

# Emergency Action Guide

**2023 - 2024**

third edition



In times of disaster  
Stay Informed

[disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au)



Noosa Council would like to respectfully acknowledge the Kabi Kabi/Gubbi Gubbi People, traditional custodians of the lands and waters that form the region we call Noosa. Council pays respect to elders: past, present, and future, and welcomes the ongoing role that indigenous people play within the Noosa community.

# Emergency Action Guide 2023 - 2024

Because cyclones and floods are a part of life in Noosa, it's easy to become complacent. The effects of being unprepared can range from slight discomfort to devastation. Sadly, some people have perished because they weren't prepared or didn't follow the warnings.

During disasters, emergency services may not be able to reach you because of high winds, fire, floodwater, fallen powerlines or debris across the road. Emergency Services will be focused on assisting the most vulnerable in the community during an event.

That's why you need to be prepared to evacuate or 'camp indoors' for at least three days.



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When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

We are the most natural disaster impacted state in Australia, exposing our communities and infrastructure to repeated damage.

Our summer months are always the most active for thunderstorms.

To help you prepare for this and other weather and disaster events we may experience in Noosa, use the following guidance.

# Contents

About this guide	06
Disaster Dashboard	08
Preparation	09
Disaster that happened here	12
Severe thunderstorm	15
Flood	19
Bushfire	23
Heatwave	29
Cyclone	33
Storm Surge	37
Earthquake	41
Tsunami	45
Landslide	49
Pandemic	53
Recovery	57
Emergency Planing Checklist	65
Pets	66
Livestock	68
Business	70
Community groups	72
Important contacts	75



# About this guide

This guide focuses on natural disasters.

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

## This guide will help you:

- Prepare your emergency plan
- Prepare your emergency kit and evacuation kit
- Prepare your family, pets, home, yard and belongings - before, during and after a disaster
- Find information during a disaster
- Understand the risk and likelihood of disasters within your community

### In times of disaster, we are your information authority

To get the latest information, visit the Disaster Dashboard and subscribe to Noosa Alert

[disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au)  
5329 6500

# What to do and where to get information

- Visit Noosa Council's website to access the dashboard [disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au) and for digital copies of local disaster management plans, action guides, mapping and evacuation information: [noosa.qld.gov.au](https://noosa.qld.gov.au)
- Like the Noosa Council Facebook page for up to date information provided directly from the Noosa Local Disaster Management Group: [facebook.com/noosacouncil](https://facebook.com/noosacouncil)
- Visit the Bureau of Meteorology website for weather updates, warnings and information: [bom.gov.au](https://bom.gov.au)
- Visit the Queensland Rural Fire Service website for fire incident updates, warnings and information: [ruralfire.qld.gov.au](https://ruralfire.qld.gov.au)
- Tune in to warnings and updates on local tv, radio, websites and social media.
- Further information on preparing, emergency alerts and information can be accessed at: [qld.gov.au/emergency/dealing-disasters/warnings-alerts](https://qld.gov.au/emergency/dealing-disasters/warnings-alerts)

## Listen out for:

- The Standard Emergency Warning Signal (SEWS) is used at the beginning of serious warnings. SEWS is a wailing siren sound used throughout Australia for serious emergency events.
- Emergency Alert voice messages to your landline and text messages to your mobile telephone.
- Local updates and community safety announcements on radio and television.
- Emergency Services personnel who may door-knock your area to pass on warnings.

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

# During a disaster, the Noosa Local Disaster Management Group is your number one source of information

The Disaster Management Act 2003 requires a Local Government to appoint a Local Disaster Management Group (LDMG) and prepare comprehensive disaster management plans. The Noosa LDMG comprises of Councillors, executive officers, emergency services and key agencies.

The Noosa LDMG makes decisions based on advice from the Bureau of Meteorology's (BOM) weather predictions. Noosa LDMG's area of responsibility covers all communities in the Noosa Shire.

The Noosa LDMG will also establish a Local Disaster Coordination Centre (LDCC) which will be manned by trained Council staff, emergency services and key agencies to coordinate resources and information in response to a disaster event. The LDCC will be activated depending on the severity of the event.

You will find current disaster information on the Noosa Council website, and Noosa Disaster

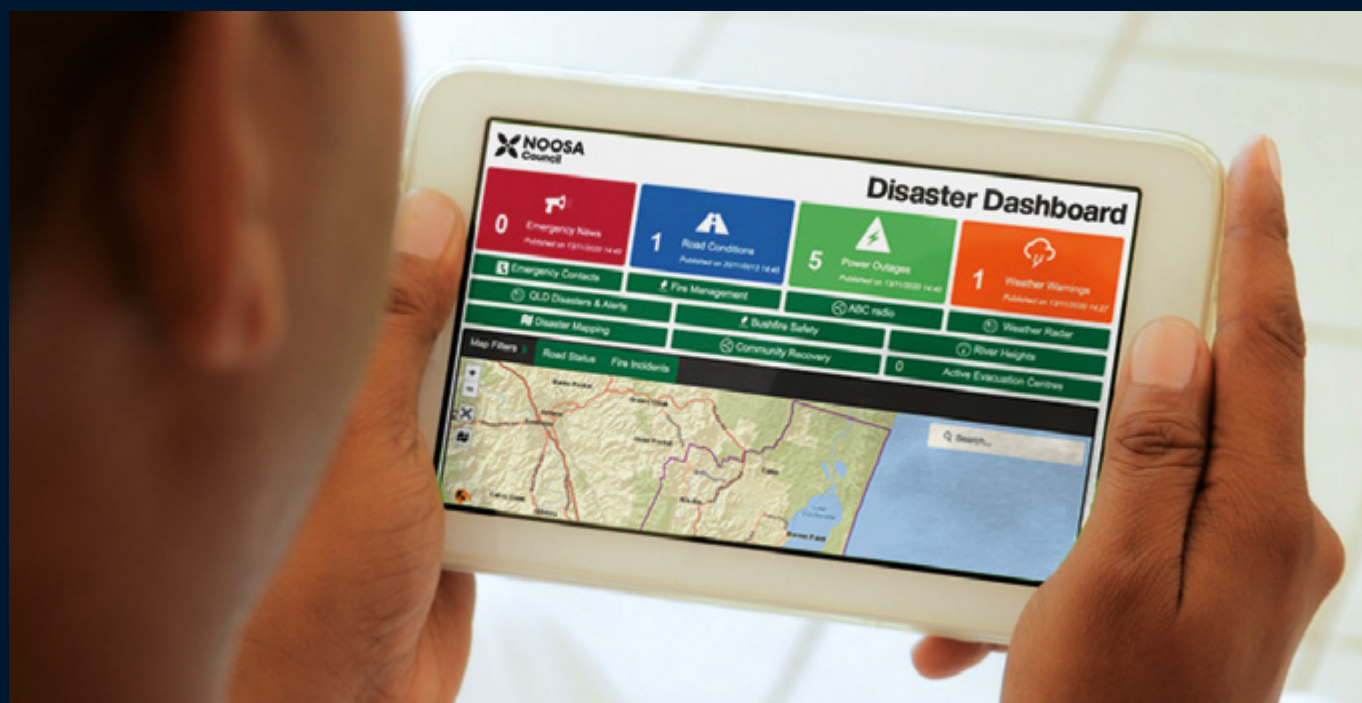
Dashboard via Noosa Council social media platforms, public notices and the local radio.

**If you need assistance following an event you should contact the Noosa Local Disaster Coordination Centre on 5329 6500 and provide details as requested by the telephone operator.**

**In case of an emergency call 000.**

Vital information you need to know during an emergency can be found on our Disaster Dashboard:

- Road conditions**
- Power outages**
- Weather warnings**
- BoM weather radar**
- River heights**
- Evacuation zones**





# Preparing in advance

Prior preparation is the best way to survive any natural disaster. While cyclones and flooding are most common in our area, we could also experience fire, tsunami, earthquake and landslide.

It is important to know what you will do in each scenario:

- Know your arisk.
- Decide in advance if you will evacuate or shelter in place.
- Know your evacuation route.
- Have an emergency kit.
- Take steps to limit damage to your property.
- If you require assistance from SES, call 132 500 or use the SES app.

