

EVACUATION CENTRE MANAGEMENT PLAN

Sub-Plan to the Fraser Coast
Disaster Management Plan



Fraser Coast
REGIONAL COUNCIL

Updated June 2023

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Authority

This Sub Plan has been prepared for the Fraser Coast LDMG by Fraser Coast Regional Council in accordance with the provision of *Section 57(1) of the Queensland Disaster Management Act 2003*.

Approval

The preparation of this Evacuation Centre Management Sub Plan has been undertaken in accordance with the Disaster Management Act 2003, to provide for the management of Evacuation Centres in the Fraser Coast local government area.

Endorsed by Fraser Coast Disaster Management Group



George Seymour

Chairman

Fraser Coast Disaster Management Group

Date:

29.11.23

Approved and adopted by Fraser Coast Regional Council



George Seymour

Mayor

Fraser Coast Regional Council

Date:

29.11.23

Amendments and Review

This sub plan will be reviewed as required by *Section 59 of the Disaster Management Act 2003*, with relevant amendments made and distributed.

Approved amendments to the sub plan will be circulated as per the distribution and contacts lists, which are maintained by the Fraser Coast Regional Council on behalf of the Local Disaster Management Group.

Document Control

Amendment Control and Version Register

The controller of the document is the Fraser Coast Local Disaster Coordinator (LDC). Any proposed amendments to this plan should be forwarded in writing to:

Fraser Coast Local Disaster Coordinator, Fraser Coast Regional Council, Po Box1943, Hervey Bay Qld 4655

The LDC may approve inconsequential amendments to this document. Any changes to the intent of the document must be approved and endorsed by the local government.

Amendment Register

Amendment		Plan Updated	
Version	Issue Date	Author	Reason for Change
4531477	April 2023	Tracey Genrich Jane Shannon	Rewrite after the 2022 Flood Events and Covid Pandemic

Distribution

This sub plan is not publicly available and is not for distribution and/or release to persons or agencies other than those identified in the Fraser Coast LDMP.

1. Governance

1.1 Purpose

This Fraser Coast Local Disaster Management Group Evacuation Centre Management Sub Plan details the procedures and processes that will be used in the management of Evacuation Centres when they are opened.

1.2 Scope

This Sub Plan covers the following evacuation centre arrangements: -

- Provide safe and supportive solutions for evacuated communities and associated responding agencies.
- Identification of locations and triggers for activating centres.
- Agency specific roles and functions.
- Defined evacuation responses and resource requirements.
- Operational and administrative functions.
- Communications regarding evacuations and evacuees.

This Sub Plan is **not**: -

- Intended to be prescriptive or compliance orientated.
- Intended to replace existing evacuation centre handbooks and field guides.
- Intended to over-ride the process of other supporting agencies or health authorities; and
- Intended to remove the primacy of life safety as the overarching priority.

Links to Other Plans

This Sub Plan should not be read in isolation and is to be read in conjunction with the following plans: -

- Local Disaster Management Plan.
- Evacuation Sub Plan; and
- Communications Sub Plan.

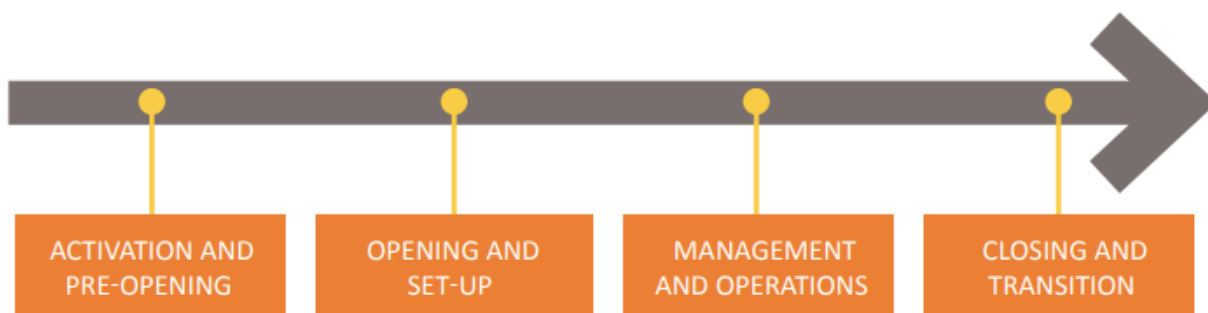
Activation

Early consideration of the activation of this Sub Plan should be given during the Alert stage.

Objectives

The key objectives of this Sub Plan are to: -

- Detail the arrangements for the activation, setup, management, and closure of evacuation centres.
- Enable the effective and safe management of an evacuation centre or centres.
- Provide an evacuation centre or centres for vulnerable groups before, during and after disaster events.



2. IDENTIFICATION AND TYPE OF CENTRES

2.1 Types of Evacuation Facilities

Evacuation Centre

An evacuation centre is a designated building specifically selected as a location not anticipated to be affected by the oncoming hazard. They provide only the essentials for evacuees.

Evacuation Centre buildings or facilities should be solidly built, outside storm tide areas and outside evacuation zones but easily accessible. Evacuation Centres are usually a community hall or other large building and should be seen as a *place of last resort*.

The opening of such a centre is the responsibility of the Local Disaster Management Group with the Chair to make the announcement.

Establishment and management of an evacuation centre is the responsibility of the Local Disaster Management Group, and this may be done in partnership with State agencies and non-government organisations.

Place of Refuge

A place of refuge is usually a building or other location that can provide a level of protection for community members. Depending on the nature of the hazard, a place of refuge could be a shopping centre or other solid structure or a large field away from the hazard impact zone.

A place of refuge may not always be staffed.

2.2 Event Determines Suitability

The potential evacuation centres that have been identified in the Fraser Coast Regional Council area are not “all hazard safe’ rated.

Consequently, these locations will not be released to the public until the Local Disaster Management Group has assessed the hazard and determined the best location/s to open evacuation centres.

This process may be used for flooding, bushfires, and low-level cyclones. It is highly unlikely that any potential evacuation centres will be available for category 3, 4 & 5 cyclones as these centres are not cyclone rated.

2.3 Locations

The Local Disaster Coordinator, in consultation with the Director Development & Community or his/her delegate, will consider evacuation centre locations, utilising the facilities within this Sub Plan where appropriate whilst considering the specific event.

When determining the location of a potential evacuation centre, consideration must be given to the following:

- Latest situational report including the forecast or predicted conditions; -
- Anticipated numbers, location, types and predicted duration of evacuation centre to be opened.
- Expected timeframe.
- Travel time.
- Road closures and evacuation routes.
- Facilities and services required versus proposed centre capabilities; and

Once a suitable facility/location has been identified and agreed upon, the Local Disaster Coordinator will then notify the Chair of the Local Disaster Management Group of this location so public announcements can be made.

2.4 Sheltering in Options

A tiered approach to sheltering should be adopted with the following sheltering options to be considered as follows: -

- Sheltering in place, if safe to do so.
- Evacuating to family and friends, if safe to do so.
- Utilise commercial accommodation options; or
- Use evacuation centre or place of refuge, as a last resort.

Shelter in Place

Sheltering in place is always the preferred option for people in potential areas of impact. This allows the individual or family to remain in their familiar environment that is normally established to meet their day-to-day needs. The necessity for agencies to provide additional support is mostly reduced when people remain in their home.

Evacuate to Family or Friends

Sheltering with family and friends is strongly encouraged when an individual or family cannot shelter in place. This promotes family and social connection and ensures that basic human needs can be addressed in a normal home environment.

Use Commercial Accommodation

Where people cannot safely shelter themselves or unable to access other accommodation solutions, then the next viable solution is to look at the utilisation of commercial accommodation or equivalent sheltering options. Commercial accommodation may include, but is not necessarily limited to: -

- Hotels.
- Holiday Cabins.
- Boarding facilities.

Use of Evacuation Centres

If circumstances dictate, a decision may need to be made to open an evacuation centre. Opening an evacuation centre remains a last resort solution and does not come without risks.

Should a decision be made to open an evacuation centre, this Sub Plan provides the operational and administrative framework for that centre.

3. OPENING OF EVACUATION CENTRES

3.1 Triggers for Opening Evacuation Centres

Triggers for opening an evacuation centre will be no later than the triggers noted in the Fraser Coast Evacuation Sub Plan.

Timing of the decision plays a significant factor and consideration to the lead times available to permit a safe evacuation must be given during the planning process.

If sufficient time is available, then a properly planned and executed evacuation is the most effective strategy.

