

get ready

GUIDE



CONTENTS

Queensland Fire and Emergency Services.....	3
4–Step Plan.....	4
Step 1 - Prepare Your Emergency Plan	5
Step 2A - Emergency Kit	6
Step 2B - Evacuation Kit.....	7
Step 3 - Prepare Your Home.....	8
Step 4 - Tune Into Warnings.....	9
Severe Storm	10
Flood	11
Cyclone.....	12
Bushfire.....	13
Other Events	14
Advice From SES	15
Household Emergency Plan.....	16
Recovering After a Disaster.....	18

© State of Queensland (Queensland Fire and Emergency Services) 2018

The Queensland Government, acting through the Queensland Fire and Emergency Services, supports and encourages the dissemination and exchange of publicly funded information and endorses the use of the [Australian Governments Open Access and Licensing Framework](#) (AusGOAL).

All Queensland Fire and Emergency Services material in this document – except the QFES logo, any material protected by a trademark, and unless otherwise noted – is licensed under a [Creative Commons Attribution 4.0 licence](#).



The Queensland Fire and Emergency Services has undertaken reasonable enquiries to identify material owned by third parties and secure permission for its reproduction. Permission may need to be obtained from third parties to re-use their material.

Written requests relating to the copyright in this document should be addressed to:

Intellectual Property Coordinator
Information Management, Ministerial and Executive Services
Public Safety Business Agency
GPO Box 9879, Brisbane 4001
EM: QFES.Copyright@qfes.qld.gov.au



QUEENSLAND FIRE AND EMERGENCY SERVICES

The purpose of this booklet is to assist all Queenslanders to understand the types of disasters that may affect their area and what they need to do in order to prepare for these events.

Queenslanders each year face a range of hazards, including bushfires, cyclones, floods and severe storms. All Queenslanders share responsibility for not just being prepared for disasters, but also building a community that is resilient to nature's ongoing challenges.

That's why Queensland Fire and Emergency Services (QFES) work closely with residents, councils, other government agencies, community groups and business, to encourage and help everyone to *Get Ready*.

QFES' operational arms are also on standby around the clock to respond to incidents such as structure fires, chemical spills and a wide range of rescues from swift flowing water, road crashes, or in remote or dangerous situations.

Alongside the paid emergency services workforce, close to 40,000 trained QFES volunteers give their time to local communities across the state as part of the Rural Fire Service (RFS) and the State Emergency Service (SES).

RFS volunteers help landowners manage fire risk on properties through hazard reduction burns and turn out around the clock to fight bushfires wherever they start.

SES volunteers are best known for their work helping communities respond to severe weather events and assisting police and other agencies with searches.

4-STEP PLAN

Don't wait for a disaster to happen before you think about how you and your family are going to survive...

In a major disaster, high winds, fire, or rising floodwaters can prevent emergency services from reaching you. Debris and damage can cut road access. Your community and your family could become isolated for up to three days or more.

Even if you live just around the corner from a shopping centre, you may not be able to get there. And even if you could, the shops may be closed due to damage, lack of electricity, staff not being able to get there or being out of stock.

After a disaster has passed, roads can be closed and essential services disrupted, such as power, gas and water supply, and phone communications. Emergency Services will be focused on assisting the most vulnerable in the community during an event where a large number of people are affected.

Depending on your circumstances, you may not have immediate access to the support provided and will need to rely on the supplies and equipment you have on hand at home.

If you were isolated by a disaster right now, are you prepared? Do you have enough food, water and equipment to sustain your family for three days or more?

The following four simple steps will ensure you and your family are as prepared as possible.

Step 1

Prepare your emergency plan

Step 2

Prepare your emergency and evacuation kits

Step 3

Prepare your home

Step 4

Tune in to warnings

STEP 1 - PREPARE YOUR EMERGENCY PLAN

Take the time now to prepare an Emergency Plan.

Develop your Emergency Plan with the entire household. It is an important step to prepare for what can happen and to stay safe.



» **Research hazards and disaster management arrangements in your community:**

- » Check with council if your area is prone to bushfire, cyclone, storm, flood or tsunami.
- » Ask about local emergency plans, evacuation zones and nominated evacuation routes for where you live and work.
- » Ask about evacuation centres and Neighbourhood Safer Places.
- » Ask about details in emergency and evacuation plans at your workplace, school and childcare provider. Provide them with your household emergency contact details.
- » Find out what sort of support is available to your household via council and local support agencies (if required).

