is a telephone warning system that authorities can use to provide warnings to communities.

Emergency alert can be used to send voice alerts via landline telephones based on the location of the handset, and text alerts to mobile phones based on the billing address.

It is for use in a range of emergency situations, including extreme weather events and bushfires. You are not charged and will not have to pay for the alert. Importantly, you cannot opt out of receiving emergency alerts.

If you receive an emergency alert, you need to listen carefully to the advice provided and act immediately. Voice messages will be repeated if you hold the line. You may be directed to finalise preparations, secure items around your home, shelter in place or commence evacuation to your predetermined safer location. For more information, visit:

www.disaster.qld.gov.au/ea/emergencyalert.asp



When warnings are issued for major emergencies, relevant authorities may use the Standard Emergency Warning Signal (SEWS) prior to providing information on the emergency.

SEWS is a wailing siren sound used throughout Australia for serious emergency events such as severe cyclone, bushfire, flood and storm.

When you hear the signal on radio, television or over the phone via emergency alert messages, pay careful attention to the information that follows and act immediately on the advice given.

To listen to the SEWS go to:
www.disaster.qld.gov.au/disasters/warning.asp

FACT SHEET 5

TUNE INTO WARNINGS

EMERGENCY SERVICES

Police, Fire and Ambulance

Life Threatening Only
Phone: 000 Triple Zero
(112 from mobile)

State Emergency Service

(SES) - Phone: 132 500

TUNE IN:

My local radio station: _____

Local TV station: _____

LOG ON:

Bureau of Meteorology (BoM) www.bom.gov.au

Local Bureau Page: _____

Queensland disaster Management services
www.disaster.qld.gov.au

Local Council Page: _____

LISTEN OUT:

- For the Standard Emergency Warning Signal.
- For Emergency Alert messages sent to your telephone.
- For local community safety announcements.

ACT:

- Warnings are urgent.
- Act immediately on the information provided.

EMERGENCY CONTACT INFORMATION

Police – Fire – Ambulance	Triple Zero (000) (112 from mobiles)	www.triplezero.gov.au
BUREAU OF METEOROLOGY		
Qld General Warnings	1900 969 922 (call costs apply)	www.bom.gov.au
Qld Tropical Cyclone Warnings	1300 659 212	www.bom.gov.au/cyclone
Qld Weather and Flood Warnings	1300 659 219	www.bom.gov.au/qld/warnings
Qld Coastal Marine Warnings	1300 360 427	www.bom.gov.au/marine
Australian Tsunami Threat Information	1300 Tsunami	www.bom.gov.au/tsunami
RADIO		
ABC Local Radio	-	www.abc.net.au/local
ABC Local Radio Frequency Finder	-	www2b.abc.net.au/reception/frequencyfinder/asp/results.asp
Commercial Radio Australia (CRA)	-	www.commercialradio.com.au/index.cfm?page_id=1012
GOVERNMENT, HEALTH, EDUCATION, ROADS		
Standard Emergency Warning Signal (SEWS)	-	www.disaster.qld.gov.au/Warnings_and_Alerts/About_SEWS.html
Local Government Directory	-	www.dip.qld.gov.au/local-government-directory.html
Health & Hospitals	Government, Health, Education, Roads	www.health.qld.gov.au
Schools	-	www.education.qld.gov.au
Road Closures – South East Queensland	13 19 40	www.131940.qld.gov.au
ELECTRICITY		
Downed Power Lines – South East QLD	Energex: 13 19 62	www.energex.com.au
Downed Power Lines – All Other Queensland	Ergon Energy: 13 16 70	www.ergon.com.au
Supply and Outages – South East QLD	Energex: 13 62 62	-
Supply and Outages – All Other Queensland	Ergon Energy: 13 22 96	-
TELEPHONE		
Telstra	132 203	www.telstra.com.au
Optus	1300 307 937	www.optus.com.au
ANIMALS AND WILDLIFE		
Wildlife Hotline	1300 130 372	-
RSPCA	1300 852 188	www.rspcaqld.org.au
Disease Watch Hotline (Report Animal Diseases)	1800 675 888	www.farmbiosecurity.com.au/about/emergency-animal-diseases/
Lost / Missing Animals	1300 130 372	www.rspcaqld.org.au/what-we-do/lost-animals

FACT SHEET 6

CHECK YOUR NEIGHBOURS

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FACT SHEET 6

ALWAYS REMEMBER

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

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

WHAT CAN I DO?