3.2 Opening Time

Where evacuation centres are being used as a safe location, the centres are to be opened and operational prior to their details being released to the public.

3.3 Staffing Requirements

Whilst Fraser Coast Regional Council has the overall responsibility for the management of evacuation centres, Council will rely on assistance from Australian Red Cross and other community groups.

The following functions should be considered the minimum staffing levels in an evacuation centre. Additional staff and support services will be available to complement these positions.

Evacuation Centre Manager

- Set up of the Evacuation Centre.
- Establish Contact Point and notice boards for information.
- Coordinates staff and overall operation of centre.
- Coordinates appropriate refuge for animals who may present at the centre with owners.
- Monitors assembly area control.
- Compilation of a SitRep back to the Local Disaster Coordination Centre Liaison with agencies, briefing and debriefings etc.

Registration Officer/s (Australian Red Cross)

- Coordinates movement of people through the registration area and into rest area.
- Registration of evacuees.
- Ensure return of completed registration and enquiry forms to Evacuation Centre Manager.
- Records movement details of evacuees.

Logistics Officer

- Coordinates catering requirements, distribution of food and refreshments.
- Coordinates issue of clothing, bedding, and hygiene packs (if required).
- Coordinates cleaning of the centre.
- Coordinates rubbish disposal.
- Provision of items that may increase the amenity of the centre i.e., books, games etc.

Administration Support to Evacuation Centre

- Assist with registration of personnel including volunteers; and
- Maintain noticeboard information.

Queensland Police Service

- Liaison with evacuation centre manager.
- Provide law and order within the centre.

Queensland Health

- Responsible for providing subject matter expertise in the area of public health.

Queensland Ambulance Service

- Liaison with evacuation centre manager.
- Monitoring and treating medical needs, emergencies and offering first aid services to staff and evacuees.

Australian Red Cross

- Duties as outlined in the Registration Officer position.
- Provide expert assistance to the evacuation centre manager.
- Assists the evacuation centre manager with welfare of evacuees.

- Where multiple evacuation centres are required, Red Cross may be requested to take on the management/coordination role as required.
- Completion of Red Cross Reunite Forms and provide such forms to Queensland Police Service.
- Assist other organisations in providing personal support to evacuees if required.

Lifeline

- Liaise with evacuation centre manager.
- Provision of psychological first aid.
- Provision of personal support to people at the centre.
- Assist with communication between persons and assist them in understanding the current situation.
- Reporting any requirements to evacuation centre manager.

In addition to the above specific staff requirement/roles within the Evacuation Centre, other agencies and departments may provide support, guidance, and assistance to the Centre on an as needed basis.

4. EVACUATION CENTRE SET UP AND OPERATIONAL CONSIDERATIONS

The Evacuation Centre Manager shall ensure that all staff and volunteers are aware of their responsibilities and requirements prior to the opening of the centre. The evacuation centre manager shall institute a staff roster system as soon as possible after the evacuation centre has been opened.

4.1 Evacuation Centre Set Up

The Evacuation Centre will be generally set up in accordance with the following clauses.

Main Entry (including Reception Area)

The Main Entry area should allow for a public entrance to the facility which will allow for triaging of enquiries, greeting of evacuees and ensure that Registration Officers are aware of all movement in and out of the facility.

Ideally this area would include seating and have a secure entrance into the main evacuee area, to ensure that visitors or persons who are not evacuees are not putting at risk the privacy of evacuees.

Registration Area

Evacuee Registration Area should be close to the Main entrance whilst providing a moderate amount of privacy.

First Aid

Each evacuation centre should have a designated first aid area. First aid arrangements will need to be enhanced to provide greater levels of protection for those administering first aid.

The use of PPE is always recommended in the first aid area. All PPE, wound dressings, and other used first aid products need to be appropriately disposed of in the designated bins.

Staff are to be reminded to contact 000 in the event of a medical emergency.

Food Preparation Area

Food preparation area should be located as near as possible to the main Dining Area. Dependant on the facility it is acknowledged that there may be more than one food preparation area.

Dining Area

The Dining Area should be large enough to allow for comfortable seating and dining of evacuees. Access to the Dining Area by visitors is to be restricted.

Information/Noticeboard would be useful in the Dining Area for the display of information relevant to the event and evacuees.

Dependent on the facility it is acknowledged that there may be more than one dining area.

Sleeping Area/s

The sleeping area or areas should be large enough to allow for appropriate distance between bedding and passageways between bedding.

Consideration should be given to the utilisation of privacy screening, if available to assist with breaking up large areas into smaller more targeted areas i.e., families, aged, vulnerable etc.

It is important to consider that social distancing should be maintained where possible but may not always be able to be maintained depending on the nature and circumstances of the event.

Laundry and Cleaning Services

Generally, bed linen should not be directly handled by staff but by the evacuee responsible for its use. Consideration should be given to distributing linen initially, in a bag that it can be placed into after use ready for collection for laundering.

A commercial laundering provider should be engaged for laundering evacuation centre items.

Used beds/cots should be removed to a separate area and not reissued until adequate cleaning has taken place.

Child Friendly Spaces

Child friendly spaces within Evacuation Centre play an integral part in the recovery of children after disaster, providing a protected environment for them to learn, socialise, and express themselves as they rebuild their lives.

These areas should be clearly signed and monitored by Evacuation Centre staff.

Quiet Spaces

In recognition of the atmosphere and potential heightened anxiety of evacuees during times of an event, consideration should be given to provision of quiet spaces which allow evacuees to sit, read or relax outside of other noisy areas of the centre.

These areas should be clearly signed and monitored by Evacuation Centre staff.

Pandemics and other communicable diseases

Reference should be made to Queensland Health's directives and guidelines during an active pandemic.

Covid - 19 "Evacuation Management Guide – COVID-19 – multi-agency considerations for Planning" document (December 2021) and Australian Red Cross "Evacuation Centre Planning and Operational Considerations COVID-19".

4.2 Process for Receiving Evacuees

A queuing system is to be maintained with provision of refreshments and a comfortable waiting area. All evacuees and guests are to be registered in Council's Guardian Incident Management System (IMS). If unavailable, forms can be found in the Action Plan.

Evacuation Centre staff will provide basic information on the registration process and prioritise those with urgent needs.

4.3 Registration

Members of the registration team will ensure each individual and family group is registered. This process includes being registered in Guardian IMS and the Australian Red Cross Register Find Reunite form.

- Register Find Reunite is not compulsory but is highly encouraged.
- Instructions for completion of registration in Guardian IMS and inquiry forms can be found in the Annexures

Evacuee Information along with any other relevant information should be provided prior to directing the evacuee to the personal support agencies/staff. This could be in a dynamic form sent through Guardian or a hard copy sheet handed out to the evacuees.

Evacuees check in and out of the centre using the QR code within Guardian IMS if required. The registration team is also responsible for de-registering evacuees that are leaving permanently.

[Information on Privacy and Managing Disaster Events from the Office the Information Commissioner](#)

4.4 Personal Support

Registered Evacuees are to be provided with their allocation of linen and other items (i.e., hygiene packs if required) and show them to their sleeping area.

4.5 Communication with Evacuees

If the evacuation centre is to continue past the immediate sheltering phase, it is important to establish a routine of information sessions. These sessions will keep evacuees up to date with current information and arrangements. Before or after mealtimes is usually the most practical time due to evacuees being gathered at that time.

Other ways of communicating information to evacuees include the use of:

- Guardian IMS to send SMS and email
- Noticeboards

Evacuees should also be made aware of the temporary nature of the evacuation centre, so they have time to make other accommodation arrangements.

4.6 Briefings

Regular briefings are to keep staff and agency representatives up to date and should be held:

- When opening a centre
- For any incoming personnel
- At shift changes
- When the situation or objectives change
- When closing the centre (debriefing)

The Evacuation Centre Manager will continue to conduct ongoing briefings and liaise with the various support agencies throughout the evacuation centre operations.

4.7 Communication and Reporting to LDCC

The Evacuation Centre Manager is to provide to the Local Disaster Coordination Centre the Evacuation Centre Daily Report by 1000 hours and a Situational Update by 1700 hours or at other times directed by the LDC. These reports should include statistics on the centre – registration numbers, how many meals provided, number evacuees using the facility overnight, percentage of centre capacity reached etc.

4.8 Communications - Public Information

The Evacuation Centre Manager, or their delegated representative, shall provide regular disaster related and general information for evacuees at the centre. This can be achieved by using the email and SMS functions within Guardian IMS.