» **Discuss possible scenarios and responses with your household:**

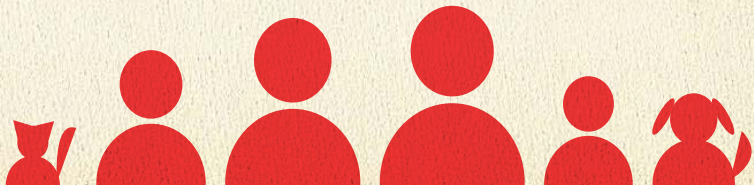
- » What might happen in a bushfire, cyclone, storm, flood or tsunami?
- » What would you all do in the event of each emergency?
- » Where might you be when an emergency occurs? (Home, school, work etc.)
- » How will you stay in contact?
- » Where would you go if you need to evacuate?
- » Are there medical conditions or special needs of household members that require specific consideration?
- » What preparations are required for your pets?

» **Record details on your Emergency Plan:**

- » Two out of town emergency contacts in case you and your family become separated.
- » Two emergency meeting places in case you cannot return home or you need to evacuate. One in your neighbourhood and another further inland and on higher ground that everyone can easily get to.
- » Information on the council evacuation zone you live in and nominated evacuation routes for your area.
- » All householder contact phone numbers.
- » Specific medical conditions, essential medications and dosage.
- » Details for your pets – description, veterinarian contact details and medications.
- » All tasks required prior to evacuating (storing electrical items off the ground, switching off main supplies, sandbagging drains etc.)

» **Ensure everyone is prepared:**

- » Teach children how and when to call Triple Zero (000) in an emergency.
- » Queensland Ambulance Service advises householders to have a sound knowledge of first aid.
- » Ensure everyone knows where, how and when to turn off the main power, water and gas supply in case of emergency and evacuation.
- » Share your emergency plan with family and friends.



STEP 2A - EMERGENCY KIT

Your Emergency Kit contains the provisions for your essential needs in the event of an emergency.

Include items you'd need for several days in case of disruption to essential services (i.e. power and water supplies). Also, include the equipment you'll need to prepare meals with no power. Keep your kit in a waterproof storage container and store in an easy to access location. Check your kit every season to stock up and rotate supplies to ensure provisions are fresh and safe to use.



- » Food and water for at least three days:
 - » 10 litres of water per person as 3 days supply
 - » Non-perishable food
 - » Can opener, cutlery and cooking equipment
- » Medical and sanitation supplies:
 - » First Aid Kit and manual
 - » Essential medications, prescriptions and dosage
 - » Toilet paper and personal hygiene items
 - » Toiletries – toothbrush, toothpaste, soap, shampoo etc.
- » Light:
 - » Battery or wind-up torch/lantern (extra batteries)
- » Communications:
 - » Battery powered or wind-up radio (extra batteries)
 - » Fully charged mobile phone and charger
 - » Prepaid phone cards and coins for phone booth calls
- » Clothing and footwear:
 - » Change of warm protective clothes and shoes for everyone
- » Important documents:
 - » Keep original or certified copies
 - » Scan copies to USB or online storage

CHECKLIST

- | | |
|---|--|
| <input type="checkbox"/> a - fresh water for three days | <input type="checkbox"/> k - baby formula + nappies |
| <input type="checkbox"/> b - three days worth of non-perishable food and can opener | <input type="checkbox"/> l - waterproof bags |
| <input type="checkbox"/> c - first aid kit | <input type="checkbox"/> m - toiletries |
| <input type="checkbox"/> d - portable radio | |
| <input type="checkbox"/> e - torch | <input checked="" type="checkbox"/> IMPORTANT DOCUMENTS |
| <input type="checkbox"/> f - sturdy gloves | <input type="checkbox"/> insurance (house, contents, vehicles, life) |
| <input type="checkbox"/> g - spare batteries for radio, torch and mobile phone | <input type="checkbox"/> wills |
| <input type="checkbox"/> h - essential medication | <input type="checkbox"/> property deeds |
| <input type="checkbox"/> i - mobile phone and charger | <input type="checkbox"/> bank documents |
| <input type="checkbox"/> j - important documents in sealed bags + cash | <input type="checkbox"/> passports, birth + marriage certificates |
| | <input type="checkbox"/> medicare, pension, immunisation records |
| | <input type="checkbox"/> emergency plan + contact numbers |

Other emergency supplies to have ready at home



basic toolkit



extra supplies



portable cooker

STEP 2B - EVACUATION KIT

The potential need to evacuate where you live might happen at short notice. Preparing an **Evacuation Kit** now will save you time and be one less thing to stress about in the event of a disaster.