Prepare your family by discussing and writing down:

- What might happen during a cyclone, flood, storm or bushfire?
- What will you do if an emergency happens and you are in different locations (school, work, home)?
- Where you would evacuate to?
- Your emergency meeting places.
- How and when to call 000 or 112 from your mobile.

## Disasters happen. Be prepared.

Go to guides

To help prepare your Emergency Plan, Emergency Kit, Evacuation Plan and Evacuation Kit, head to:

[getready.qld.gov.au](https://getready.qld.gov.au)

## October. It's time to get ready.

Why not set aside a weekend in October each year ahead of our main disaster season (November – April) to prepare your family and home for the most likely disasters?

# Preparing your home, car and boat, for all disasters

Ahead of our usual disaster season, when you have plenty of time to prepare, go through this checklist to make sure everything is ready. Preparing in advance saves time and reduces the number of things you have to do when a disaster is about to strike.

## Home

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- Clean up the yard.
- Trim trees and over hanging branches.
- Keep your roof in good condition and check it regularly.
- Remove debris from gutters.
- Check and fix loose fittings, such as railings.
- Check windows and install shutters if possible.
- Get to know your neighbours.
- Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet, and how to get out.
- Identify how and where to turn off the mains supply for water, power and gas.
- Store poisons up high.
- Check your insurance is in place and sufficient to cover you.

## Cars

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- Ensure your car is fully fuelled.
- Ensure your car insurance is current and that it covers your asset adequately.
- When severe weather warnings are issued, park vehicles under cover, away from trees, power lines and waterways.

## Boats

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**Maritime Safety Queensland recommends that mariners plan, prepare and follow advice when it comes to severe weather season.**

- Get a copy of the Extreme Weather Contingency Plan for your area and read it. The Brisbane Plan covers the Sunshine Coast region.
- Explore your suggested shelter area or inlet before cyclone season starts.
- Update your contact details with the authorities.
- Organise options to move your boat if you will be away during severe weather season.
- Keep a record of emergency telephone numbers handy (for example, Regional Harbour Master, Volunteer Marine Rescue organisations, Queensland Police Service).
- Know when and where your vessel needs to be during an evacuation.
- Use suitable lines to secure your boat. Double up on mooring lines. Check they are in good condition and are the right size and length.
- Secure loose articles below deck.
- Secure all hatches.
- Check your boat is watertight.
- Reduce wind loading and remove furled sails and covers, bimini tops and any clears.
- Check all bilge pumps work and that all self draining holes are clear.

## Emergency kit

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This kit should contain the provisions for your essential needs in the event of an emergency, whether you are sheltering in place or evacuating.

- Important documents in sealed bags, include cash
- Mobile phone and charger
- Baby formula and nappies
- Spare batteries for radio, torch and mobile phone
- Waterproof bags
- Essential medication
- Toiletries
- Sturdy gloves
- Torch
- Fresh water for 3 days
- Portable radio/wind-up radio
- 3 days worth of non-perishable food and a can opener
- First aid kit
- It's also handy to have a basic tool kit, extra supplies and a portable cooker.

## Evacuation kit

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As well as those essential items in your Emergency Kit, if you are evacuating you will need to take additional items with you so you are equipped to live away from home for several days.

- Sleeping bag
- Warm clothes
- Valuables and mementos
- Kids toys and entertainment
- Blanket and pillows

For more information go to: [getready.qld.gov.au](https://getready.qld.gov.au)

# Disasters can happen here

## Cyclone

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Since 1887, 48 tropical cyclone/ex-tropical cyclones have impacted Noosa, with most coming in close proximity and a handful hitting Noosa directly, including in February 1972 when Tropical Cyclone Daisy passed directly over Noosa as a Category 2 cyclone.

Other significant events to impact Noosa occurred in 1921, 1929, 1946, 1948, 1951, 1967, 1974, 1976, 1980, 1981, 1982, 1984 and 2009.



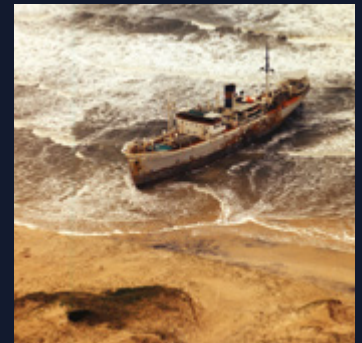
Noosa Main Beach, Cyclone Cliff, 1981  
Image courtesy of Noosa Library Service  
Picture Noosa (T2002697)

## East Coast Low

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East Coast Lows (ECLs) are intense low-pressure systems that occur off the east coast of Australia. They can form at any time of the year and significant ECLs occur on average about 10 times each year. These storms can bring damaging winds and surf and heavy rainfall. They can cause coastal erosion and flooding.

The Cherry Venture ran aground at Teewah Beach during one of these events in July 1973.



The Cherry Venture runs aground at Double Island Point 1973  
Image courtesy of Noosa Library Service  
Picture Noosa (T1002731)

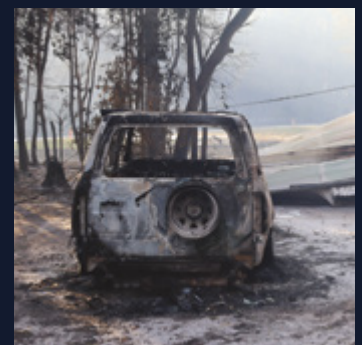
## Fire

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Noosa has had its share of bushfires over the years, but the Peregian, Cooroibah and North Shore bushfires of 2019 will live in the minds of locals for many years to come.

More than 2000 hectares of land were consumed by the fires, but miraculously, only one home was destroyed and one other was partially damaged throughout the ordeals.

The courage displayed by hundreds of firefighters was exemplary and brought our communities closer together.



Cooroibah fire, 2019

## Flood

Like many other communities, Noosa has had plenty of flood events in its history. The Noosa River and Mary River catchments are the two areas where flooding can occur, with the former covering much of the shire.

The last major event was in 1992, where around 540 lots were flooded, with almost a third of these being flooded above lower floor level, causing around \$2.5m in damages (2019 dollars).

But it's not just widespread, slow moving events. In April 2009, a flash flood hit the Kin Kin Creek catchment. Around 900mm of rain fell in less than 6 hours, which is half the average rainfall Noosa receives in a year!

## Storm surge

A storm tide occurs when a marine storm approaches the coast and a storm surge combines with the expected tide to create a storm tide.

These are infrequent events that can cause significant damage to land-based assets.

We frequently experience minor storm surges. Sometimes, what people call a 'King Tide' is actually a minor storm tide.

Our most recent storm tide of note occurred when Tropical Cyclone Oma traversed the south-west quadrant of the Coral Sea in February 2019.

## Tornado

As recently as 1984, Kin Kin has experienced tornadoes. Widespread damage to the hinterland resulted from this event. On 14 August 1971, a tornado struck the community killing three people, destroying eight farmhouses and causing considerable destruction to parts of the town.



Corner of Gympie Terrace and Thomas Street, Noosaville, 1992  
Image courtesy of Noosa Library Service  
Picture Noosa (T0999338)



Gympie Terrace (cnr Howard Street), Cyclone Cliff, February 1981  
Image courtesy of Noosa Library Service  
Picture Noosa (T2002702)



Storm damage, Kin Kin Butter Factory, 1984  
Image courtesy of Noosa Library Service  
Picture Noosa (T2002775)



# Severe thunderstorm

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A thunderstorm, also known as an electrical storm, is characterised by the presence of lightning and its acoustic effect on the Earth's atmosphere, known as thunder. They are usually accompanied by strong winds and heavy rain.

A Severe Thunderstorm Warning is issued when thunderstorms are expected to produce wind gusts of at least 90 kilometres per hour, tornadoes, lightning, large hail with a diameter of at least two centimetres or very heavy rain that leads to flash flooding.

The location of severe thunderstorms is difficult to accurately predict well in advance. As a result, Severe Thunderstorm Warnings will generally have a lead time of no more than an hour.