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

- Older people living by themselves
- People with physical or sensory disabilities
- People with a chronic illness or with a mental illness
- Single parents with young children
- Large families
- People newly arrived, including tourists, refugees or immigrants
- Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy.
- Make a list of tasks neighbours can help each other. Does anyone have special skills, such as medical, technical, trade?
- Plan how the neighbourhood could work together after a disaster.
- Organise a community working bee – it's a great way to get to know your neighbours.
- Examples of ways in which you may be able to help others:
 - Bill has a sensory disability and needs someone to let him know when weather warnings are issued and cancelled.
 - Joan is unable to lift heavy objects and will need help to raise her furniture when flooding is imminent.
 - If the power is disrupted, Jack will need assistance to prepare meals and to contact his family.

- Sally is in a wheel chair and will need assistance to secure loose items around her property.

HELP YOUR NEIGHBOURS

- Help to evaluate and prepare the home for an emergency by:
 - Helping them prepare a Household Emergency Plan (Fact Sheet 1).
 - Helping prepare an Emergency Kit (Fact Sheet 3).
 - Helping prepare an Emergency Plan for pets or assistance dogs (Fact Sheet 7).
- Assist in identifying and obtaining resources needed to cope effectively with an emergency.
- Assist moving furniture and valuables out of the way of flood water.
- Provide information about what is happening.
- Help to secure a property prior to a cyclone or storm.
- Provide a place to shelter while an emergency occurs.
- Help in the clean up after a disaster.
- Sit down with your neighbours and have a cup of tea and chat about what has happened.

Complete your neighbours' details on the other side of this page, and help them complete a fact sheet of information for themselves if needed.

IMPORTANT TELEPHONE NUMBERS

Police, Fire and Ambulance (only call if you believe the emergency is life threatening, critical or serious)	Emergencies: 000 Triple Zero (112 from a mobile)
State Emergency Service (SES)	132 500
Local Council	1300 79 49 29
RSPCA	1300 363 736 to report a lost or found animal
Help for injured or trapped native animals	1300 ANIMAL / 1300 264 625
Other Numbers:	

FACT SHEET 6

CHECK YOUR NEIGHBOURS

KEY INFORMATION TABLES BELOW can be completed for neighbours on your left and right, opposite you across the street, or behind you at the rear of your property.

EMERGENCY SERVICES

Police, Fire and Ambulance

Life Threatening Only
Phone: 000 Triple Zero
(112 from mobile)

State Emergency Service

(SES) - Phone: 132 500

RSPCA

Phone 1300 ANIMAL
1300 264 625

Phone 1300 363 736 to
report a lost or found animal

Notes

LOCAL RADIO STATION

NEIGHBOUR TO MY LEFT

House number _____

Family surname _____

Family members _____

Pets (type/names) _____

Phone numbers _____

Emergency numbers _____

Email address _____

Notes _____

NEIGHBOUR TO MY RIGHT

House number _____

Family surname _____

Family members _____

Pets (type/names) _____

Phone numbers _____

Emergency numbers _____

Email address _____

Notes _____

NEIGHBOUR IN FRONT OPPOSITE

House number _____

Family surname _____

Family members _____

Pets (type/names) _____

Phone numbers _____

Emergency numbers _____

Email address _____

Notes _____

NEIGHBOUR BEHIND AT REAR

House number _____

Family surname _____

Family members _____

Pets (type/names) _____

Phone numbers _____

Emergency numbers _____

Email address _____

Notes _____

FACT SHEET 7

PET EMERGENCY PLAN

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

1. Prepare Emergency Plan
2. Prepare For Evacuation
3. Prepare Emergency Kit
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. **Pet Emergency Plan**
8. Prepare Your Car
9. Prepare Your Business

Available in
20 languages online:
www.disaster.qld.gov.au

FACT SHEET 7 ALWAYS MAKE SURE

- Your pet has access to plenty of food and fresh water.
- Your pet has shelter and bedding.
- All animals under your care can be properly and easily identified.
- You have telephone numbers for your veterinarian or animal welfare agency included in your household Emergency Kit.
- You never leave an animal tied-up or chained without shelter and bedding.
- You never leave an animal in a motor vehicle.

The Pet Emergency Plan on the other side of this page is for your household pets.

If you have more than 2 pets, or are looking after your neighbours' pets, complete a second Plan.

PETS ARE SPECIAL

Check with your local council and other agencies on possible hazards, local Emergency Plans and what arrangements are in place regarding temporary animal shelters during times of major emergencies or disasters.