Note - you may not be able to take your emergency kit into a shelter or evacuation centre. Contact your local council for more information.



When you evacuate, ensure that you take your **Emergency Kit**, **Evacuation Kit** and **Emergency Plan** with you. To help you prepare, download a copy of the Prepare for Evacuation fact sheet from getready.qld.gov.au/be-prepared

CHECKLIST

- a - blanket
- b - sleeping bag
- c - kids toys/entertainment
- d - pillows
- e - warm clothes
- f - valuables + mementos
- g - essential medication, scripts & eye glasses
- h - mobile phone + charger
- i - important documents in sealed bags + cash
- j - baby formula + nappies
- k - toiletries

STEP 3 - PREPARE YOUR HOME

General home maintenance:

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

General home preparations:

- » Ensure your home, contents and car insurance is current and adequate. Check your policy includes debris clean up and removal.
- » Identify the strongest room to shelter in place during severe storm or cyclone.
- » Identify where and how to turn off the main supply for water, power and gas.
- » Consider what arrangements need to be made if you have pets.
- » Check with your neighbours in case they need assistance.

If you live in a flood-prone area:

- » Store all poisons and garden chemicals well above ground level.
- » Identify indoor items you will need to raise or empty if flood threatens.
- » Consider alternatives to carpet and relocate power-points to well above previous flood levels (using a licensed contractor).

If you live in a cyclone / severe storm-prone area:

- » Arrange for a professional builder to check your building and identify ways you can increase the structural security of your home to withstand high winds.
- » Fit windows with shutters or metal screens for added protection during high winds.

If you live in a bushfire-prone area:

- » Understand your risk - speak to your local Rural Fire Brigade or Volunteer Community Educator.
- » Prepare your Bushfire Survival Plan
 - » ensure access to your property is easy for fire vehicles.
 - » remove materials that can help fuel a fire (e.g. long dry grass, dead leaves, branches or debris around your home).
 - » check that pumps, generators and water systems are working correctly.

Final home preparations:

» For when warnings are issued for cyclone or severe storm

- » disconnect electrical appliances and external television / radio aerials and turn off electricity and gas main supplies if instructed to do so.
- » Secure or put away items (e.g. garden furniture) that can be blown around.
- » fill buckets and bath with clean water in case of interruptions to water supply.
- » close windows with shutters or tape windows with strong tape and draw curtains.

» For when warnings are issued for flood:

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

Be careful using portable generators. Do not use them indoors or in enclosed places such as garages or carports. This can lead to a build-up of carbon monoxide — a colourless and odourless gas that can make you pass out or cause death.

STEP 4 - TUNE INTO WARNINGS

Ensure everyone knows how to
Tune In, Log On, Listen Out and Act:

TUNE IN:

- » To your local radio and TV station to listen for warnings and weather updates and local community safety announcements.

LOG ON:

- » To the Bureau of Meteorology (www.bom.gov.au) for weather warnings.
- » To www.qldalert.com for information on current disasters.
- » To your council website (www.qldcouncils.com.au) for:
 - » local information on the emergency
 - » information on evacuation centres and evacuation routes
 - » information on assistance after a disaster event.

LISTEN OUT:

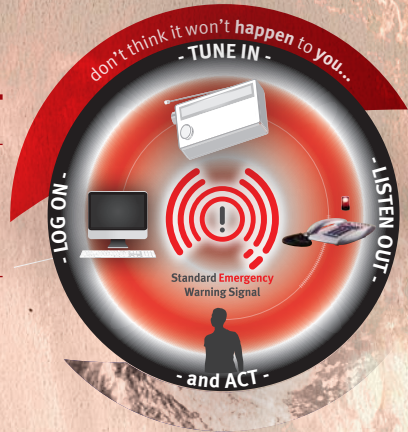
- » For the Standard Emergency Warning Signal (SEWS) - the siren sound used at the beginning of serious warnings on radio and television. Pay careful attention to the message that follows SEWS and act immediately on the advice given.
- » For Emergency Alert voice messages to your landline and text messages to your mobile telephone.
- » For sirens and loud-hailer announcements that Emergency Services may use.
- » For Emergency Services personnel who may door-knock your local area to pass on warnings.