### Before a severe thunderstorm:

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- Check the Noosa Council website, the Noosa Council Disaster Dashboard, Noosa Council's Facebook page and the Bureau of Meteorology website for information.

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- Clean up the yard. Clear away all loose material.

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- Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out.

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- Identify how and where to turn off the mains supply for water, power and gas.

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- Disconnect electrical items.

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- Keep refrigerator and freezer doors closed so food will stay cool without power for several hours.

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- Shelter and secure pets.

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- Move outdoor equipment, garbage, chemicals and poisons to a higher location.

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- Check neighbours, especially if elderly or recent arrivals.

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**If strong winds or hail are forecast, you should:**

- Put vehicles under cover or cover with firmly tied tarps and blankets.
- Beware of fallen trees and power lines.

**If very heavy rain and flash flooding are forecast, you should:**

- Keep away from creeks and drains as you may be swept away.
- Do not enter floodwaters - if it's flooded forget it.

**During a severe thunderstorm, you should:**

- Tune into your local radio station and heed warnings and advice.
- Move indoors away from windows.
- If driving, stop clear of trees, powerlines and streams.
- Avoid using the telephone.

**After a severe thunderstorm, you should:**

- Tune into your local radio station and heed warnings and advice.
- Don't use electric appliances if wet.
- Beware of damaged power lines, bridges and trees.
- Do not enter flood waters - if it's flooded forget it.
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family.
- Don't make unnecessary telephone calls.
- Check whether electricity, gas or water supplies have been affected.
- Wear rubber boots or rubber-soled shoes and rubber or leather gloves.
- Watch for damaged flooring, walls and ceilings as well as unexpected visitors such as snakes.
- Treat all items exposed to floodwater as contaminated. Dispose of rubbish, wash mud, dirt and debris as soon as you can.
- Wash hands thoroughly after handling anything that has been in contact with floodwater.
- Follow any instructions for treating water and discard any food exposed to floodwater.



# Flood

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A flood is the temporary, partial or complete inundation of land that is normally dry. Flooding can be caused by water that has escaped its natural confine due to heavy rain. Some floods develop slowly, while flash floods can develop in just a few minutes and without visible signs of rain.

A flood warning is issued by the Bureau of Meteorology when flooding is occurring or expected to occur in a particular area. When flash flooding is expected, a severe weather warning is issued.

Drains, creeks or rivers which have had little or no water flow in previous months may fill rapidly with fast-flowing water, which can spread to houses and streets. The height of the water may not have been seen in the same location previously.

There may not have been significant rainfall in our region, however there may have been heavy rain throughout our catchment area, causing river levels to rise quickly. Water levels may also be heightened by high tides happening around the same time.



## Before a flood:

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- Check the Noosa Council website, the Noosa Council Disaster Dashboard, Council's Facebook page and the Bureau of Meteorology website for information:

[disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au)

[noosa.qld.gov.au](https://noosa.qld.gov.au)

[facebook.com/noosacouncil](https://facebook.com/noosacouncil)

[bom.gov.au](https://bom.gov.au)

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- Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out.

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- Prepare your Emergency and Evacuation Kits.

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- Clean up the yard. Clear away all loose material.

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- Move outdoor equipment, garbage, chemicals and poisons to a safe location.

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- Move livestock, pets, machinery, and animal feed to higher ground.

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- Identify how and where to turn off the mains supply for water, power and gas.

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- Disconnect electrical items.

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- Tie down sheds or other small structures not permanently fixed. Secure caravans, boats and vehicles or tie them together or to strong structures.

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- Sandbag areas at risk from flooding, such as doors and windows where possible.

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- Store drinking water.

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- Put important documents such as photo albums up high in cupboards.

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- Keep refrigerator and freezer doors closed so food will stay cool without power for several hours.

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- Know your Evacuation Zone (storm tide) and evacuation routes.

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- Check neighbours, especially if elderly or recent arrivals.

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**During a flood:**

- Have a battery operated radio and tune in to your local radio station and heed warnings and advice.
- Boil tap water in case of contamination.
- Do not enter floodwaters - if it's flooded forget it.
- Never drive, walk, swim or play in floodwaters. Hazards could exist below the surface which you can't see, regardless of how well you know the area. Water could be contaminated.

**After flood waters have gone down:**

- Have a battery operated radio and tune into your local radio station and heed warnings and advice.
- Know your evacuation routes.
- If you have evacuated, don't return home until officially advised it is safe and don't panic. Wait until water has fallen below floor level to enter a house.
- Don't use electric appliances if wet.
- Beware of damaged power lines, bridges and trees.
- Do not enter floodwaters - if it's flooded forget it. Do not drive or walk into floodwater, especially where a current exists, even if the water appears to be shallow.
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family.
- Don't make unnecessary telephone calls.
- Check whether electricity, gas or water supplies have been affected.
- Wear rubber boots or rubber-soled shoes and rubber or leather gloves.
- Watch for damaged flooring, walls and ceilings as well as unexpected visitors such as snakes.
- Treat all items exposed to floodwater as contaminated.
- Dispose of rubbish, wash mud, dirt and debris as soon as you can and wash hands thoroughly after handling anything that has been in contact with floodwater.
- Follow any instructions for treating water and discard any food exposed to floodwater unless in airtight containers.

**Do not attempt to drive, walk, swim or play in floodwaters. Depth and current are easily misjudged and floodwater can sweep away and submerge even very large vehicles.**





Peregrian Fires, 2019

# Bushfire

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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.

Fires may be started through arson (deliberately lit), carelessness (e.g. discarded cigarettes, sparks from machinery, unattended fires), lightning strike, as the result of an accident or very rarely, as the result of a hazard reduction burn. If you light a fire, on purpose or accidentally, you are responsible for controlling it.

If there is a long spell of hot, dry weather and it's windy, the fire risk increases. Generally the fire season in South-East Queensland commences in July/August and can go right through to the summer months.

If fire danger levels are rising in your area, information will be broadcast on all usual media and websites such as the Bureau of Meteorology, Rural Fire Service Queensland and Noosa Council.

Fires can move extremely fast – faster than you can run. They can also be unpredictable, for instance changing direction. You may find yourself suddenly in danger. Heat, wind, smoke and burning material blowing around may make it difficult to see, hear or breathe.



### Before a bushfire:

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Check the dashboard [disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au) and the Noosa Council Facebook page for up to date information provided directly from the Noosa Local Disaster Management Group.

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- Keep an eye on the Rural Fire Service website: [ruralfire.qld.gov.au](https://ruralfire.qld.gov.au)
  - Hold a family meeting to prepare and discuss your Bushfire Survival Plan.
  - Prepare your Emergency and Evacuation Kits.
  - Keep grass cut and vegetation clear of the property.
  - Don't dump garden rubbish in neighbouring reserves or bush areas.
  - Move flammable items away from the house, e.g. woodpiles, boxes, hanging baskets, garden furniture, gas bottles.
  - Keep access ways to the property clear for fire trucks.
  - When QFES Warnings are given, act immediately on the instructions provided. Don't wait. Leave when advised, even if it feels safe where you are at the time. Take your Household Emergency and Evacuation Kits with you. Go in the direction advised for your location.
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## During a bushfire:

If your family plan is to stay and defend the fire.

Preparation is the key to survival. Being involved in a fire will be one of the most traumatic experiences of your life. In making your decision to stay there are a few things you need to consider.

You will need to:

- Follow your Bushfire Survival Plan.
- Be mentally and physically ready and you will need to have a plan.
- Be able to withstand the impact of bushfire. Check the specific factors which reduce risk here: [ruralfire.qld.gov.au](http://ruralfire.qld.gov.au)
- Have well-maintained resources and equipment and know how to use them.
- Clearly understand what you will do to protect your property and life when the fire arrives.
- Discuss details of your plan with family, friends and neighbours.
- Prepare a Bushfire Emergency Kit so you will be equipped to extinguish small fires.
- Have basic protection from heat, smoke and flames.