You may have to move your animals first, for safety. It may not be possible to take your pet with you to a temporary evacuation shelter – plan ahead and be prepared.

TRAINED ASSISTANCE DOGS

In most cases, trained assistance dogs will be allowed to stay in emergency shelters with their owners. Those that are accepted may require proper identification and proof of vaccination.

Check with your local council for more information.

BE PREPARED

Individual needs will vary and you will need to decide on the best plan for your circumstances and region.

- Secure animals inside before an emergency event, so they do not take flight or run away.
- Use a secure pet carrier/cage, leash or harness to transport animals to safety.
- Ensure all vaccinations remain current.
- It may be possible for your pet to be boarded in a safe environment away from the emergency zone.
- If you are able to house your animal in a temporary foster home, ensure your pet's medical and feeding information, food, medicine and other supplies accompany them.
- Ensure all pets are properly identified. Remember during times of disaster, telephones may not work and it is important any registered method includes your current address.
- Have a current photograph. This may assist in identifying you as the legal owner.

BUT MY PET IS NOT A CAT OR DOG...

The suggested information on this fact sheet can be generally applied to household pet emergency planning.

Although most household companion pets are cats, dogs and birds, this is not always the case.

Should your companion pet/s be different – such as aquarium fish, reptiles, small livestock (pigs, fowls, goats, sheep) – you may have to make special arrangements in advance of any emergency situation.

Contact specialised agencies, such as Queensland Primary Industry and Fisheries (livestock), the RSPCA, or your local pet shop or animal's veterinarian for specialised advice in planning for emergencies.

PET EMERGENCY KIT

Ensure your pet Emergency Kit is easily accessible and includes:

- Medications (for up to two weeks), medical and vaccination records and veterinarian details.
- Sufficient food (including treats) and bottled water for each animal, for up to two weeks. Don't forget the can opener if you have tinned food.
- A familiar pet blanket or bedding, toys, grooming equipment.
- A secure pet carrier, leash or harness to move any animals to safety.
- Consider your animal's sanitation needs important for their (and your) health – such as newspaper, paper towels disinfectant, rubbish bags.
- Birds must eat daily – put special food and water dispensers in bird cages and have a cover for the cage.
- Details of identification methods.
- A current photograph of each pet for identification purposes.
- Record important telephone numbers, such as veterinarian, pet information and advisory services. **Complete these details on the other side of this page.**

FACT SHEET 7

PET EMERGENCY PLAN

PET EMERGENCY KIT CHECKLISTS

(1 for each animal; add another sheet if needed)

HOUSEHOLD PETS

If more than 2 pets in your household, write their names and breeds here:

NEIGHBOURS' PETS

Note their names and breeds here:

(Also see Fact Sheet 6: Check Your Neighbours)

EMERGENCY SERVICES**RSPCA**

Phone 1300 ANIMAL
1300 264 625

Phone 1300 363 736 to report a lost or found animal

Police, Fire and Ambulance

Life Threatening Only
Phone: 000 Triple Zero
(112 from mobile)

State Emergency Service (SES) - Phone: 132 500

LOCAL RADIO STATION

PET NAME

Type / breed
Identification details
Medications (name, dose)

Vaccination records
Veterinarian details

Bedding, toys
Grooming equipment
Food, can opener
Water and bowl
Secure carrier/cage, lease, harness
Sanitation needs

PET NAME

Type / breed
Identification details
Medications (name, dose)

Vaccination records
Veterinarian details

Bedding, toys
Grooming equipment
Food, can opener
Water and bowl
Secure carrier/cage, lease, harness
Sanitation needs

PHONE NUMBERS

Animal medical emergency centre
Local animal welfare agency
Veterinarian
Local Council
Pet insurance provider
Pet information and advisory services
Neighbours
Workplace

MAIN HOUSEHOLD CONTACT

Name
Mobile phone 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

FACT SHEET 8

PREPARE YOUR CAR

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

1. Prepare Emergency Plan
2. Prepare For Evacuation
3. Prepare Emergency Kit
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. Pet Emergency Plan
- 8. Prepare Your Car**
9. Prepare Your Business

Available in
20 languages online:
www.disaster.qld.gov.au

1. GENERAL PREPARATIONS

- Ensure your car insurance is current and that it covers your assets adequately.
- Have a spare supply of fuel for use in your vehicle to get you to the nearest fuel outlet (ensure you store fuel safely in an appropriate container).
- Purchase wide masking tape for car windows.
- Store blankets or a hail cover in your car.
- Keep bottled water and dry food/snacks in your car if you are caught away from home.