When warnings are issued you may be directed to:

- » finalise preparations and secure items around your home
- » activate your **Emergency Plan** and shelter in place, or
- » evacuate to your predetermined safer location.

ACT:

- » Act quickly 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 **Emergency Plan** and locate your **Emergency Kit**.
- » Activate your evacuation arrangements if required.



facebook.com/QldFireandRescueService

facebook.com/QueenslandPolice



twitter.com/QldFES or @QldFES

twitter.com/qpsmedia



SEVERE STORM

Severe thunderstorms can produce large hail, damaging wind, lightning and heavy rainfall, which can cause death, injury and damage to property. Damaging winds and heavy rainfall can also be produced in other weather systems, such as in a monsoon or an East Coast Low, which can cause extensive damage to property and turn debris into dangerous missiles as well as producing dangerous surf conditions. The Bureau of Meteorology issues Severe Thunderstorm and Weather Warnings for these phenomena.

Pay close attention to weather forecasts and warnings at any time of year but particularly during storm season - this information will assist you in daily preparations around the home. Radio news weather bulletins will usually provide the most information on current conditions and the latest warnings that have been issued.

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

- » your **Emergency Plan** is up-to-date and all householders know what to do in case of a severe storm
- » your **Emergency Kit** is fully stocked
- » your insurance is up-to-date and covers damage to home and contents in case of severe storm
- » your yard and outdoor areas are free from loose items like patio furniture, garden tools and rubbish
- » you have trimmed any overhanging branches, cleaned gutters and ensured rooves and gutters are in good condition
- » move vehicles under shelter or cover with firmly tied tarpaulins/blankets.

When you hear a severe storm warning:

- » stay tuned into warnings
- » contact family and neighbours to make sure everyone is aware of the warning
- » shelter and secure animals
- » secure outdoor furniture and gardening items
- » park vehicles under shelter or cover with firmly tied tarpaulins/blankets
- » disconnect all electrical items, aerials and computer modems.

During a severe storm:

- » stay tuned into warnings via battery powered radio
- » activate your Emergency Plan
- » stay inside and shelter well clear of windows, doors and skylights
- » if the building starts to break up, shelter in the strongest part of your house (cellar, internal room, hallway or built-in wardrobe) under a mattress or strong table or bench.
- » if outdoors, seek solid enclosed shelter
- » if driving, stop clear of trees, power lines and streams.

Severe storms can also produce flash flooding, so please refer to further information in the flood safety tips in this guide.

FLOOD

There are three different types of flood that can occur in Queensland.

Flash flooding is the most dangerous in terms of potential threat to loss of life and can result from relatively short, intense bursts of rainfall. People are often swept away after they enter these floodwaters on foot, or in vehicles, due to the speed and power of the swift moving water.

There may be little or no advance warning for a flash flood so it is important to:

- » pay attention to weather patterns and weather forecasts
- » stay away from rivers, creeks and drains
- » get to higher ground
- » act quickly
- » never try to drive, ride or walk through a flash flood – if it's flooded, forget it.

Mountain or coastal rivers quick onset flooding occurs in the mountain headwater areas of large rivers, as well as in rivers that drain to the coast. In these areas, the rivers are steeper and flow quicker, with flooding lasting for one or two days. These floods can pose a risk to loss of life and property as there is much less time to prepare and the flow of water is faster and more dangerous.

Inland rivers slow onset flooding is the flooding of rivers in the vast flat areas of central and western Queensland that may last for one or more weeks and can lead to:

- » major loss of livestock and crop damage
- » extensive damage to rural towns and road and rail links
- » isolation of whole communities for weeks and sometimes months.

When you hear warnings for the potential of flood or severe storm:

- » activate your **Emergency Plan**
- » stay tuned into warnings and updates
- » move vehicles, outdoor equipment, garbage, chemicals and poisons to higher locations
- » sandbag indoor drains to prevent sewage backflow
- » plan which indoor items you will raise or empty if water threatens your home
- » check your **Emergency Kit** is fully stocked.

If you need to evacuate

If you need to evacuate due to the expected arrival of floodwater, follow the evacuation tips included in your **Emergency Plan** at the back of this guide and travel to your predetermined safer location.