## After a bushfire:

After the fire front has passed:

- In an emergency dial 000 or 112 from a mobile.
- Tune in to your local radio station. Heed Queensland Fire and Emergency Services warnings and advice.
- If you evacuated, wait until the all-clear has been given by emergency services before leaving your safe area.
- Consider using a face mask or similar (e.g. damp hanky, flannel).
- Check around the property for live electricity, leaking gas, sewage leaks, hot embers, overhanging trees or branches or structural damage.
- If unsure about the safety of the property, seek advice from local emergency services. Don't take any risks.
- Drink lots of water.
- If you are stranded, hurt or need other help, contact emergency services on 000.

If you plan to leave early, then you must leave your home well before a bushfire threatens and traveling by road becomes hazardous.



# Bushfire

## As the fire front arrives:

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- Disconnect hose and fittings and bring inside.
- Go inside for shelter.
- Drink lots of water.
- Shelter in your house on the opposite side to the approaching fire.
- Patrol and check for embers inside, particularly in the roof space.
- Check on family and pets.
- Maintain a means of escape.
- Continually monitor conditions.
- Don't get in a pool or a water tank.

## Also check for small spot fires and burning embers:

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- Inside the roof space.
- Under floor boards.
- Under the house space.
- On verandahs and decks.
- On window ledges and door sills.
- In roof lines and gutters.
- In garden beds and mulch.

**Your property should be well-prepared for the fire, even if you intend to leave early. A well-prepared property stands a greater chance of surviving.**

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- Tune in to warnings and updates on local radio, websites and social media.
- Move cars to a safe location.
- Remove garden furniture, door mats and other items from your yard.
- Close windows, doors and shut blinds.
- Take down curtains and move furniture away from windows.
- Seal gaps under doors and windows with wet towels.
- Bring pets inside, restrain them (leash, cage or secure room) and provide water.
- Block downpipes (at the top) and fill gutters with water if possible.
- Wet down the sides of buildings, decks and close shrubbery in the likely path of the bushfire.
- Wet down fine fuels (e.g. leaf litter) close to buildings.
- Turn on garden sprinklers for 30 minutes before the bushfire arrives.
- Fill containers with water - baths, sinks, buckets, wheelie bins.
- Put on protective clothing.
- Drink lots of water.

All Queenslanders should be familiar with the official Bushfire Warnings system. When there's a bushfire in your area, it's up to you to take notice, seek information, make decisions, and act. Queensland Fire and Emergency Services (QFES) is responsible for issuing bushfire warnings to affected communities during periods of increased fire risk.

Bushfire warnings are issued by QFES and are disseminated by radio, social media, and the Rural

Fire Service website. There are 3 levels of warning issued for a defined area at risk of a bushfire event. They are Advice, Watch and Act, and Emergency Warning.

For more information go to [ruralfire.qld.gov.au](http://ruralfire.qld.gov.au)



**ADVICE**  
monitor conditions.



**WATCH AND ACT**  
conditions are changing.



**EMERGENCY WARNING**  
you are in danger.

# Bushfire Emergency Kit:

- Long sleeve shirt\*
- Jeans\*
- Boots\*
- Hat\*
- Safety goggles
- Smoke mask
- Gloves
- Bottled water
- Battery-operated Radio
- Batteries
- Mobile phone & charger
- Passports & birth certificates
- Wallets/purses
- Medications
- Family photos, valuables & documents
- Children's toys
- Torch
- First aid kit
- Medications
- Towels

- Blankets (natural fibres)
- Ladder
- Shovel
- Mop
- Bucket
- Hoses
- Fire extinguisher
- Knapsack sprayer

*\*made from natural fibres/ non-synthetic material.*

**Bushfires can be so hot they can burn skin 100 metres away.**





# Heatwave

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A heatwave is three or more days of maximum and minimum temperatures that are unusual for that location.

Heatwaves will likely be more challenging for the elderly, pregnant women, young children and babies.

Heatwaves are a risk for anyone who does not take precautions to keep cool, even if you are healthy.

Heatwaves can also cause normally reliable infrastructure such as power and transport to fail.

Severe and extreme heatwaves have taken more lives than any other natural hazard in Australia's 200 year history. An example in Victoria; 173 people perished as a direct result of the bushfires, however 374 people lost their lives to an extreme heatwave before the bushfires.



### Before a heatwave:

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- Check the Noosa Council website, the Noosa Council Disaster Dashboard, Council's Facebook page and the Bureau of Meteorology website for information.

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- Think about modifying your planned activities so that you are indoors or in air-conditioning.

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- Install blinds, curtains or other devices which help to keep the heat out.

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- Check your fans and air-conditioners are working properly.

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- Plan ahead to make sure you have enough food, water and medicine.

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### During a heatwave:

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- Wear loose, cool clothing, and wear a hat, glasses and sunscreen if going outside.

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- Have cool baths or showers or splash yourself with cool water.

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- Drink plenty of water and avoid caffeine, alcohol and heavy protein intake.

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- Stay out of the sun, especially between 11am – 3pm.

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- Close curtains and blinds to keep rooms cool

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Avoid physical exertion if possible.

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### After a heatwave:

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Check on friends, neighbours and vulnerable people who may be less able to look after themselves.

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**Know the signs: breathlessness, chest pain, confusion, intense thirst, weakness, dizziness and persistent cramps.**






# Cyclone

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A cyclone is a violent tropical storm with very strong winds and heavy rain that can cause extensive property damage and injuries to people.

The eye or centre of the cyclone is an area made up of light winds and often clear skies. This is NOT the end of the cyclone as very destructive winds from the other direction will follow. Stay inside.

On average, there are 13 cyclones in Australia each year. Of those, approximately 4.7 tropical cyclones affect the Queensland Tropical Cyclone Warning Centre Area of Responsibility, but obviously not all make landfall in our area. There have been 207 known impacts from tropical cyclones along the east coast of Queensland since 1858.



## Cyclone warning

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A warning is issued if winds are expected to affect coastal or island areas within 24 hours. The warning is updated every three hours and then every hour if the cyclone poses a major threat.

The warning includes information on location, movement and intensity of the cyclone, areas that are threatened and anticipated rainfall, flooding and storm surge. If you haven't done so already, a Cyclone Warning should be the trigger to activate your household Emergency Plan.

Depending on official advice provided by the Noosa LDMG as the event develops the following actions may be warranted for a cyclone warning:

- 
- As directed by Noosa LDMG and Education QLD, collect children from school or childcare centre and go home.
- 
- Park vehicles under solid shelter (hand brake on and in gear).
- 
- Put wooden or plastic outdoor furniture in your pool or inside with other loose items.
- 
- Close shutters, board up or heavily tape all windows (tape does not strengthen windows, but minimises the glass shatter if broken), draw curtains and lock doors.
- 
- Pack an Evacuation Kit to take with your Emergency Kit.
- 
- Depending on your location, Emergency Services may advise or direct you to leave.
- 

**Living with the threat of cyclones is part of living in Noosa. Most cyclones occur between November and April each year.**

## During a cyclone:

- Have a battery operated radio and tune into your local radio station and heed warnings and advice.
- Remain indoors (with your pets).
- Keep Emergency and Evacuation Kits with you.
- Disconnect all electrical appliances.
- Keep refrigerator and freezer doors closed so food will stay cool without power for several hours.
- Stay inside and shelter in the strongest part of the building keeping well clear of windows e.g. shelter in the cellar, internal hallway or bathroom.
- If the building starts to break up, protect yourself with mattresses, rugs or blankets, under a strong table or bench or hold onto a solid fixture.
- Beware of the calm “eye”. If the wind stops don’t assume the cyclone is over; violent winds will soon resume from another direction. Wait for the official “all clear”.
- If driving, stop (handbrake on and in gear) – but well away from the sea and clear of trees and powerlines. Stay in the vehicle.

## After a cyclone:

- Have a battery operated radio and tune into your local radio station and heed warnings and advice.
- Don’t go outside until officially advised it is safe.
- Check for gas leaks and fallen power lines. Don’t use electric appliances if wet.
- If you evacuated, don’t return until advised. Use a recommended route and don’t panic.
- Be aware of damage to power lines, bridges, buildings and trees.
- Do not enter floodwaters – if it’s flooded forget it.
- Heed all warnings and don’t go sightseeing. Instead, check and offer help to neighbours, friends and family.
- Don’t make unnecessary telephone calls.
- Follow any instructions for treating water and discard any food exposed to floodwater.