2. GARAGE MAINTENANCE

- Arrange a professional builder to check your garage and identify measures to increase its structural security to withstand high winds.
- Check the condition of the roof and repair loose tiles, eaves and screws.
- Clean gutters and downpipes so water can drain away as quickly as possible.
- Trim trees and overhanging branches.
- Secure loose items that could cause damage if blown around in high winds.

3. IF YOU DON'T HAVE A GARAGE

- Identify nearby places where you can park your car during an emergency.
- Your backup-parking should be solid, well-constructed and above potential flood levels.
- Check your street and suburb for flood prone areas.

4. WHEN SEVERE WEATHER WARNINGS ARE ISSUED

- Park vehicles under cover, away from trees, power lines and waterways.
- If you cannot access undercover shelter for your vehicles, firmly secure blankets or quilts to them to minimise hail damage.

5. IF YOU ARE STUCK IN TRAFFIC

- Keep a mobile charger in your car.
- Place books and/or DVDs in your car to entertain the family.
- Listen to your local ABC radio station for weather updates and road closures.

FACT SHEET 8

ALWAYS REMEMBER

The best time to prepare your car is before a storm or cyclone occurs.

Completing the list of suggested tasks on this fact sheet will help you to prepare your car and property to minimise potential damage.



FACT SHEET 9

PREPARE YOUR BUSINESS

PREPARE YOUR HOUSEHOLD WITH ALL 9 FACT SHEETS:

1. Prepare Emergency Plan
2. Prepare For Evacuation
3. Prepare Emergency Kit
4. Prepare Your Home
5. Tune Into Warnings
6. Check Your Neighbours
7. Pet Emergency Plan
8. Prepare Your Car
9. **Prepare Your Business**

Available in
20 languages online:
www.disaster.qld.gov.au

FACT SHEET 9

ALWAYS REMEMBER

Having an Emergency Kit is an important step to prepare for, survive and cope with emergencies.

- **PREPARE** items for emergency and recovery
- **PREPARE** for evacuation
- **RECORD** your Business Continuity Planning.
- **On this page is a list of items which should be in your kit at all times.**

Getting prepared before a natural disaster strikes your community will help your business continue to operate and recover quickly. Business Continuity Planning provides a framework to help you consider risks and what is needed to be operational post-disaster, develop your response to a disaster and to organise adequate insurance.

1. PREPARE ITEMS FOR EMERGENCY AND RECOVERY

Keep items where you can quickly and easily retrieve them at your business and/or store items safely and securely off-site. Key items to consider when preparing could include:

INFORMATION NEEDED

- List of employee contact details.
- Emergency services contacts i.e. warning about dangerous weather, road conditions and closures:
www.qld.gov.au/emergency
- List of customer and supplier details.
- Product lists and specifications.
- Latest stock and equipment inventory.
- How you will be contacted.

ACCESS TO IMPORTANT INFORMATION

- Insurance policies.
- Financial and banking records.
- Copies of important documents could be scanned and the files saved on a USB memory stick and external drive.

HAVE THE RIGHT EQUIPMENT AT YOUR BUSINESS

- Complete first aid kit, first aid manual.
- Battery powered radio, torch, and spare batteries.
- Phone and photographic or video devices (useful for insurance claims).
- Masking tape.
- Plastic sheeting.
- Personal protective equipment - gloves, masks, disinfectant, safety glasses.
- Waterproof bags for valuables.

ENSURE YOUR BUSINESS IS SECURE

- Back-up data on USB memory sticks or external drives regularly.
- Is cloudstorage a useful option?
- Spare keys or security codes.

2. PREPARE FOR EVACUATION

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

KEY STEPS

- Create a clear chain of command. Decide who is responsible for authorising an evacuation.
- Decide what circumstances would trigger an evacuation.
- Work out both primary and secondary evacuation routes and exits and create floor plans that feature these. Post these in places where they are easy to see.
- Develop procedures for dealing with any hazardous materials or shutting down critical operations.
- Make regular drills part of your business to help familiarise staff.