Emergency services receive many calls every year for assistance to people who have ignored traffic signs and road closures and become stranded in flood waters. This is extremely dangerous behaviour and also puts the lives of rescue personnel at risk. Think about the consequences of your actions and don't risk your life or the lives of others. Don't drive through flood water. Children may think playing in flood water is fun but it is very dangerous. In Queensland, many young lives have been lost from children playing in and around flood water. Warn children of these dangers and to keep away from floodwater.



Think about the consequences of your actions and don't risk your life or the lives of others.

DON'T DRIVE THROUGH FLOOD WATER – IF IT'S FLOODED, FORGET IT.

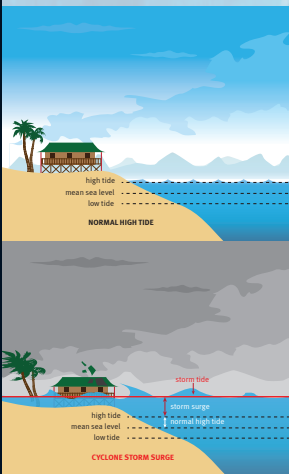


CYCLONE

Tropical cyclones are intense low-pressure systems that form over warm tropical waters. Winds in a cyclone travel in a clockwise direction around the centre and can reach speeds over 200 km/h. The severe winds can extend for hundreds of kilometers from the calm 'eye' or centre of the cyclone.

Cyclones are dangerous because they produce destructive winds, heavy rainfall, and damaging storm surges. The destructive winds can cause extensive damage and can turn debris into dangerous missiles. The heavy rainfall associated with cyclones can produce extensive flooding and landslides which can increase the risk of drowning and cut road access. Extreme waves generated by cyclones can cause severe coastal erosion and are dangerous to vessels out at sea and those moored in harbours.

Storm surge and storm tide



Storm surge is generated by the low atmospheric pressure and gale force onshore winds experienced during a tropical cyclone. As a cyclone approaches the coast, this mound of seawater is pushed onto shore and can appear as a rapid rise in sea level, up to several metres high, at least 50 km wide

and can last up to several hours.

The combination of storm surge and normal ocean tide is known as a 'storm tide'. The worst impacts can occur when a storm surge arrives on top of a high tide. When this happens, the storm tide can reach areas that might otherwise have been safe. If you live in a low-lying tropical or sub-tropical coastal area, you could be at risk from storm tide inundation.

Will you need to plan for evacuation?

Find out from your council if your home is in a storm tide evacuation area. If it is, arrange a safer place for your evacuation as part of your preparations. Ask friends or family that live in secure accommodation, in an area further inland and on higher ground if you can seek shelter in case of storm tide.

If you don't live in a storm tide evacuation area, sheltering in place by staying in your home is often the best option. However, if you live in an old home, built before 1982, or if you have special needs, it may be safer to stay with family or friends in a newer home.

Warnings

A **Cyclone Watch** is issued by the Bureau of Meteorology when gales or stronger winds associated with a cyclone are expected to hit within **24 to 48 hours**. A **Cyclone Warning** is issued by the Bureau when gales or stronger winds are expected to hit within **24 hours**.

When you hear a cyclone warning and it is safe to shelter in place:

- » activate your **Emergency Plan** and locate your **Emergency Kit**;
- » unplug all appliances and turn off mains supply (follow manufacturer's shutdown procedures for solar power systems);
- » bring your family into the strongest part of the house and shelter well clear of windows, doors and skylights;
- » stay tuned into warnings via battery radio for updates; and
- » if the building begins to break up, immediately seek shelter under a strong table or bench or under a heavy mattress.

Beware the calm eye of the cyclone

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

BUSHFIRE

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

PREPARE

Planning and preparing for bushfire is essential to your survival in a bushfire – people who plan and prepare for bushfires are more likely to survive than those that do not.

- » Prepare your Bushfire Survival Plan (BSP)
 - » contact your local fire station for a copy or download one at www.ruralfire.qld.gov.au.
- » Decide NOW if you will prepare to stay or prepare to leave.
- » Share your Bushfire Survival Plan with your family and friends.
- » Practise your Bushfire Survival Plan regularly.

ACT

Take Action to save your life.