Category	Strongest gust (km/h)	Typical effects
<b>1 Tropical cyclone</b>	Less than 125km/h Gales	Minimal house damage. Damage to some crops, trees and caravans. Boats may drag moorings.
<b>2 Tropical cyclone</b>	125-164 km/h Destructive winds	Minor house damage. Significant damage to signs, trees and caravans. Heavy damage to some crops. Risk of power failure. Small boats may break moorings.
<b>3 Severe tropical cyclone</b>	165-224 km/h Very destructive winds	Some roof and structural damage. Some caravans destroyed. Power failure likely.
<b>4 Severe tropical cyclone</b>	225-279 km/h Very destructive winds	Significant roofing and structural damage. Many caravans destroyed and blown away. Dangerous airborne debris. Widespread power failures.
<b>5 Severe tropical cyclone</b>	More than 280 km/h Extremely destructive winds	Extremely dangerous with widespread destruction.



# Storm surge

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A storm surge is a rise above the normal water level along a shore resulting from strong onshore winds and / or reduced atmospheric pressure.

The combination of storm surge and normal (astronomical) tide is known as a 'storm tide'.

The worst impacts occur when the storm surge arrives on top of a high tide and when this happens, the storm tide can reach areas that might otherwise have been safe. Additionally there are pounding waves generated by the powerful winds.

The combined effects of the storm tide and waves can destroy buildings, wash away roads and run ships aground.

The paths of cyclones are often unpredictable, which makes it hard to forecast exactly when and where a cyclone will cross the coast. This makes it difficult to predict how high the astronomical tide will be when the storm surge impacts, since the time difference between high and low tide is only a few hours.

The Bureau of Meteorology issues warnings to the public that are based on the 'worst case' assumption that the cyclone will cross the coast at high tide.



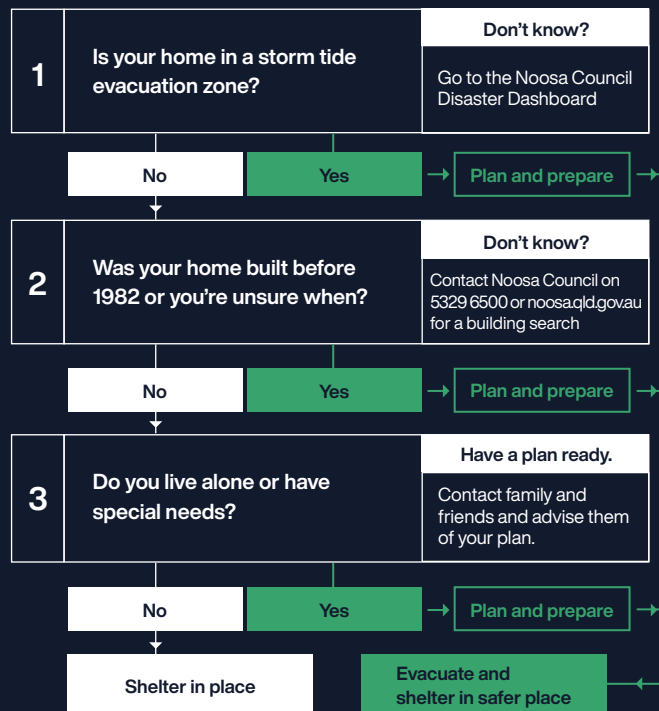
## Before a storm surge:

- 
- Check the Noosa Council website, the Noosa Council Disaster Dashboard, Council's Facebook page and the Bureau of Meteorology website for information.
- 
- Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and when to evacuate.
- 
- Prepare your Emergency and Evacuation Kits.
- 
- Clean up the yard. Clear away all loose material.
- 
- Check and fix loose fittings, such as railings.
- 
- Check windows and install shutters if possible.
- 
- Tie down sheds or other small structures not permanently fixed. Secure caravans, boats and vehicles or tie them together or to strong structures.
- 
- Sandbag areas at risk from flooding, such as doors and windows where possible.
- 
- Close all doors.
- 
- Store drinking water.
- 
- Put important documents such as photo albums in plastic bags up high in cupboards.
- 
- Identify how and where to turn off the mains supply for water, power and gas.
- 
- Disconnect electrical items.
- 
- Keep refrigerator and freezer doors closed so food will stay cool without power for several hours.
- 
- Move livestock, pets, machinery and animal feed to higher ground.
- 
- Move outdoor equipment, garbage, chemicals and poisons to a higher location.
- 
- Know your Evacuation Zone (storm tide) and evacuation routes.
-

## During a storm surge:

- Have a battery operated radio and tune into your local radio station and heed warnings and advice.
- Do not go outside until officially advised it is safe.
- Do not use electric appliances if wet.
- Beware of damaged power lines, bridges and trees.
- Do not enter flood waters - if it's flooded forget it.
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family.
- Do not make unnecessary telephone calls.
- Check whether electricity, gas or water supplies have been affected.
- Wear rubber boots or rubber-soled shoes and rubber or leather gloves.
- Watch for damaged flooring, walls and ceilings as well as unexpected visitors such as snakes.
- Treat all items exposed to floodwater as contaminated. Dispose of rubbish, wash mud, dirt and debris as soon as you can.
- Wash hands thoroughly after handling anything that has been in contact with floodwater.
- Follow any instructions for treating water and discard any food exposed to floodwater.

**Storm Tide maps can be found on the Disaster Dashboard**



## The difference between storm surges and tsunamis

Storm surges and tsunamis are generated by quite different phenomena. While both can cause inundation and significant damage in coastal regions, they have quite different characteristics.

A storm surge is generated by weather systems forcing water onshore over a generally limited stretch of coastline. It will normally build up over a few hours, as the cyclone or similar weather system approaches the coast. Normally wind-waves on top of the surge will contribute to its impact.

A Tsunami is generated by earthquakes, undersea landslides, volcanic eruptions, explosions or meteorites. These travel great distances, sometimes across entire oceans affecting vast lengths of coastal land.







# Earthquakes

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Earthquakes are the vibrations caused by rocks breaking under stress. The underground surface along which the rock breaks and moves is called a fault plane. Earthquakes in Australia are usually caused by movements along faults as a result of compression in the Earth's crust.

The impact of an earthquake depends on its depth, proximity to inhabited areas and rating or magnitude from 1-10 (1 may not be noticeable to 10 causing significant damage).

There may be little if any warning of an impending earthquake – it's possible you may feel it before emergency services know it's going to happen.

Earthquakes can occur at any time of day and any time of year.



## Before an earthquake:

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- Hold a family meeting to prepare your household Emergency Plan so everyone knows what to do, where to meet and how to get out.
  - Identify how and where to turn off the mains supply for water, power and gas.
- 

### Signs an earthquake is happening include:

Sometimes preceded by stillness and/or unusual animal behaviour.

Sometimes sounds such as rolling or rumbling may be heard.

Movement of the earth - this could be a jolt or series of jolts of varying intensities and/or a rolling sensation.

Inside a building items may fall from the ceiling, walls or out of cupboards, the water in toilets may slosh around and walls may crack if the shock is severe.

## During an earthquake:

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### If you are indoors:

- Take cover - get under a sturdy table, bed or other piece of furniture or doorway. Hold on until the shaking stops.

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- Stay away from glass, windows, outside doors and walls, and anything that could fall.

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- Stay inside until the shaking stops. There may be aftershocks.

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- Don't use lifts.

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- The electricity may go out and sprinkler systems or fire alarms may turn on.

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- Avoid physical exertion if possible.

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### If you are outdoors:

- Stay there.

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- Move away from buildings, streetlights and utility wires.

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- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

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### If you are in a moving vehicle:

- Stop as quickly as safety allows and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses and utility wires.

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- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges and ramps that might have been damaged.