4.9 Media

For any media request with respect to evacuation centre operations refer to the Information and Warnings Sub Plan. Welfare agency representatives at centres should follow the media protocols under the direction of Evacuation Centre Managers within each activated facility.

- Respect for the privacy of affected people - the evacuation centre is the evacuees' home and should be treated with the same consideration as entering an individual's home
- Media personnel should be appropriately identified

- An announcement to be made to evacuees of media visit so they are appropriately prepared and can make themselves available or absent as they desire
- Individual interviews can be facilitated with evacuees who are willing to speak with the media
- All visits to be pre-organised with the evacuation centre manager and/or FCRC media representatives.

4.10 Finance

All requests for expenditure of funds in support of an evacuation centre's operations must be made by the Evacuation Centre Manager to the Local Disaster Coordinator. The Local Disaster Coordinator shall determine what funding is available and provide advice to the Evacuation Centre Manager.

4.11 Centre Security

Security arrangements will be the responsibility of the Local Disaster Management Group and can be tasked out to a private security company. In larger evacuation centres this type of security is considered a necessity. The Queensland Police Service will provide support and roving patrols as necessary.

Private security should be advised of the following considerations:

- Be included in daily team leader briefings
- Be purposefully positioned away from the front entrance to remove any fear factors but close by for reassurance
- To be discreet if there are no issues
- Increase profile during evening and night-time
- Identified security hot spots such as unlit/poorly lit areas, personal storage areas, out buildings, ablution facilities etc.
- Perimeter patrols/controls
- Implementation of a fair and reasonable nominated lock down time

4.12 Evacuation Centre Issues/Incidents

The dynamics of an evacuation experience and the diversity of evacuees make it possible that some incidents may occur in and around the centre.

- Aggressive or antisocial behaviour
- Cultural and/or social intolerance
- Substance abuse
- Domestic violence
- Self-harm
- Theft
- Vandalism
- Workplace health and safety
- Allegations of improper conduct
- Alcohol overindulgence

4.13 Pets and Animal Welfare

Specific instructions will be issued by the Local Disaster Management Group for the management of pets and animals if they accompany evacuees. Pets remain the responsibility of their owner. Pet owners will be advised during evacuation messages to pre-plan an alternative location for their pets prior to moving to the evacuation centre.

Some persons will not evacuate without pets so pet management arrangements are to be put in place.

The following considerations will need to be examined by the Local Disaster Management Group: -

- Pets and animals to be separately accommodated for hygiene and safety reasons
- Assistance/companion animals for people with disabilities and how these animals can be accommodated with their owners in separate quarters at the evacuation centre.

5. DEBRIEF

The purpose of the end of deployment debrief is to allow the workforce members to share experiences and to promote emotional wellbeing and provide operational feedback.

This can be done as a group debrief; however, some workforce members may prefer an individual debrief as well.

End of Operation Debrief

Within 14 days of the conclusion of an event a debrief shall be undertaken by the Local Disaster Coordinator. Any recommendations or changes relating to this sub plan will be submitted for consideration by the Local Disaster Management Group.

Evacuation Centre Management Handover

The outgoing Evacuation Centre Manager will provide the incoming Centre Manager with a brief that includes:

- Facility walkthrough and facility inspection
- Latest situation report
- Potential numbers of evacuees
- Agencies represented and expected arrival times of additional support agencies
- Facility officer contact details
- Resource allocation
- Process for reception, registration, and processing
- Reporting requirements
- Day to day activities in the centre
- Any other issues that may have arisen

The incoming agency will then take over all centre management duties.

6. CLOSURE OF EVACUATION CENTRES

The Centre Manager will brief the LDC on the proposed centre closure times. Information sessions should be provided to evacuees regarding details on the de-registration process and the return of bedding etc.

This information needs to be conveyed to evacuees as soon as possible to make them aware the centre is only a temporary measure. It is important to ensure that those with special requirements have alternate accommodation and/or care arrangements as required.

Centres will be closed in Guardian IMS, so they no longer appear on the Disaster Dashboard. Evacuees will need to “check out” of the evacuation centre and checked out of Guardian IMS either with a staff member or by using the QR code.

When leaving the evacuation centre, evacuees should be well equipped with information and guidance on available recovery options.

The Evacuation Centre Logistics Officer will coordinate the packing and cleaning of all Fraser Coast Regional Council resources and make an inventory of resources to identify re-stocking needs and/or claims for reimbursement of costs incurred.

Centre Closure and Return of Evacuees

The closure of any centre and the return of evacuees are dependent on several factors. This decision will be made by the Local Disaster Management Group in consultation with other agencies involved in the evacuation process such as: -

- The DDC
- Council sections such as environmental health; building services; water and sewerage; road and drainage
- Ergon Energy
- Telecommunication providers
- APA Gas

Management of Closure

When the decision is made to close evacuation centres, the information will be provided immediately to the Evacuation Centre Manager who will develop a plan to close the centre.

The following will be implemented:

- (a) Develop a Closure Plan
- (b) Determine if evacuees who have special requirements have alternate accommodation or care arrangements as required
- (c) Ensure that guidance is provided on recovery options e.g. housing, legal and financial
- (d) Ensure that the closing date/time is effectively communicated to evacuees and personnel
- (e) Provide information on areas safe to return to and any associated return strategies from the LDMG (structured return process). Could include partial return to some areas and may also include temporary return during daylight hours only
- (f) Ensure that de-registration is affected, and that allocated bedding is returned
- (g) Develop a strategy for the implementation of a 'hot debrief' and other debriefing sequences
- (h) Ensure that all agencies sign off at the termination of the final shift
- (i) Guardian IMS centres are finalised and closed

The Local Disaster Management Group is kept fully apprised of agency interaction and preparedness actions implemented for support and counselling services, where possible, by local, State, or non-government agencies.

Longer Term Accommodation

There may be those who will be unable to return to their place of residence following the closure of the Evacuation Centre. It is paramount that the Department of Communities, Housing & Digital Economies have detailed information communicated to them regarding these evacuees.

7. FINAL REPORT TO LDMG

The Local Disaster Management Group will require a final report from the Centre Manager. This report should cover the following aspects of: -

- The Activation process and effectiveness
- Use of Register, Find, Reunite
- The Staffing issues
- Adequacy of the facility
- Communication (within and without)
- Any issues experienced with agencies
- Issues faced with evacuees
- List of Evacuees moved to another Centre
- Pet management processes at the Centre.

ANNEXURE A: POTENTIAL EVACUATION CENTRES

Evacuation Centres – Hervey Bay

Hervey Bay Baptist Church

Address	Contact Number
20 Nikenbah-Dundowran Road Nikenbah, Hervey Bay	Ph: (07) 4124 7200
Contacts	Position/ Contact Numbers
Jo Lamden	Work (07) 4124 7200
	Mobile 0419 793 918
On site caretaker – Brian Searle	0422 233 558
Pastor Ray Frangakis	0467 709 862



Site view



Interior of hall towards stage

Site ownership	Baptist Church	Hervey Bay Baptist Church – Part of Qld Baptists
Property Manager	Jo Lamden	Contact details as above
Type of construction		Brick with steel internal supports
Type of roof		Commercial Steel
Type of flooring	Several different areas	Concrete
Wheelchair access	At all entries	Wheelchair access to all floor areas. No access to first floor rooms
Parking	Considerable	Has crushed rock car park area along with grassed areas
Communications	Landline	(07) 4124 7200
	Fax	(07) 4124 7455
	Computer	In all offices
	Social Media	Yes – Facebook, Instagram, YouTube
	Radio	No
	Television	Yes
	DVD	Have extensive sound /music facilities and can play DVDs to number of areas simultaneously.
Reception area	At main entry	Office type
Privacy areas	Number of	Have number of small office areas that can be transformed

Counselling rooms	Yes	Dedicated counselling rooms and separate conference rooms
First Aid Room	No	
Kitchen Facilities	Stove	Yes
	Hotplates	Extensive kitchen area that is used for catering
	Microwave	Two
	Hot water	Yes
	Refrigeration	Catering type with walk in cold room
	Cold room	Yes, with three freezers
	BBQ	Yes
Other catering facilities	Stock of disposable plates and cutlery	Hot box and bain marie
Secure Room	Secure room on site	Safe
Pet area	Large grass outside area	Could be developed into pet area. There is a privately operated refuge for cats and dogs a short drive from the church hall
Toilets	Male	6
	Urinals	1
	Female	14
	Disabled	1 unisex
Showers	Male	3
	Female	2
Entertainment area	Yes	Large open area with extensive sound / music equipment
Child Care area	Yes	Dedicated childcare area for church patrons – not accredited
Furniture	Tables	20 trestles (sits 6-8)
	Chairs	800
Information Boards	Yes	Number of boards in different areas
First Aid Equipment	Yes	Limited – only what is required
Smoke Alarms	No	Has fire hydrants and reels / extinguishers
Air-conditioning	Yes (some rooms only)	Large Open Space not airconditioned
Ventilation	Fans	Large open areas with fans in roof
Emergency Power	No	
Emergency power connection	Not at this stage – expect to be available by end of October, 2022	Grant is being provided to install
Emergency vehicle access	Yes	Designated emergency vehicle access
Lighting	Down lights from roof	Plenty of lighting from roof and side lighting

Table 1 – Sleeping accommodation capacity

Total floor area available for sleeping accommodation m ²	Actual available floor area for sleeping accommodation m ²	No.: of persons that can be accommodated
1344	860.8	224

Assessment

This building is highly suitable for usage as an evacuation centre. There would be the need for the provisioning of bedding and screens where applicable. A suitable helicopter LZ would be available in the open areas surrounding the church facility.