- » Refer to your prepared Bushfire Survival Plan.
- » If you are going to **prepare to leave**.
 - » Notify your family and friends that you are leaving.
 - » Tell them where you are going.
- » If you are going to **prepare to stay**.
 - » Follow the plans you have made in your Bushfire Survival Plan to prepare your home.
 - » Notify your family and friends that you are staying.
- » Tune in to bushfire warnings via your local radio station, QFES websites and social media.

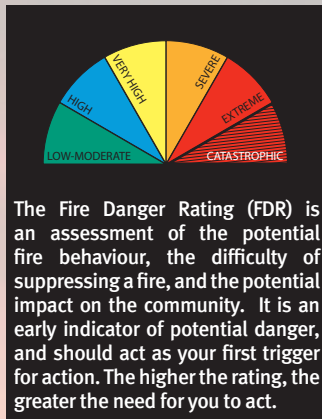
SURVIVE

Follow your plan (or BSP) to stay alive.

If you have left early

- » Don't return to your home until you are advised it is safe to do so.
- » Remember to look out for dangers as you return home including:
 - » Emergency Crews working around the area.
 - » Animals not behaving normally.
 - » Trees that may have been weakened by the fire and can fall at any time.
 - » Power lines that have come down or may fall.
 - » Water and other infrastructure that may not be working.

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



Bushfire Warnings

- ADVICE**
Monitor conditions and review your Bushfire Survival Plan.
- WATCH AND ACT**
Conditions are changing. Start taking action and follow your Bushfire Survival Plan.
- EMERGENCY WARNING**
You are in danger. Act on your Bushfire Survival Plan now.



If you have stayed

- » As the fire passes.
 - » Stay inside your home until the fire has passed.
 - » Keep hydrated.
 - » Check around your home for possible embers.
 - » Check on everyone in your home and make sure they are ok.
- » Once it has passed.
 - » Check around the outside of your house for spot fires.
 - » Drink plenty of water.
 - » Stay at your home until it is safe.
- » Stay tuned in for bushfire warnings and messages.

OTHER EVENTS

Heatwave

A heatwave is an extended period of very high summer temperatures with the potential to adversely affect communities. Heatwaves in Australia have caused the greatest loss of life of any natural hazard (except disease). During a heat wave:

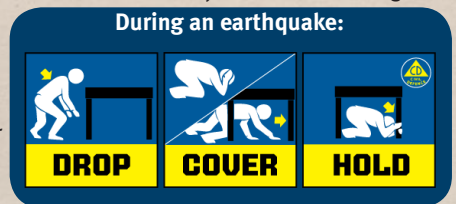
Stay hydrated and nourished	Stay cool	Stay connected
<ul style="list-style-type: none"> <input type="checkbox"/> Drink plenty of water often to avoid dehydration. <input type="checkbox"/> Avoid drinks with alcohol, caffeine and high sugar. <input type="checkbox"/> Eat small meals more often. 	<ul style="list-style-type: none"> <input type="checkbox"/> Keep your body cool. <input type="checkbox"/> Find a cool shady spot and avoid hot, closed spaces. <input type="checkbox"/> Wear light, loose cotton clothes. <input type="checkbox"/> Stay out of the sun from 10 am to 3 pm. <input type="checkbox"/> Slow down and take it easy. Avoid strenuous activities. <input type="checkbox"/> Keep animals in the shade with plenty of water. 	<ul style="list-style-type: none"> <input type="checkbox"/> Look after yourself. <input type="checkbox"/> Check on sick or frail friends, neighbours and relatives. <input type="checkbox"/> Listen to the news.

For more information visit www.qld.gov.au/emergency/dealing-disasters/disaster-types/heatwave.

Earthquake

Earthquakes are a shaking or trembling of the Earth's crust caused by the release of huge stresses due to underground volcanic forces, the breaking of rock beneath the surface, or by sudden movement along an existing fault line. Most earthquake casualties result from falling objects or debris when shocks damage or demolish buildings and other structures.

Other dangers are landslides, ground displacement (faulting), subsidence and tsunamis. Electricity and telephone lines, as well as gas, sewer and water mains can also be damaged.



© 2015 Ministry of Civil Defence & Emergency Management, New Zealand

For more information visit getready.qld.gov.au/natural-disasters/earthquake.

Tsunami

A tsunami is a series of powerful, fast moving, long waves produced during a large scale ocean disturbance. Tsunamis can occur with very little warning and are caused by a variety of events such as earthquake, volcanic eruptions, explosions or landslides.