3. RECORD YOUR BUSINESS CONTINUITY PLANNING

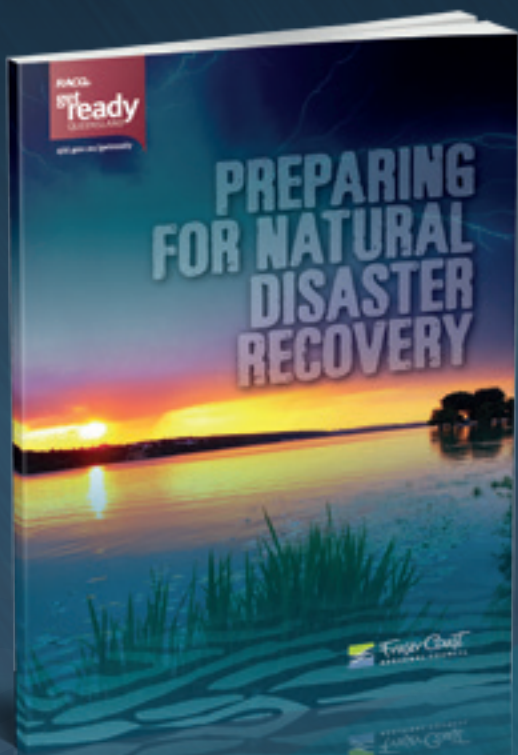
Addressing these needs will form the foundation of your business continuity plan.

It is important to record what you need to do in an emergency and the preparation you need to undertake to recover quickly. Make someone responsible for various tasks.

- Visit the Business and Industry Portal at: www.business.qld.gov.au/business/running/risk-management/business-continuity-planning to find information and resources to develop your business continuity plan to prepare for, and enable your business to continue to operate after a natural disaster or other incident or crisis.

WANT MORE INFORMATION?

CHECK OUT THE LATEST BROCHURES AVAILABLE FROM THE FRASER COAST REGIONAL COUNCIL



IMPORTANT PHONE NUMBERS AND CONTACTS

EMERGENCY SERVICE	TYPE/AREA	NUMBER	CONTACT
Police / Fire / Ambulance	Emergency	000	Life-threatening emergencies only Entire Fraser Coast region
State Emergency Service (SES)	Emergency	132 500	Entire Fraser Coast region
Disaster Coordination Centre	(when activated)	4190 4999	Entire Fraser Coast region
POLICE	Hervey Bay	4123 8111	142 Torquay Road, Scarness
	Maryborough	4123 8111	176 Lennox Street BLOG - MyPolice.qld.gov.au/Maryborough
	Howard	4123 8111	98 William Street
	CIB	4123 8111	-
	Water Police	4123 8111	-
	Fraser Island	4123 8111	Eurong
	Tiaro	4123 8111	Mayne Street
FIRE	Hervey Bay	4125 2133	227 Torquay Terrace, Torquay
	Maryborough	4190 4801	98 Lennox Street
	Rural Fire Service (area office)	4190 4839	Locations include: Aldershot, Bauple, Bidwill, Brooweena, Burrum Heads, Dundowran, Dunmora East Booral, Elliot Musket Flat, Eurong, Gigoomgan, Glenwood, Gundiah, Happy Valley, Howard/ Torbanlea, Miva, Mungar Yerra, Nikenbah, Orchid Beach, River Heads, Sandy Straits Takura, Toogoom, Tinana, Tinnanbar, Tiaro, and Yengarie
AMBULANCE	Enquiries, authorised non-urgent transport	131 233	Entire Fraser Coast region
	Hervey Bay	-	118 Torquay Road, Scarness
	Happy Valley	-	Warry Street, Fraser Island
	Maryborough	-	21 Winston Noble Drive
STATE EMERGENCY SERVICE	Burrum Heads	132 500	223 Burrum Heads Road
	Hervey Bay		103 Old Maryborough Road, Pialba
	Howard		Lot 1 Steely Street
	Maryborough		Reed Avenue
	Sandy Strait		55 Eckert Road, Boonoroo
	Tiaro		6 Copenhagen Street
	Woocoo		5 Boundary Road, Oakhurst
Glenwood (depot)	Pepper Road		
HOSPITALS	Hervey Bay (public)	4325 6666	Cnr Urraween and Nissen Sts, Pialba
	Maryborough Base (public)	4122 8222	185 Walker Street
	St Stephens (private)	4123 8555	182-198 Nissen St, Hervey Bay 172 John Street, Maryborough
ELECTRICITY (Ergon Energy)	Customer service	131 046	Entire Fraser Coast region
	Faults (24 hours)	132 296	Entire Fraser Coast region
	Life-threatening emergency	131 670	Entire Fraser Coast region