Maryborough Showgrounds & Equestrian Centre

Address	Contacts
Bruce Highway, Maryborough	Office – 4122 3584 (business hours only) Carol McKeough – 0436 642 550 Janice Peterson – 0472 809 997

Artists Impression of Main Hall (as at 30/3/2022)



Main Hall Details

Site ownership	Maryborough Town Hall	Vested in FCRC
Property Manager	FCRC	4122 3584
Type of construction	Brick/Concrete	
Type of roof	Iron Sheeting	
Type of flooring	Concrete	
Wheelchair access	Yes	
Parking	Yes	Multiple areas for carparking throughout the overall site (refer to attached Site Plan)
Communications	Landline/s	No
	Fax	No
	Computer	No
	Social Media	No
	Mobile Reception	
	Radio	No
	Television	No
	PA System	

	DVD	No
	Wi-Fi	Yes - FCRC password required
Reception area	Yes	Potential use of ticket box – or section off reception area
Privacy area/s	No	Privacy could be achieved by temporary screens etc
Counselling room/s	Yes	Potential for use of 1 office space
First Aid Room	No	No designated room
Kitchen Facilities	Stove	No
	Hotplates	No
	Microwave	No
	Hot water	Yes
	Cold room	No
	BBQ	No
	Fridge	Yes
	Servery	No
	Other catering facilities	Whilst this Main Hall does not have adequate catering facilities – there is cooking areas, or locations suitable for food vans, within the overall site
Secure room	Office Space Available	
Pet area	No	Available within overall site – refer to other tables of information
Toilets	Male	
	Urinals	
	Female	
	Disabled	
Showers	Male	No
	Female	No
Entertainment area	Yes	Outside covered areas
Child Care area	No	
Furniture	Tables	Limited number
	Chairs	140
Information Boards	No	
First Aid Equipment	No	
Smoke alarms		
Air conditioning	No	
Ventilation	Ceiling Fans, Louvres & Large doorways	
Emergency power	No (refer below)	

Emergency power connection	Yes	Generator compatible – (no generator on site – needs to be hired in)
Emergency vehicle access	Yes	
Lighting	Yes	Internal and external

Table 1 – Sleeping accommodation capacity – Main Hall area		
Total floor area including office space, storage, amenities and external covered patios and pathways	Actual available floor area for sleeping accommodation m ² (Internal open space total area)	No.: of persons that can be accommodated
1953m ²	1065m ²	

Hall 2 Details		
Site ownership	Maryborough Town Hall	Vested in FCRC
Property Manager	FCRC	4122 3584
Type of construction	Brick/Concrete	
Type of roof	Iron Sheeting	
Type of flooring	Concrete	
Wheelchair access	No	
Parking	Yes	Multiple areas for carparking throughout the overall site (refer to attached Site Plan)
Communications	Landline/s	No
	Fax	No
	Computer	No
	Social Media	No
	Mobile Reception	
	Radio	No
	Television	No
	PA System	
	DVD	No
	Wi-Fi	Yes - FCRC password required
Reception area	No	
Privacy area/s	No	Privacy could be achieved by temporary screens etc
Counselling room/s	No	
First Aid Room	No	No designated room
Kitchen Facilities	Stove	No

	Hotplates	No
	Microwave	No
	Hot water	No
	Cold room	No
	BBQ	No
	Fridge	No
	Servery	No
Other catering facilities	Nil	
Secure room	No	
Pet area	No	Available within overall site – refer to other tables of information
Toilets	Male	No amenities specific to this Hall 2 building. Amenities located nearby.
	Urinals	
	Female	
	Disabled	
Showers	Male	No amenities specific to this Hall 2 building. Amenities located nearby.
	Female	
	Disabled	
	Unisex	
Entertainment area	Yes	Outside covered patios
Child Care area	No	
Furniture	Tables	Limited number
	Chairs	140
Information Boards	No	
First Aid Equipment	No	
Smoke alarms	No	
Air conditioning	No	
Ventilation	Yes – Unscreened windows and doors	
Emergency power	No	
Emergency power connection	No	
Emergency vehicle access	Yes	
Lighting	Yes	Internal and external

Hall 3 Details		
Site ownership	Maryborough Town Hall	Vested in FCRC
Property Manager	FCRC	4122 3584
Type of construction	Brick/Concrete	
Type of roof	Iron Sheeting	
Type of flooring	Concrete	
Wheelchair access	Yes	Unsure about whether compliant with current standards
Parking	Yes	Multiple areas for carparking throughout the overall site (refer to attached Site Plan)

Communications	Landline/s	No
	Fax	No
	Computer	No
	Social Media	No
	Mobile Reception	
	Radio	No
	Television	No
	PA System	No
	DVD	No
	Wi-Fi__33	Yes - FCRC password required
Reception area	No	
Privacy area/s	No	Privacy could be achieved by temporary screens etc
Counselling room/s	Yes	1 x small room
First Aid Room	No	No designated room
Kitchen Facilities	Stove	No
	Hotplates	No
	Microwave	No
	Hot water	Yes
	Cold room	No
	BBQ	No
	Fridge	Yes
	Servery	Yes
Other catering facilities	Nil	
Secure room	Yes	1 x small room
Pet area	No	Available within overall site – refer to other tables of information
Toilets	Male	No amenities specific to this Hall 2 building. Amenities located nearby.
	Urinals	
	Female	
	Disabled	
Showers	Male	No amenities specific to this Hall 2 building. Amenities located nearby.
	Female	
	Disabled	
	Unisex	
Entertainment area	No	
Child Care area	No	
Furniture	Tables	Limited number
	Chairs	140
Information Boards	No	
First Aid Equipment	No	
Smoke alarms	No	
Air conditioning	No	
Ventilation	Yes – Unscreened windows and doors	
Emergency power	No	

Emergency power connection	Yes	Generator compatible (no generator on site) needs to be hired in
Emergency vehicle access	Yes	
Lighting	Yes	Internal and external

Assessment

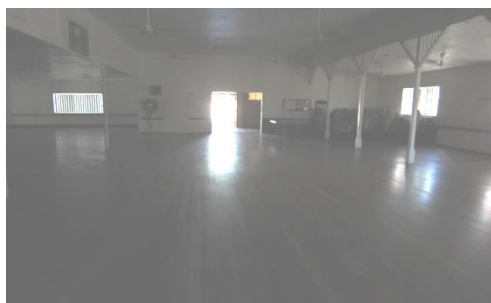
TO BE COMPLETED

Granville Community Hall

ADDRESS	CONTACTS
Odessa Street Granville	Ownership vested with FCRC
	Janet Campbell - 4194 8101/0427 579 489 Executive Manager Corporate Business
Community Resilience Network	Terry Baker – 4122 3847 / 0407 028 344



Main entrance to Granville Hall



Kitchen area of Granville Hall

Site ownership	Granville Community Hall	Vested in FCRC
Property Manager	F C R C	4190 5869
Type of construction		Timber
Type of roof		Iron
Type of flooring		Wooden
Wheelchair access	Yes	Wheelchair access via eastern side of hall
Parking	Limited near hall	Parking area outside hall. More parking available in near vicinity (school grounds)
Communications	Landline	No
	Fax	No
	Computer	No
	Social Media	No
	Radio	No
	Mobile reception	Good
	Television	No
Reception area	No	No
Privacy areas	Possible	3 small rooms currently used for storage could be converted
Counselling rooms	Possible	See above
First Aid Room	No	
Kitchen Facilities	Stove	Yes - domestic
	Hotplates	No
	Microwave	Yes
	Hot water	Yes
	Refrigeration	1 domestic
	Cold room	No