If a warning is issued and you are on or near the beach, immediately move inland or to higher ground (e.g. upper levels of a sturdy multi-storey building).

For more information visit getready.qld.gov.au/natural-disasters/tsunami.



ADVICE FROM SES

Flood/Storm Emergency



Only call 132 500 for flood or storm emergency assistance during a weather event. The SES are volunteers and they will respond as soon as possible, however if at any time your situation becomes life threatening, call Triple Zero (000) immediately.

Before you call 132 500 can you help yourself? Place a bucket under a leak, reposition furniture, internally tarp over furniture. In a large scale event the SES will be overwhelmed with jobs and may not be able to get to you for hours or days.

Alternatively you can lodge a request for SES assistance via www.132500.qld.gov.au or by downloading the SES Assistance QLD App.

Using sandbags

Sandbags placed in appropriate locations around your home or business can reduce the impact of flooding. Sandbags will not stop the water completely, but can reduce the amount of water entering.

Remember:

- » Sandbagging your doors doesn't stop water from entering your house via the seep holes or drains.
- » Sandbagging your front fence line doesn't stop water entering through your neighbours' property, or their neighbours' property.
- » Place sandbags against entry points to the house otherwise you risk damming and catching rain which may then enter your house.

For more information, download the DIY sandbag brochure - www.qfes.qld.gov.au/community-safety/downloadlibrary/Documents/DIY-Sandbag.pdf.

Contact your local Council regarding the distribution of sandbags in emergencies.



Tarp retensioning

SES provides tarps for your roof to temporarily protect your house from the elements. To secure a tarp to a tie-off point use a round turn and two half hitches knot. This simple knot keeps the tension on the tarping rope whilst being tied. Make sure there is firm tension on the tarping rope but not so tight that you risk pulling the eyelets out of the tarp.

For more information, download the tarp retensioning brochure - www.qfes.qld.gov.au/community-safety/downloadlibrary/Documents/SES-Tarp-Retensioning.pdf.



HOUSEHOLD EMERGENCY PLAN

Circle the hazards in our area:



BUSHFIRE



STORM



CYCLONE



COASTAL
INUNDATION



FLOOD

Evacuation destination

Place to meet:	
Address:	
Phone number:	
Email address:	

Out of town emergency contact

Name:	
Address:	
Phone number:	
Email address:	

Main service supplies

Location/switch off

Electricity:	
Gas:	
Water:	

Vehicle registration

Vehicle description

Our strongest room is

--

Medical conditions

Essential medication /dosage

Pets

Pet requirements (including vet details)



Householder	Special needs
Householder contact details	
Emergency contacts	
Triple Zero (000)	Life threatening emergencies: Police - Fire - Ambulance
132 500	Storm damage and rising flood water - SES
	Local Council
	Doctor/hospital
	Chemist
	Insurance supplier
Emergency / Bushfire Survival Plan activation	
<input type="checkbox"/> Contact all householders <input type="checkbox"/> Check on our neighbours <input type="checkbox"/> Locate Emergency Kit	<input type="checkbox"/> Make final preparations <input type="checkbox"/> Tune into Warnings <input type="checkbox"/> Shelter in our strongest room (unless instructed to evacuate)
Evacuation checklist	
Prior to evacuation:	
<input type="checkbox"/> Ensure vehicle is full of fuel <input type="checkbox"/> Know the location of evacuation meeting place	<input type="checkbox"/> Check on our neighbours <input type="checkbox"/> Know the preferred evacuation routes
When evacuating:	
<input type="checkbox"/> Pack Emergency Kit, Evacuation Kit , a copy of our Emergency Plan , important documents and valuables, medications and water supplies <input type="checkbox"/> Turn off mains supply for power, gas and water	<input type="checkbox"/> Contact our out of town emergency contact before we leave and once we arrive at our evacuation destination <input type="checkbox"/> Secure and lock our home and proceed to our predetermined evacuation destination
If flooding or storm surge is imminent:	
<input type="checkbox"/> Sandbag internal drains and toilets to prevent backwash	<input type="checkbox"/> Store electrical items off the ground

DISPLAY YOUR EMERGENCY PLAN ON THE FRIDGE. PROVIDE COPIES TO HOUSEHOLD MEMBERS, RELEVANT FRIENDS, FAMILY AND NEIGHBOURS AND KEEP A COPY IN YOUR EMERGENCY KIT.