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### If you are trapped:

- Do not light a match or use a lighter.

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- Keep as still as possible.

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- Cover your mouth with a handkerchief or clothing.

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- Tap a pipe or wall or call out so rescuers can locate you.

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- Call 112 if your mobile phone is with you and working.

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## After an earthquake:

- Have a battery operated radio and tune into your local radio station and heed warnings and advice.

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- Try to stay calm and help others around you.

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- Check for injuries and apply first aid. Do not move seriously injured people unless they are in immediate danger.

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- Beware of damaged power lines, bridges and trees.

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- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family.

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- Be prepared for aftershocks.

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- Don't make unnecessary telephone calls.

---

- Turn off electricity, gas or water supplies and check whether they have been affected.

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- Do not light matches until after you have checked for gas or fuel leaks.

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- Wear rubber boots or rubber-soled shoes and rubber or leather gloves.

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- Check for cracks and damage to your building's floors, walls and ceilings. Evacuate if the building is badly damaged.

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- Follow any instructions for treating water. Conserve food and water as supplies may be interrupted.

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# Tsunami

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A tsunami is a long ocean wave (or series of waves) or surges, caused by a major disturbance to the sea floor such as an undersea earthquake, landslide or volcanic eruption. They are different to the storm tide surge which can occur with cyclones and from large waves which can accompany storms.

The phenomenon is usually associated with earthquakes, landslides or volcanic eruptions in, or adjacent to oceans, and results in sudden movement of the water column.

Until recently tsunamis were called tidal waves, even though the event has nothing to do with tides.

Rather than one huge wave, a tsunami may look like a rapidly rising or falling tide and occur as a series of waves with periods of time in between.

Despite the presence of the Great Barrier Reef, the Noosa region could still be affected by a tsunami. Although the reef may reduce the impact of a tsunami, the scale of impact depends on what caused the tsunami, how far away the event is and where it is in relation to our shire.

There may be only a few hours warning. Even a relatively small tsunami of less than one metre can move with force and cause dangerous rips and currents.



### **Tsunami warning signs:**

You may notice changes such as the water withdrawing or becoming shallow.

A shaking of the ground in coastal regions may reflect the occurrence of a large undersea earthquake nearby that may generate a tsunami.

A roaring sound may precede the arrival of a tsunami.

A tsunami may not be one large wave approaching the coast. It can occur as a series of seemingly quite low but very powerful waves. The force of the water may be so strong it can carry vehicles, boats, bridges and buildings with it.

## During a tsunami:

- Tune into your local radio station and heed warnings and advice.
- Follow local instructions and take immediate action, no matter how small the tsunami may be.
- If you are at the beach, immediately move inland or to higher ground. Get out of the water and away from the coast.
- If your boat is in deep water and offshore, maintain your position.
- If your boat is berthed or in shallow water, secure your vessel and move inland or to higher ground.
- If you are on the coast and cannot move inland, seek shelter in the upper levels of a stable building.
- Stay where you are if your location is on high ground.

## After a tsunami:

- In an emergency dial 000 or 112 from a mobile.
- Tune into your local radio station and heed warnings and advice.
- Stay at your high ground location until advised it is safe to leave. More waves are likely to follow the first and it may take time for this to happen.
- Beware of damaged power lines, roads, bridges and fallen trees.
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours, friends and family.
- Turn off electricity, gas or water supplies and check whether they have been affected.
- Wear rubber boots or rubber-soled shoes and rubber or leather gloves.
- Check for cracks and damage to your building's floors, walls and ceilings. Evacuate if the building is badly damaged.
- Treat all items exposed to water as contaminated.
- Dispose of rubbish, wash mud, dirt and debris as soon as you can.
- Wash hands thoroughly after handling anything that has been in contact with water.
- Follow any instructions for treating water. Conserve food and water as supplies may be interrupted.

**In deep water tsunamis can reach speeds of 700km/h and may travel across seas for hundreds of kilometres?**





# Landslide

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A landslide is the movement of rock, debris or earth down a slope.

Landslides result from the failure of the materials which make up the hill slope and are driven by the force of gravity. Landslides are known also as landslips, slumps or slope failure.

Landslides can be caused by earthquakes or volcanic activity, but in Queensland, they're generally caused by heavy rain.

The rain saturates the soil on a hillside—often where there has been human activity (e.g. construction where trees and plants have been removed), past the point where any remaining vegetation can support the soil's weight against the force of gravity. The top saturated layer of soil then slips down the hill-taking whatever is on the land with it.



Be aware of the area you live in - is it close to a hillslope, cliff or steep rocky area? Is there a history of landslides? If you live in such an area and there has been a period of heavy rain, you may be at risk of a landslide. Make sure your household Emergency Plan includes this hazard.

You may notice changes in the yard or house such as:

- Leaning trees, slumping earth, movement in fences or trees, cracks in paths.
- Outside walls start to pull away from the building, new cracks appear in plaster, tile, brick or foundations, doors or windows stick for the first time.
- You may hear a rumbling sound which increases as the landslip nears. A trickle of falling mud or debris may precede a larger slip.
- Emergency services may have little or no warning of a landslide.

### During a landslide:

- Tune into your local radio station and heed warnings and advice.
- If it is safe to do so, leave the area and go quickly to your agreed safer location.
- Advise neighbours and emergency services of the slip threat.
- If you cannot leave, move to a second storey if there is one. Otherwise curl into a tight ball and protect your head.
- Follow any instructions from emergency services.

### After a landslide:

- Tune into your local radio station and heed warnings and advice.
- Stay away from the slip area - there may be danger of additional slips.
- Watch for flooding, which may occur after a landslide or debris flow.
- Check for injured and trapped people near the slip and alert emergency services.
- Look for and report broken utility lines, damaged roads to the appropriate organisations.

**Landslides usually occur from rainfall and friction. Stay away from areas prone to landslides.**



# Pandemic

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Pandemics are highly contagious viruses that are easily spread and can cause severe illness and even loss of life. The most common form of pandemic in Australia is influenza, otherwise known as the flu. Many people die annually from complications of the flu.



## COVID-19

Novel coronavirus (COVID-19) has affected people from many countries around the world.

COVID-19 spreads between people, usually when a sick person coughs or sneezes. You might catch COVID-19 if someone with the virus sneezes or coughs onto you.

You could also catch the virus if they have coughed or sneezed onto a surface (like a door handle) that you touch, getting the droplets on your hands and then transferring them to your mouth, nose or eyes when you touch your face or eat.

### How can I stop myself from getting it?

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Washing your hands often and properly means that you can prevent viruses from entering your body. That means washing your hands when you've been out and about and before you eat (and after you go to the toilet!).

### How should I be preparing my home?

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It's wise to always have some extra food at home and other supplies like medications and baby needs or pet food, however there is no need to excessively stockpile anything. Queenslanders can prepare an emergency kit to last for 14 days that contains non-perishable food, medications and other supplies like baby needs or pet food.

Emergency kits are good practice in preparation for any natural disaster or emergency situation but it's important to build your emergency kit over time, rather than buy everything at once.

Remember, the best things you can do right now are keep up-to-date with our information, wash your hands often and properly, stay 1.5 metres away from people coughing or sneezing, and stay home if you're sick.

## Queensland's influenza season

Although pandemics can break out any time of year, influenza or the 'flu' is most prominent during the colder months from May to October.

### What is pandemic influenza?

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Pandemic influenza occurs when a new type of the flu virus emerges to which people have little immunity. Influenza comes in waves that can last for months or years. The flu is spread easily, mainly through sneezing and coughing. A person can spread the flu to others one to two days before they become unwell and can be infectious for up to a week.

#### Understand your risk

Early signs of the flu can include cough, sore throat, sinusitis or fever.

People with chronic conditions such as asthma, chronic lung disease, heart disease, blood disorders, liver and kidney disorders, endocrine disorders and obesity are more likely to develop complications from flu.

The highest rates of hospitalisation are seen in children under five and the elderly.

#### Where should I go for more information?

For more information and advice, visit [covid19.qld.gov.au](https://www.covid19.qld.gov.au).