	BBQ	No
Other catering facilities	Bar area off kitchen that could act as servery	Kitchen facilities very limited
Secure Room	No	
Pet area	No	
Toilets	Male	2
	Urinals	2
	Female	4
	Disabled	1 (toilet only)
Showers	Male	No
	Female	No
Entertainment area	Possibly	Hall is open space
Child Care area	No	
Furniture	Tables	20
	Chairs	200
Information Boards	No	
First Aid Equipment	No	
Smoke Alarms	No	
Air-conditioning	No	
Ventilation	Open windows & Ceiling Fans	
Emergency Power	Yes	8kva generator
Emergency power connection	Yes	
Emergency vehicle access	Limited	

Table 1 – Sleeping accommodation capacity		
Total floor area available for sleeping accommodation m ²	Actual available floor area for sleeping accommodation m ²	No.: of persons that can be accommodated
610	347	101

Assessment

This hall is considered highly suitable as a respite/information centre rather than evacuation centre. **The hall could be used as a last resort evacuation centre after gaining structural assessment approval.**

Maryborough Town Hall

Address	Contacts
Kent Street intersection with Lennox Street Maryborough	Janet Campbell - 4194 8101/0427 579 489 FCRC staff- Executive Manager Corporate Business
Fraser Coast Security (after hours)	1300 651 427 - Council security company with keys to hall



Maryborough Town Hall



Internal view of hall

Site ownership	Maryborough Town Hall	Vested in FCRC
Property Manager	FCRC	4190 5869
Type of construction	Brick outside with large structural timber internally	
Type of roof	Tin	
Type of flooring	Wooden with tiled area	
Wheelchair access	Yes	
Parking	In CBD	Supermarket car parks within walking distance
Communications	Landline/s	Number of landlines within building. Used by Mayor and Councillors for business use whilst in Maryborough.
	Fax	Yes
	Computer	Yes
	Social Media	Yes
	Mobile Reception	Yes
	Radio	No
	Television	Yes
	PA System	Yes
Reception area	Yes	Front foyer or side entrances could be made into reception areas
Privacy area/s	Yes	Several offices within building
Counselling room/s	Yes	Several offices within building
First Aid Room	No	No designated room
Kitchen Facilities	Stove	Yes
	Hotplates	Yes

	Microwave	Yes
	Hot water	Yes
	Cold room	Yes
	BBQ	No
	Fridge	Yes
Other catering facilities		
Secure room	Not designated	Possibility of an area being set aside for this purpose
Pet area	No	
Toilets	Male	2
	Urinals	4
	Female	5
	Disabled	1
Showers	Male	No
	Female	No
Entertainment area	Yes	Large stage
Child Care area	No	
Furniture	Tables	40
	Chairs	250
Information Boards	Yes	
First Aid Equipment	No	
Smoke alarms	Yes	Hose reels and extinguishers
Air conditioning	No – Main Hall Yes – Adjoining office areas	
Ventilation	Fans	
Emergency power	No	
Emergency power connection	No	
Emergency vehicle access	Yes	
Lighting	Large down lights	

Table 1 – Sleeping accommodation capacity

Total floor area available for sleeping accommodation m ²	Actual available floor area for sleeping accommodation m ²	No.: of persons that can be accommodated
741	438.7	123

Assessment

If required, the Maryborough Town Hall could be used as an evacuation centre but would need extra toilet and shower amenities.

This building would not be suitable for some flood events that affect Maryborough due to its location, restricted access during those periods and loss of power.

ANNEXURE B: ACTION LISTS

Action 1: Selection of site

The following considerations should be made when identifying suitable Evacuation Centre sites:

Name of Facility being considered.....

Element	Issues to be Considered	Suitability Yes/Maybe/No
Identification, Establishment and Capability	Areas not affected by hazards with clear, all-weather access and accessible during flooding.	
	Building capacity and identification of maximum number capacity premised upon maintaining a reasonable standard of accommodation including bedding, personal stowage, and access.	
	Identification of large open structure which can be taken 'offline' from its normal function for an extended period as required	
	Mains power, alternative power sources and adequate access to power points	
	Suitability of open floor plan: adequacy of ventilation, separation of sleeping quarters, sufficiency of water supply.	
	Possible isolation/quarantine of infectious persons	
	Fire hazard and emergency evacuation planning in accordance with relevant codes and legislation	
	Extra capacity for day visitors. i.e., toilets, showers, and catering etc.	
	Communications connectivity i.e., telephone, internet	
	Building construction e.g., is the floor covering suitable for sleeping	
Area Planning Considerations for floor plan space may include:	Administration/staff area	
	Registration area	
	Meet and greet waiting area at main access point	
	Sleeping area	
	Eating area	
	First aid post	
	Toilets and showers	
	Laundry	
	Recreation area	
	Quiet room (for prayer etc.)	
	Outdoor smoking area	
	Disabled access	

Element	Issues to be Considered	Suitability Yes/Maybe/No
Management Resources Staff requirements and management structure	Roster system	
	Communication procedures	
	Reporting requirements	
	Registration of evacuees	
	Ongoing procurement and logistical support	
	Management of health and safety issues or notifiable incidents in or around the centre e.g., injuries, criminal activities	
	Delineation of duties of LDMG members, volunteers, and community organisation staff	
Furniture/Bedding	Provision of a suitable amount of bedding appropriate for the intended use i.e., suggest either single inflatable beds or camp stretchers.	
	Consider bedding for people with mobility restrictions	
	Provision and ongoing management of bedding materials including linen and blankets (Note that Queensland Health have arrangements in place for the supply of bed linen and towels etc. for use in community evacuation centres)	
Ablutions	Consideration of Building Act and Code requirements regarding maximum number of persons per toilet and shower facilities	
	Adequate toilets including separate male and female conveniences with adequate sanitary bins and hand sanitiser. Toilets preferably located within the building however may be located externally within a reasonable distance	
	Disabled access to toilets, showers, and sanitary facilities	
	Toilets must be always kept in the best possible state of cleanliness with regular cleaning roster.	
	Adequate shower heads including separate male and female showers designed to afford privacy	
	In the case of temporary shower blocks appropriate drainage to waste system	
	Delivery and removal of portable toilets, showers and waste disposal including options for expansion	
Potable Water	Provision of decanting receptacles if potable water available on site	
	Provision of bottled water	
	4 litres per person per day for drinking	
	11 litres per person for other uses	
	Temporary instalment of a water tank to provide on-site bulk supply and use of licensed water carriers	

Element	Issues to be Considered	Suitability Yes/Maybe/No
Kitchen facilities	Food preparation facilities should comply with the Food Standards Code	
	Standards for maintaining a satisfactory standard of cleanliness	
	Vermin proofing	
	Only potable water may be used in kitchen facilities	
	Where no supply is connected, potable water must be transported, stored, and handled in such a manner as to avoid contamination	
	Refrigeration facilities or alternatives	
	Sufficient gas supply if applicable	
	Access to appropriate food preparation and serving equipment	
	Dining facilities including tables and chairs	
	Special needs groups requiring kitchen or refrigeration access i.e., persons requiring medications, with allergies or requiring special diets and breast-feeding mothers	
Medical Facilities	Access to medical assistance e.g., nursing staff, St John's Ambulance etc.	
	Facility for transport to medical facilities	
Refuse collection	Waste container collection and disposal	
	Special refuse requirements i.e., nappies, clinical waste, sanitary bins	
	Refuse removal	
	Recycling facilities	
Vehicular access and parking	Flood free, with sealed driveway access, wide enough for entry by buses	
	Sufficient room and hard stand for anticipated vehicle numbers	
	Heavy vehicle access for deliveries, waste management vehicles, emergency vehicles	
Special needs support	Wheelchair access	
	Ramps and lifts	
Pets	Holding pens for pets and guide, hearing, or assistance dogs.	
	Resources for feeding waste removal and shelter	
	Shade	
Social considerations	Cultural considerations	
	Religious considerations i.e., diet, worship, privacy	
	Changing/nursing facilities for parents with infants	
	Television/video and entertainment for children	
	Any separate arrangements for special needs groups	
	Communications facilities i.e., internet, telephone, power for charging mobile phones	
	Rules prohibiting or restricting smoking or the consumption of alcohol	