RECOVERING AFTER A DISASTER

Insurance

While there are various types of insurance, the most common are:

- » home building;
- » home contents; and
- » motor vehicle insurance.

Areas within an insurance policy to pay particular attention to:

- » level of cover; and
- » excess amounts.

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

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

Additional information is available at www.understandinsurance.com.au.

How can I help?

If you want to help a community affected by disaster, go to www.givit.org.au to see what is needed and donate.

GIVIT Disaster Recovery is a free service available to all Queensland councils, to assist in the management of donated goods and services during Queensland disasters.

The GIVIT logo consists of the word "GIVIT" in white, uppercase, sans-serif font, centered within a teal rectangular background.

Charities and community groups can also register any time to begin requesting items they need today.

Volunteering in a disaster

Before and after extreme weather, when it's safe to do so, members of the community can get involved in preparation and recovery activities that support disaster agencies, government, non-government organisations and community groups through Volunteering Queensland's Emergency Volunteering CREW (Community Response to Extreme Weather).

It's for those who are keen to help their fellow Queenslanders during their time of need. By registering your location, skills and availability they can contact you if your help is needed.

The Emergency Volunteering CREW team have referred more than 30,000 volunteers across Queensland and have helped shape community recovery and reduce the impact of disasters by including the widespread support of volunteers in a safe and considered way. Find out more and register at

www.emergencyvolunteering.com.au.



Cleaning Up

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

The Queensland Building and Construction Commission website (www.qbcc.qld.gov.au) provides additional information including:

- » The Natural Disaster Repairs Contract is designed to help you organise repairs to a home, duplex or home unit after a natural disaster (e.g. a flood, severe storm or cyclone, etc.).
- » If you have been involved in a natural disaster such as a flood, bushfire, cyclone or severe storm, QBCB assists Queensland communities recover from natural disasters by providing technical and general advice on a wide range of rebuilding issues.

Replace lost or destroyed documents

Birth, death, marriage and change of name certificates.....	1300 366 430
Medicare card (humanservices.gov.au/medicarecard)	132 011
Driver licence.....	13 QGOV (13 74 68)
Property title.....	13 QGOV (13 74 68)
Tenancy agreement	1300 744 263
Taxation documents	13 28 61
Passport.....	131 232
Immigration visa.....	131 881
Outstanding fines.....	1300 365 635
Family law documents.....	1300 352 000
Occupational licensing and organisation registration	13 QGOV (13 74 68)

Support

Not-for-profit organisations that provide post-disaster emotional support, crisis hotlines and other assistance to the community are listed below:

Lifeline	13 11 14
Australian Red Cross	1300 554 419
Salvation Army	1300 371 288
St. Vincent de Paul	1300 633 343
Adventist Development and Relief Agency Australia Ltd	1800 242 372
RSPCA	1300 ANIMAL (1300 264 625)
Blue Care.....	1300 258 322
St John Ambulance	1300 ST JOHN (1300 785 646)

Contact your local council for additional options.

If you are a business owner, information is available at www.business.qld.gov.au/running-business/protecting-business/disaster-resilience.



Important contact numbers

In an emergency...

Emergency - Police, Fire, Ambulance.....	Triple Zero (000)
Flood and Storm Emergency Assistance (SES)	132 500
Gas Emergency Qld.....	1300 763 106
Poisons Information	131 126
Report Dangerous Electrical Emergencies	131 962 - Energex
.....	131 670 - Ergon Energy

For assistance...

Community Recovery Hotline.....	1800 173 349
Crime Stoppers.....	1800 333 000
General Inquiries.....	13 QGOV (13 74 68)
Health and Hospital Information	13 HEALTH (13 432 584)
Marine Rescue Queensland.....	07 3635 3879
National Relay Services	133 677 - TTY/Voice Calls
.....	1300 555 727 - speak and listen
.....	0423 677 767 - SMS relay
PoliceLink - General Inquiries	131 444
Queensland Reconstruction Authority	1800 110 841
Road traffic and travel information	131 940
RSPCA	1300 ANIMAL (1300 264 625)
Telecommunication faults and damage	132 203 - Telstra
.....	1300 307 937 - Optus
.....	1300 650 410 - Vodafone
Tenants Queensland Advice Service (free call)	1300 744 263
Translation and interpreter service	131 450 - TIS National
Tsunami Warning	1300 TSUNAMI (1300 878 6264)
Water supply emergencies.....	1300 015 561