If you are feeling unwell and develop a fever, cough, sore throat or shortness of breath, contact a doctor or call **13HEALTH (13 43 25 84)**.



Community  
Recovery

RUTH

Community  
Recovery





Queensland  
Government

Community  
Recovery

Recovery



# Recovery

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Disasters affect everyone differently. Some people recover soon after while others may take a long time to feel like things are 'back to normal'. Try to establish a routine and move forward as quickly as possible and seek help from family and friends to help you get back on your feet.



## Helping others

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If you are able to help others, the Local Disaster Management Group will let you know how and where to register as a volunteer at the time of each disaster.

Connect with groups and clubs you are already involved with or know about.

Want to donate goods to others? Register the goods you have available so they are matched to people who need it most: [givit.org.au](https://givit.org.au)

## Dealing with insurance

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- Make sure you photograph everything first!

Before making a claim, read your Product Disclosure Statement (PDS) and your policy schedule to see if you have a valid claim and that the event is not on the list of exclusions for your policy. Contact your insurer or broker as soon as possible. Provide them with as much information available as you can. Making contact is critical to getting the claims process under way even if you don't know the full extent of damage to your property. Damaged or soiled items that may be a health hazard can be moved to a safe area or disposed of after being photographed, but check with your insurer first. Understand non-insurance and under insurance here:

<http://understandinsurance.com.au/do-you-have-enough-insurance>

## Financial recovery

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Check whether you are eligible for assistance offered by the Government here:

<https://qld.gov.au/community/disasters-emergencies/community-recovery-grants-portal>

Also check with your local charitable organisations.

### Psychological and emotional recovery

It's okay to ask for help. Recognise that recovery takes time. You will likely have a range of feelings after a major disaster. You may feel numb, overwhelmed or fearful. Allowing yourself to express your emotions will help with healing.

You may experience physical reactions as well. Your body and mind may be affected by the event even months later. Your physical health can affect your state of mind. Do your best to take care of yourself.

Physical things can help you recover emotionally. Spend time with family and friends, get back into your daily routine, watch your diet and take time out.

Seek or accept support when you need it:

- Red Cross: [redcross.org.au](http://redcross.org.au)
- Beyond Blue: [beyondblue.org.au](http://beyondblue.org.au)
- Salvation Army: [salvos.org.au](http://salvos.org.au)
- **Your local GP**



## Check your neighbours

### What can I do?

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

- Older people living by themselves.
- People with physical or sensory disabilities.
- People with a chronic illness or with a mental illness.
- Single parents with young children.
- Large families.
- People newly arrived, including tourists, refugees or immigrants.
- Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy.
- Make a list of tasks neighbours can help each other with. Does anyone have special skills, such as medical, technical, trade?
- Plan how the neighbourhood could work together after a disaster.
- Organise a community working bee – it's a great way to get to know your neighbours.

### Help your neighbours

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Help to evaluate and prepare the home for an emergency by:

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

## Neighbour #1

Family surname

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Family members

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Pets (types/names)

---

Phone numbers

---

Emergency numbers

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Email address

---

Notes

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---

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## Neighbour #2

Family surname

---

Family members

---

---

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Pets (types/names)

---

Phone numbers

---

Emergency numbers

---

Email address

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Notes

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### Always remember:

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

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





# Emergency planning checklist

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## Preparing animals for natural disasters

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Fire, flood and other emergencies can impact you, your property and your animals at any time. Impacts can limit access to your property, affect utilities such as water and electricity, or leave you isolated or requiring evacuation.

After human safety, the welfare of your animals should be your most important consideration in the event of a natural disaster. All owners and carers have a duty of care to provide appropriate food, water, shelter and treatment for their animals.

Whether you keep livestock or have a pet at home, preparing for a natural disaster will safeguard the welfare of your animals and assist with recovery after the event.



## Before a natural disaster:

- 
- Secure animals before an emergency event, or use a secure pet carrier/cage/leash if you are transporting them. Boarding shelters may also be an option for your pet.
- 
- Ensure all vaccinations are current.
- 
- Make sure your pet can be identified – tag and microchip them where possible.
- 
- If evacuating with your pet, make sure you have their medications, food, water, bedding, leash, toys and consider their sanitation needs.
- 
- Check with Council if domestic pets are allowed at evacuation centers (some evacuation centers have provision for evacuated pets).
- 

**Prepare an emergency plan that covers major disasters.**

**Planning should include decisions about:**

- which animals to evacuate and which to leave behind
- identification of evacuation routes from your property
- prepare a list of family, friends, animal shelters and other potentially suitable location or accommodation

**For further information, go to Important Contacts at the bottom of P.75**

## During a natural disaster:

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Pets should not be abandoned unless it is impossible to safely evacuate them. If a disaster strikes without warning it may be too late to leave safely – you and your pets may need to shelter in place.

If you cannot evacuate or are forced to leave your pets behind, be sure to follow this advice:

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- Do not tether pets (tie them up) as they will be unable to flee if danger is imminent.
  - Provide food and water for at least one week in accessible places and in more than one container that can't be tipped over.
  - Ensure pets are properly identified (for example: a collar with an ID tag and microchip).
  - Leave a note on the front door or on your mail box stating your mobile phone number, how many pets are located on the premises, their species, names and a photo.
  - Birds will require food dispensers that regulate the amount of food provided at any one time. Ideally these dispensers will be provided for all pets.
  - In the case of flood, position a heavy chair or crate to allow access to a higher refuge such as a bench, vanity unit or shelf where adequate food and water should be left.
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## After a natural disaster:

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- Allow uninterrupted rest to recover from trauma or stress. Be patient with your pets after a disaster. Try to get them back into their normal routines as soon as possible, and be ready for behavioral problems that may result from the stress of the situation. If behavioral problems persist, or if your animals seem to be having any health problems, talk to your vet.
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Livestock animals

## Before a natural disaster:

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- Ensure your horses and livestock are included in your emergency planning.

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- Ensure all your animals are appropriately identified and your details are up to date with the National Livestock Identification System.

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- Identify if your animals would be safer left where they are or will you need to move them to a safer place if time allows.

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- Identify the site where you will evacuate your animals to. Make sure to check with your local council about evacuation options that include facilities for animals.

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- Determine which animals will be evacuated in an emergency, and which will be left behind.

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- Prepare your animal emergency plan and disaster kit and place it in a prominent place. The kit may include food, water, halters, leads, rugs, first aid supplies, medications, veterinarian's details and relevant documentation.

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- Determine which evacuation routes are available and safe in an emergency.

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- Ensure the animals that you plan to evacuate are accustomed to travel, and your transport vehicles are well maintained.

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- Practice leading and loading them into a trailer or float. Practice hitching your trailer and backing it into a loading area.

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- Check brakes and tyres on a regular basis.

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- Identify, prepare and maintain a low risk area on your property for the animals you plan to leave behind on your property.

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## During a natural disaster:

- Check and remove equipment that may burn animals during a bushfire, such as horse rugs and synthetic halters.
- Fill water troughs and put out sufficient feed. Remember that you may not be able to return to your property for several days, so at least 5 days of water and food should be left.
- Prepare and leave instructions on your animals' care and where equipment can be found (including first aid supplies) in case someone else needs to care for them.
- Don't shut horses in stables or small yards unless the area is well protected from the emergency.
- Don't leave synthetic (nylon or plastic) equipment, including rugs, on animals. These can melt and cause serious burns. Radiant heat can also cause metal buckles to become hot and cause burns to animals. Leather halters and cotton lead ropes, while generally not as strong as nylon, are safer than synthetic.
- Fences along roadsides should not be cut. Loose stock can cause accidents during fire, particularly when visibility is low due to smoke haze, and can be difficult to manage after the fire front passes. Internal property gates can be opened but not gates onto public roadways.
- Where the property is in danger of flooding, move all stock to the highest areas of the property away from water sources and flood plains. If possible provide a source of supplementary food (such as a hay roll) and water in an area least likely to flood, and consider opening gates to allow animals to move to dry ground.
- Determine how you will manage containment or fencing, food, water and shelter for animals after a fire.