Element	Issues to be Considered	Suitability Yes/Maybe/No
Public Information	Regular disaster-related information for evacuees	
	Notice board	
	PA announcements	
	Access to media	
	Public advice announcements regarding what to bring to the centre if attending	
Safety and Security	Internal and external security including access points	
	Emergency fire exits, firefighting equipment and clear evacuation plans	
	Protection of food, water, and other resources	
	Internal and external night lighting	
Counselling Facilities	Provision of suitably qualified counsellors	
	Private area for discussion	
	Interpreters	

Action 2: Inspections

Evacuation Centre Facility Inspection



Name of Property:			
Street Address:			
Property Owner:			
Property Manager:		Contact Details:	
Alternative Contact:		Contact Details:	
Inspecting Officer:		Contact Details:	

INTERNAL INSPECTION

Is there any pre-existing damage to the interior of the building?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is fire safety equipment in place and tested?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are fire evacuation plans in place?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are fire exits clearly marked?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are fire alarms functional?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are all restricted areas locked and inaccessible?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are all toilets operational?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is water available at each handwashing facility?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is water available at each shower?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are the following provided?		
Sharps disposal	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Sanitary bins	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Nappy bins	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is all indoor lighting functional?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are all power points functional?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are any low power points protected?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is the air conditioning functional?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
How many bins are available inside the building?		
What are the current cleaning arrangements?		

EXTERNAL INSPECTION

Is there any pre-existing damage to the exterior of the building?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is outdoor lighting functional?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are sufficient bins in place?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
What is the usual pickup schedule for bins?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Where will portable toilets, showers be placed if needed?		
Has a suitable area for temporary pet management been identified (in consultation with Animal Management Officers)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are there any nearby trees or powerlines that may become a hazard?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

HANDBOVER TO EVACUATION CENTRE MANAGER

Walkthrough of facility conducted with Evacuation Centre Manger	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Evacuation Centre Manager aware of existing rules and guidelines for the facility	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Evacuation Centre Manager aware of features, equipment and resources that are and are not available for use	<input type="checkbox"/> YES	<input type="checkbox"/> NO

What, if any, existing damage is there to the interior and exterior of the building:

.....

What, if any, works are required prior to the centre opening:

.....

Copy of opening inspection to be provided to:

- Facilities Manager
- Evacuation Centre Manager
- Local Disaster Coordinator

EVACUATION CENTRE CLOSURE INSPECTION

All equipment from other agencies removed	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Final waste removal and facility cleaning undertaken	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Building left in satisfactory manner	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Copy of closure inspection to be provided to:

- Facilities Manager
- Local Disaster Coordinator

Name of Property:			
Street Address:			
Property Owner:			
Property Manager:		Contact Details:	
Alternative Contact:		Contact Details:	
Inspecting Officer:		Contact Details:	

Available aream2		
Vehicle access to site	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Detail
Car parking available	<input type="checkbox"/> YES	<input type="checkbox"/> NO	No of car parks
Power available	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Mains or generator <i>(please circle)</i>
Potable water	<input type="checkbox"/> YES	<input type="checkbox"/> NO	How is water supplied?
Laundry facilities	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Detail
Adequate waste facilities	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Detail
Toilet / Shower Facilities			
	W/C	Urinals	WHB
Male			
Female			
Sewage disposal	<input type="checkbox"/> Sewer	<input type="checkbox"/> Septic	If septic, describe system
Specify catering arrangements:			
Kitchen checked	<input type="checkbox"/> YES		<input type="checkbox"/> NO
Food safety discussed	<input type="checkbox"/> YES		<input type="checkbox"/> NO

Issues for follow up:

Comments:

Copy of inspection to be provided to:

- Facilities Manager
- Evacuation Centre Manager
- Local Disaster Coordinator

Action 3: Confirm Duties

Evacuation Centre Management



Meet and Greet Team Duty List

The Meet and Greet Team is responsible for ensuring that all people accessing the centre receive a welcoming reception, personal support, and appropriate assistance upon entry. They report to the Evacuation Centre Manager and work closely with the Registration Team Leader. In small activations the position of Meet and Greet Team and Registration Team may be combined.

SET UP / ESTABLISHMENT DUTIES	
1.	Establish suitable areas and signage for the flow of people as required
2.	Ensure there is an undercover waiting area with appropriate capacity
3.	Implement a service delivery and staffing plan with the Registration Team Leader
ONGOING DUTIES	
4.	Sign on and off at the beginning and end of each shift
5.	Identify and facilitate evacuees requiring priority registration processing or urgent assistance
6.	Provide personal support when engaging with evacuees
7.	Remind personnel to sign on and off at the beginning and end of each shift
8.	Liaise with the Registration Team Leader to ensure processing arrangements are smooth
9.	Attend briefings by the Evacuation Centre Manager. Request briefings if they are not provided
10.	Foster open communication with the Evacuation Centre Manager and other Team Leaders
11.	Maintain the Meet and Greet Team Shift Log with important and up-to-date information
12.	If handing over to a new Meet and Greet Team: <ul style="list-style-type: none">• complete the Handover Notes• brief the incoming Team and handover the Shift Log facilitate a smooth and informative handover
13.	Support the team's wellbeing and promote self-care through: <ul style="list-style-type: none">• supporting safe and hygienic operations• facilitating regular meal and rest breaks• promoting appropriate fluid intake• monitoring wellbeing in hot/humid conditions• maintaining confidentiality
14.	Create a positive and supportive environment for all evacuees and staff
15.	Work in a manner consistent with the FCRC Code of Conduct
DECOMMISSION DUTIES	
16.	Ensure all remaining evacuees and day guests de-register when leaving the Centre
17.	Support the Evacuation Centre Management Team in demobilising council resources and returning the centre to its normal functioning state

Registration Team Leader Duty List

The Registration Team Leader is responsible for ensuring the registration process for evacuees is smooth, efficient, and conducted sensitively. The Team Leader manages the Registration Team and oversees all registration activities. They work closely with the Meet and Greet Team.

Initial tasks	
1	Work with the Evacuation Centre Management Team to establish suitable areas and signage for the flow of people as required
2	Implement a service delivery and staffing plan in conjunction with the Meet and Greet Team
3	Brief Team Members on the registration process and key information to provide to evacuees
Ongoing tasks	
4	Sign on and off at the beginning and end of each shift
5	Maintain records and registrations in Guardian IMS
5	Regularly collect REGISTER.FIND. REUNITE and evacuee Intake Forms from Team Members
6	Ensure forms are being completed correctly and are legible
7	File REGISTER.FIND.REUNITE and Evacuee Intake Forms separately
8	Store forms in a safe and secure place that safeguards privacy and confidentiality.
9	Provide REGISTER.FIND.REUNITE forms to Queensland Police Services as required
10	Ensure people sign in before leaving the registration area
11	Oversee real-time data entry where necessary
12	Initiate and oversee support for spontaneous volunteers involved in completing REGISTER.FIND.REUNITE forms (e.g. establish mentoring arrangements)
13	Provide personal support when engaging with evacuees
14	Facilitate updates to the Evacuee Intake Forms
15	Remind personnel to sign on and off at the beginning and end of each shift
16	Support Registration Team Members in undertaking their roles and resolving issues
17	Conduct briefings with the Registration Team at the commencement and end of each shift, including Code of Conduct and expected personnel behaviour
18	Regularly liaise with the Meet and Greet Team Leader to ensure processing arrangements (including triaging) are smooth and efficient
19	Report the flow and statistics of registrations to the Evacuation Centre Deputy Manager / Manager
20	Attend briefings by the Evacuation Centre Manager. Request briefings if they are not provided
21	Foster open communication with the Evacuation Centre Deputy Manager / Manager and other Team Leaders including providing feedback and referring issues appropriately
22	Maintain the Registration Team Leader Shift Log with important and up-to-date information

23	<p>If handing over to a new Registration Team Leader:</p> <ul style="list-style-type: none"> • complete the Handover Certificate at the back of the Shift Log • brief the incoming Team Leader and handover the Shift Log • facilitate a smooth and informative handover
24	<p>If taking over from a previous Registration Team Leader:</p> <ul style="list-style-type: none"> • facilitate a smooth and informative handover • review the Shift Log and action outstanding tasks in the Handover Certificate
25	<p>Support your team’s wellbeing and promote self-care through:</p> <ul style="list-style-type: none"> • regularly reviewing the staffing plan • supporting safe and hygienic operations • facilitating regular meal and rest breaks • promoting appropriate fluid intake • monitoring wellbeing in hot/humid conditions • being sensitive to stress levels in the team • maintaining confidentiality • setting a good example in terms of self-care
26	<p>Create a positive and supportive environment for all people (evacuees, FCRC personnel, inter-agency personnel, contractors, visitors, etc.)</p>
27	<p>Work in a manner consistent with the Code of Conduct, and demonstrate a high standard of personnel behaviour</p>
Closure tasks	
28	<p>Ensure all evacuees de-register “check out” when leaving the Centre</p>
29	<p>Support the Evacuation Centre Management Team in demobilising resources and returning the Centre to its normal functioning state</p>

Registration Team Member Duty List

A Registration Team Member is responsible for providing a smooth, efficient, and sensitive registration process for evacuees. The Team Member reports to the Registration Team Leader and works as part of the Registration Team.

SET UP / ESTABLISHMENT DUTIES	
1	Assist the Registration Team Leader and Evacuation Centre Management Team to establish suitable areas and signage for the flow of people
ONGOING DUTIES	
2	Sign on and off at the beginning and end of each shift
3	Register each individual or family group who wishes to register on REGISTER.FIND.REUNITE using the REGISTER. FIND.REUNITE Registration Form
4	Register each individual or family group using the Evacuee Intake Form (compulsory). * Use the reverse side of the Evacuee Intake Form if there is insufficient space on the front page
5	Avoid repeating duplicate questions to registering people when completing both the REGISTER.FIND.REUNITE Registration Form and Evacuee Intake Form. Copy personal information from the REGISTER.FIND.REUNITE Registration Form into relevant fields in the Evacuees Intake Form
6	Provide priority processing, personal support and referral for people as required
7	Provide welcome kits and code of conduct information to people as they register
8	Ensure all evacuees sign in on the relevant Log at the end of the registration process (compulsory) *These Logs must be completed regardless of whether people have registered with REGISTER.FIND.REUNITE
9	Remind evacuees to sign in and out when entering or departing the centre (compulsory)
10	Document inquiries regarding missing people using the REGISTER.FIND.REUNITE Inquiry Form
11	Ensure evacuees have de-registered with the Registration Team prior to departure
12	Pass completed REGISTER.FIND.REUNITE forms and Evacuee Intake forms to the Registration Team Leader
13	Undertake real-time data entry as required
14	Protect people's personal information by adhering to information management guidelines
15	Remind personnel to sign on and off at the beginning and end of each shift
16	Communicate regularly with the Registration Team Leader including providing feedback and referring issues as necessary

17	Participate in Registration Team briefings led by the Registration Team Leader at the commencement and end of each shift. Request briefings if they are not provided
18	Participate in centre-wide briefings as required
19	If handing over to a new Registration Team or taking over from a previous Registration Team, facilitate and support a smooth and informative handover
20	Maintain self-care and support your team's wellbeing through: <ul style="list-style-type: none"> • taking responsibility for your own wellbeing and self-care • discussing wellbeing issues with the Registration Team Leader • participating in arrangements established by the Registration Team Leader designed to support the team's wellbeing • supporting safe and hygienic operations • maintaining appropriate fluid intake • wearing protective clothing, hat, and sunscreen in heat • being sensitive to fellow team members' stress levels • maintaining confidentiality
21	Create a positive and supportive environment for all people (evacuee, FCRC personnel, inter-agency personnel, contractors, visitors, etc.)
22	Work in a manner consistent with the Code of Conduct, and demonstrate a high standard of personnel behaviour
DECOMMISSION DUTIES	
23	Ensure all remaining evacuees and day guests de-register when leaving the centre
24	Support the Evacuation Centre Management Team in demobilising resources and returning the Centre to its normal functioning state

Personal Support Team Duty List

The Personal Support Team is responsible for ensuring evacuees receive a high standard of personal support. The Personal Support Team oversees all personal support activities conducted onsite after registration. They report to the Evacuation Centre Manager.

SET UP / ESTABLISHMENT DUTIES	
1	Brief Personal Support Team Members on their role and key information to provide to evacuees
ONGOING DUTIES	
2	Sign on and off at the beginning and end of each shift
3	Ensure a smooth transition of evacuees from registration to the Personal Support Team
4	Ensure there is equitable provision of personal support and distribution of Personal Support Team Members within the centre
5	Liaise with the Registration Team Leader in relation to updating Evacuee Intake Forms with new information obtained by Personal Support Team Members
6	Proactively engage with evacuees and provide personal support and assistance
7	Attend briefings by the Evacuation Centre Manager. Request briefings if they are not provided
8	Foster open communication with the Evacuation Centre Manager and other Team Leaders including providing feedback and referring issues appropriately
9	Maintain the Personal Support Team Leader Shift Log with important and up-to-date information
10	If handing over to a new Personal Support Team Leader: complete the Handover Certificate at the back of the Shift Log brief the incoming Team Leader and handover the Shift Log facilitate a smooth and informative handover
11	If taking over from a previous Personal Support Team Leader: facilitate a smooth and informative handover review the Shift Log and action outstanding tasks in the Handover Certificate

12	<p>Support your team's wellbeing and promote self-care through:</p> <ul style="list-style-type: none"> • regularly reviewing the staffing plan • supporting safe and hygienic operations • facilitating regular meal and rest breaks • promoting appropriate fluid intake • monitoring wellbeing in hot/humid conditions • being sensitive to stress levels within the team • maintaining confidentiality • setting a good example in terms of self-care
13	Work in a manner consistent with the FCRC Code of Conduct
DECOMMISSION DUTIES	
14	Support Personal Support Team Members to ensure all remaining evacuees have ongoing accommodation arrangements in place
15	Support demobilising resources and returning the Centre to its normal functioning state

Evacuee Intake Form

(To be completed with the Register.Find. Reunite registration form)

To be used when Guardian IMS is unavailable



Family Name:		Given Name/s:	
Register.Find. Reunite Registered?		Date:	Time:
Place of Intake:		Interviewer Name:	
Special Needs	Explanation (circle or explain)	Action to be taken	
1. Do you need assistance with understanding or answering these questions?	Does the person need assistance with: <ul style="list-style-type: none"> Communicating Reading / seeing / hearing Language other than English (<i>please state</i>) 	Translator? Verbal explanations? Tour of facility?	
2. Do you take medications or have a health concern that needs attention?	Does the person need: <ul style="list-style-type: none"> Medication Mobility equipment Electricity 	First Aid team? Adjust sleeping area? Alternative accommodation?	
3. Do you have any severe environmental, food or medical allergies?	Does the individual needs access to specific <ul style="list-style-type: none"> Preventative (asthma puffers etc.) Responsive medications (EpiPen etc.) Dietary requirements 	Advise the First Aid team? Advise the Catering team?	
4. Do you usually need a caregiver, personal assistant, or service animal?	Does the person need assistance with <ul style="list-style-type: none"> Personal needs Physical needs Medical needs Childcare needs 	Advise Personal Support team? Alternative accommodation? Child Support team?	
5. Do you have personal or material support needs?	Does the person seem <ul style="list-style-type: none"> Agitated/disorientated or overwhelmed Access to <ul style="list-style-type: none"> Clothing or toiletries 	Personal Support team? Material Aid team?	
Brief statement of how the person/family was affected in the emergency (<i>egg level of damage to residence, access to residence, impact to family members</i>)			
Family recovery plans (immediate or long term) (<i>"This shelter provides short term assistance to give you and your family a chance to recover. Have you thought about what you will do after this time, e.g., transport, housing arrangements?"</i>)			
Existing client of a service agency <i>e.g., disability services, residential aged care (ability to continue accessing this service?)</i>			
Referrals made to other agencies for further support	Reason (<i>confirm the person/family would like the referral to be made</i>)	Completed (<i>Please initial</i>)	
Psychosocial support (<i>Grief support, counselling?</i>)			
Animal Welfare (<i>Details of the animals?</i>)			

Financial Support <i>(Emergency relief support?)</i>		
Temporary Housing <i>(Insurance coverage, length of time required?)</i>		
Material aid <i>(Clothing, household goods?)</i>		
Other <i>(Please specify, e.g., cultural, spiritual, insurance etc.)</i>		
DEPARTURE Date / Time:	Transport:	
Address:	Contact Number:	

Register.Find.Reunite is a service that lets family, friends and emergency services know that you are safe in the event of an emergency.