- Ensure you have the equipment easily accessible to provide emergency first aid to animals after the fire.

## After a natural disaster:

- Do a thorough search of the property to assess livestock and assets.
- Check for any injuries and seek veterinarian advice or assistance immediately if required.
- Ensure your livestock are safely contained, which may require temporary fencing or relocation.
- Ensure adequate food and fresh water is available and not contaminated.
- Buildings impacted by flood or storm damage should be cleaned, aired to dry out and may need to be disinfected.

### Check for the following before re-entering a burnt area:

- **Partially burnt structures and trees which might be unstable or likely to fall.**
- **Tree roots which may burn underground creating hot pits that could cause burns if stepped in.**
- **Ensure water isn't contaminated with ash or firefighting foam and they have food off the ground.**
- **Monitor for and treat symptoms of pest or disease.**



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

## Prepare

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### Items for emergency and recovery

Keep items where you can quickly and easily retrieve them at your business and/or store items safely and securely off-site.

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Key items to consider when preparing could include:

#### Information needed

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

#### Access to important information

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

#### Have the right equipment at your business

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

#### Ensure your business is secure

- Back-up data on USB memory sticks or external drives regularly.
  - Is cloud storage a useful option?
  - Spare keys or security codes.
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## Prepare for evacuation

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

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#### Key steps:

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

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### Your business continuity planning

One of the most important things a business can do to help survive a natural disaster or major severe weather event is to develop a continuity plan.

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#### A good business continuity plan should:

- Detail the Incident Response Plan as a checklist.
  - Specify the critical recovery steps as a checklist.
  - Analyse the impact of these risks on your business.
  - Document the business data security and backup strategy.
  - Define the business evacuation plan.
  - Define the contents and location of the business emergency kit.
  - Include visiting the Business and Industry Portal at: [business.qld.gov.au](http://business.qld.gov.au)
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**Have you documented all the critical contact numbers for your organisation?**

- Staff
- Clients
- Stakeholders

**Have you identified the critical functions your organisation performs?**

- What are the functions that, if you stopped doing them for a short to medium period of time, would have a major negative impact on your organisation?

**Have you identified the critical equipment you need to perform the abovementioned functions?**

- Do you have back up equipment if any of it is damaged?
- How will you continue to perform the function if this equipment is damaged?

**Have you identified a secondary office location?**

- Have you identified an alternate office location if normal office unavailable?
- Have you tested your ability to work there – include IT support in this process? Will laptops work? Can you print? Is your data accessible?
- Have you got an MOU with others to take clients if need be, or to go to another of your own agency facilities etc?

**Have you written this information down in a plan?**

- Is it up to date (reviewed monthly)?
- Do you have it in hard copy?
- Do your staff have hard copies?
- Do local Emergency Services know what your plans and arrangements are?
- Does your alternative service delivery location have a copy of the Plan?

**Have you put together an emergency 'go-bag' with the following contents?**

- Hard copies of your crisis management plan
- Pre-paid mobile phone and charger x2
- Laptop and charger
- Power board
- Notepads and pens
- Critical client/organisation records
- Back up of data and records on an external storage drive





Community members with chronic conditions and disabilities

- Have you created a personal support network of family, friends, relatives, neighbours, roommates and co-workers who could assist at a moment's notice? Discussed your individual needs with them, including evacuation plans and medical information list?
- Is your emergency information in a plasticised card kept in a wallet with contact details of family (more than one person), medications and dosage?
- Is your medical information list up-to-date with the names and numbers of your doctors, medications, dosage instructions, and any existing conditions? Make note of your adaptive equipment, allergies, communication methods. This may be done electronically using My Health Record at [myhealthrecord.gov.au](http://myhealthrecord.gov.au)
- Have you saved important information for any assistive devices including make, model, manufacturer, and insurance details?
- Do you need special foods or need your foods to be prepared in a special way?
- How will you use equipment that runs on electricity or batteries — such as dialysis machines, electrical lifts, communication devices, and power chairs — if there is a power outage?
- How will you clean up your home after an emergency?
- Do you need a specially-equipped vehicle or accessible transportation?
- How will you get groceries, medications, and medical supplies if your support people are unable to reach you?
- What will you do if you can't get to your mobility aids?
- Have you prepared for at least 72 hours of animal care for pets or assistance animal including photograph of animals and medical information, registration details, food and food preferences, favourite toy or blanket?
- Will you be able to care for your animal during and after an emergency?

# Your important information

## Personal Emergency Contacts:

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## Notes:

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# Important contacts

## Emergency

Police, Fire and Ambulance 000  
Or from mobiles 112

Police (non emergency) [police.qld.gov.au](http://police.qld.gov.au) 131 444

SES (State Emergency Service) [ses.qld.gov.au](http://ses.qld.gov.au) 132 500

Noosa Council [noosa.qld.gov.au](http://noosa.qld.gov.au) 5329 6500

Noosa Local Disaster Management Group  
[disaster.noosa.qld.gov.au](http://disaster.noosa.qld.gov.au)

Bureau of Meteorology weather and cyclone warnings  
[bom.gov.au](http://bom.gov.au) 1300 659 210

## Bushfire warnings

Rural Fire Service [www.ruralfire.qld.gov.au](http://www.ruralfire.qld.gov.au)

## Road conditions

Department of Transport & Main Roads 13 19 40

Noosa Council [disaster.noosa.qld.gov.au](http://disaster.noosa.qld.gov.au)

Where possible, Council will provide an update on local road conditions.

## Radio

ABC Sunshine Coast (90.3 FM 95.3 FM) 5475 5000

## Electricity, gas

Energex [energex.com.au](http://energex.com.au)

For emergencies 13 19 62

To report a fault 13 62 62

Enquiries 13 12 53

## Telecommunications

Telstra Faults 13 22 03

## Water

Unity Water 1300 086 489

## Emergency warnings

Australia's national telephone warning system – Emergency Alert – sends messages to mobile phones and landlines within a geographical area to advise of a disaster or emergency. It works across all carriers, you don't need to be on a mobile plan to receive messages, and you don't have to register for them.

For more information: [emergencyalert.gov.au](http://emergencyalert.gov.au)

NBN customers please note: NBN services require a power source at both the exchange and customer end to operate. So even if you have a backup power supply within your premises, you may lose telephone and internet services during power outages.

## Other contacts

Australian Government Emergency Information Line  
[disasterassist.gov.au](http://disasterassist.gov.au) 180 22 66

Centrelink [centrelink.gov.au](http://centrelink.gov.au)

Department of Communities  
Community Recovery 1800 173 349

Department of Housing 1800 806 197

GIVIT (Emergency Donations) [givit.org.au](http://givit.org.au)

Legal Aid 1300 651 188  
Assistance with insurance claims [legalaids.qld.gov.au](http://legalaids.qld.gov.au)

Lifeline – Counselling  
[lifeline.org.au](http://lifeline.org.au) 13 11 14

Wildlife Rehabilitation Centre  
(Eumundi) 5442 8057

Queensland Disaster Management Services  
[disaster.qld.gov.au](http://disaster.qld.gov.au)

Red Cross  
[redcross.org.au](http://redcross.org.au) 1300 554 419

RSPCA  
[rspcaqld.org.au](http://rspcaqld.org.au) 1300 363 736

Volunteering Queensland 5443 8256

## Hospitals

Noosa 5455 9200

Gympie 5489 8444

Sunshine Coast University 5202 0000

Nambour 5470 6600

Caloundra 5436 8500

## Domestic Pets

[www.rspcaqld.org.au/what-we-do/disasters-and-alerts](http://www.rspcaqld.org.au/what-we-do/disasters-and-alerts)

## Livestock

[business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/disaster-recovery-livestock/animal-welfare](http://business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/disaster-recovery-livestock/animal-welfare)

## Horses

[ruralfire.qld.gov.au/BushFire\\_Safety/Pages/Horses.aspx](http://ruralfire.qld.gov.au/BushFire_Safety/Pages/Horses.aspx)



# Emergency Action Guide

[disaster.noosa.qld.gov.au](https://disaster.noosa.qld.gov.au)