Red Cross manages the service on behalf of government agencies, and it only operates during emergencies, including bushfires and floods.

Whether you're leaving or staying where you are, **Register.Find.Reunite** helps people to know what you're doing and that you're okay. When the service is activated, you can access it on the Red Cross website or at evacuation and recovery centres.

There are two options when using the service.

- **Register** to let people know you are safe.
- **Find** people you know may be affected by an emergency.

Reunite is a matching process that enables us, with permission, to share details to connect family, friends and loved ones.



Register. Find. Reunite.

[Open Register.Find.Reunite.](#)

Your privacy is protected, and you control the information other people can see.

Emergency services can use Register.Find.Reunite to check where people in an affected area are located. It can avoid unnecessary searches for people. It is also useful after an emergency as it can help support services can contact you.

The service makes it easier to understand how many people were affected by the emergency, and which areas were hit hardest.

During the summer bushfires of 2019/20 a staggering 71,000 people registered with the service, over 650 people were reunited thanks to it, and it was used by agencies to learn the whereabouts of people who fled the fires and follow up with them.



An Australian Government Initiative



Register. Find. Reunite.



Australian Red Cross
THE POWER OF HUMANITY

*EMERGENCY
CODE

REGISTRATION FORM

REGISTRATION DETAILS

*Place of Registration _____ *Date DD/MM/YYYY / / _____ Time 24 hrs _____

FAMILY NAME	*GIVEN NAMES	NICK NAME	*D.O.B / AGE	*M / F	*HOSP Y / N	*LANGUAGE spoken if other than English	*NATIONALITY if other than Australian	*RELATIONSHIP to primary person registering

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address, and contact numbers), please complete another registration form with their details.

Email address _____

Include both landline and mobile if able to. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

Phone number (0) _____ Alternate ph# (0) _____

*Do you have a fixed address? Yes No If the person registering has a fixed address the answer is 'yes'. If not, the answer is 'no'

*Home Address _____

*Town / Suburb _____

*State _____

*Postcode _____

Country (If overseas) _____

Please let us know where you are staying. With your permission this information will be shared with friends, family and loved ones who are looking for you and with government

*DESTINATION DETAILS At home Somewhere else Don't know / not sure Place of registration

Destination Address _____

*Town / Suburb _____

*State _____

Postcode _____

Country (If overseas) _____

Phone number (0) _____ Alternate ph# (0) _____

If duration of stay at destination address known

Start Date

DD / MM / YYYY | HH : MM

End Date

DD / MM / YYYY | HH : MM

PRIVACY: Information collected by this service is used by Red Cross, Police and emergency services to (1) manage the emergency, (2) account for evacuated people, (3) ensure friends or family can be notified in case of serious injury. Information collected by Red Cross is used to help people during and after an emergency. Red Cross de-identifies or destroys the information after its use has ended. Your information is not released to any other person or agency unless you give your consent or the law allows it.

*Permission

Level of information that may be shared with enquirers from the public

Yes (contact details)

let people looking for me see that I have registered and some contact details

Yes (no contact details)

let people looking for me only see that I have registered (no contact details)

No

do not let people looking for me see anything. information will not be released to Government agencies unless you give consent or the law allows it.

*Signature of person registering

Any additional information not covered elsewhere

*Registration Recorded by (print name) _____

Recorder's Initials _____

More than one likely destination or companion to be linked? Complete another form.

Yes No

Distribution to State or National Inquiry Centre?

Fax Email Other:

*Computer Entered? (inc. initials) Yes

*Date

/ /

*Time

hrs

*Registration # _____

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. *Mandatory Fields

Registration Form 2013 v1.8



An Australian Government Initiative



Register. Find. Reunite.



Australian Red Cross
THE POWER OF HUMANITY

*EMERGENCY CODE	*DATE DD/MM/YYYY / /	TIME 24 hrs	ENQUIRY FORM
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PERSON MAKING AN ENQUIRY

Family Name	*Given Names
For international numbers (mobile or landline), enter in notes area. Include international dialling codes	
Email address	Phone number (0)
*Level of concern <small>Please assess for yourself. Do not ask the question to person making enquiry</small>	
<input type="checkbox"/> Concerned <input type="checkbox"/> Extremely Concerned <input type="checkbox"/> Slightly Concerned	

DETAILS OF PERSON(S) BEING SOUGHT

FAMILY NAME	*GIVEN NAMES	NICK NAME	*D.O.B / AGE	*M / F	*RELATIONSHIP <small>to person making the enquiry</small>	*LANGUAGE <small>spoken if other than English</small>
Phone number (0)	Email address					
Alternate ph# (0)	*Do they have a fixed address?				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Home Address						
*Town / Suburb	*State	Postcode	Country <small>(if from overseas)</small>			

DETAILS OF LAST CONTACT WITH PERSON BEING SOUGHT

*Last contact made DD / MM / YYYY	*Expect to have contact again DD / MM / YYYY		
Address <small>Complete address details and/or description of where last contact was made.</small>			
*Town / Suburb	*State	Postcode	Country <small>(if from overseas)</small>
Description of where last contact made			

*LIKELY DESTINATION	LIKELY COMPANION (OPTIONAL)
<input type="checkbox"/> At home <input type="checkbox"/> Last contact <input type="checkbox"/> Somewhere else <input type="checkbox"/> Don't know	*Category (Relationship)
Address	*Given names
Town / Suburb	Family name
State	Nick name
Country <small>(if from overseas)</small>	*Gender <small>(please circle)</small> M / F D.O.B / AGE
Phone number (0)	*Spoken Language
Alternate ph# (0)	Email address
Expected duration of stay at destination address known Start Date DD / MM / YYYY End Date DD / MM / YYYY	Phone number (0)
	Alternate ph# (0)

If person being sought has more than one likely destination and/or companion, please complete a second form with the additional information.

PRIVACY: Information collected by this service is used by Red Cross, Police and emergency services to (1) manage the emergency, (2) account for evacuated people, (3) ensure friends or family can be notified in case of serious injury. Information collected by Red Cross is used to help people during and after an emergency. Red Cross de-identifies or destroys the information after its use has ended. Your information is not released to any other person or agency unless you give your consent or the law allows it.

Any additional information not covered elsewhere

*Enquiry Recorded by (print name)	Recorder's Initials
More than one likely destination or companion? Complete another form. <input type="checkbox"/> Yes <input type="checkbox"/> No	Distribution to State or National Inquiry Centre? <input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Other:
*Computer Entered? (inc. initials) <input type="checkbox"/> Yes	*Date / / *Time hrs *Enquiry #

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. *Mandatory Fields

Enquiry Form 2013 v2.4

Evacuation Centre Report



To be completed and reported daily (or as required) to the Local Disaster Coordination Centre

FACILITY NAME & LOCATION:	Date:	Day No:
Completed by: <i>(name, role & contact details)</i>	Time: From:	To:

1. EVACUEES STAYING <i>(refer to intake forms & confirm with a headcount)</i>						
Adult Males	Adult Females	Children <i>(under 16)</i>	Response personnel <i>(not internal)</i>	Sleeping outside <i>(e.g., caravans, with pets)</i>	Other	TOTAL EVACUEES <i>(Sleeping on site)</i>
2. DAY GUESTS <i>(refer to Day Guest Log)</i>						
Adult Males	Adult Female	Children (under 16)	TOTAL DAY GUESTS <i>(not sleeping on site)</i>	REGISTER.FIND .REUNITE REGISTRATION TOTAL		
3. PEOPLE WHO VISITED <i>(refer to Visitor Log)</i>						
Visitors <i>(e.g., VIPs, contractors, media)</i>	No of others who visited and not signed in <i>(estimate)</i>			Other		
4. PEOPLE WITH SPECIAL NEEDS <i>(discuss with support agencies)</i>						
Aged Care Support	Household Pets	Childcare Support	Other			
5. MEALS SERVED <i>(discuss with food distribution agency)</i>						
Breakfast	Lunch	Dinner	Other			
6. AGENCY PERSONNEL WORKING ON SITE <i>(discuss with agency representative)</i>						
1. Council	2.	3.	4.			
5.	6.	7.	8.			

7. ISSUES IDENTIFIED AND / OR ANTICIPATED REQUIREMENTS (e.g., pets, facility, resources, overall mood etc.)

Information distributed to: (name, role, method, e.g., email, phone, fax, or copy)	Date & Time:

Do not release this information to members of the public, visitors, or the media without Local Disaster Coordination Centre approval