



LOCKYER VALLEY GET READY GUIDE



REGIONAL COUNCIL



FROM THE MAYOR

The Lockyer Valley is no stranger to the impacts of disaster events that have tested individual and community resilience.

With the increase in frequency and intensity of natural disasters, it is important that those who call the Lockyer Valley home, as well as those who visit our region, are aware of the local hazards, and know how to plan, prepare and respond to stay safe.

While some hazards are more likely at particular times of the year, don't be caught out, disasters can happen at any time. Be prepared year-round to minimise risks and the danger to you, your household, animals and property.

Use this guide to understand the risks, plan, prepare, and stay connected to ensure you can respond quickly.



Mayor Tanya Milligan

Lockyer Valley Regional Council

ACKNOWLEDGEMENTS

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Information and links contained in this publication were correct at the time of printing.



Australian Government



Queensland Government



REGIONAL COUNCIL

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ACKNOWLEDGEMENT OF COUNTRY

Lockyer Valley Regional Council respectfully acknowledges the Traditional Owners, the Yuggera and Ugarapul people as custodians of the region we share. We pay our respects to their elders past, present and emerging and the Aboriginal and Torres Strait Islander Elders of other communities who may live here as the keepers of the traditions, customs, cultures and stories of proud peoples. Lockyer Valley Regional Council is committed to cultivating inclusive environments for all staff, customers, residents and visitors.





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EVERYONE HAS A ROLE

Preparing for and responding to disaster events isn't just the role of emergency services. Everyone has a role to play. Being well prepared is a key tool to lessen the effects of natural disasters to individuals and the community.

Council's Role - Council has established the Local Disaster Management Group which provides strategic direction across all phases of disaster management - prevention, planning, response and recovery. The Local Disaster Management Group is chaired by the Mayor and made up of representatives from Council, emergency services and other relevant support agencies.



Lockyer Valley
Regional Council



Queensland
Police Service



State
Emergency Service



Queensland
Fire Department



Rural Fire Service
Queensland



Queensland
Health



Queensland
Ambulance Service



Local Disaster Management Plan - One of the roles of the Local Disaster Management Group is to develop a Local Disaster Management Plan. The Plan, located on Council's website, outlines what is expected from Council, various agencies, and the community in order to preserve lives, livelihoods and the environment.

In response to a severe weather event, Council will activate the Local Disaster Coordination Centre (LDCC) to coordinate response and early recovery efforts in collaboration with emergency services and other agencies.

Community's Role - Council and emergency services rely on the community to act on information provided before, during and after disaster events. Good planning and preparation by individuals and businesses can minimise the impact of events on the community.

During a disaster, the community plays an important role in doing what they can to stay safe. Everyone has a responsibility to stay informed during an event and follow the advice of emergency services.

Shared responsibility is a vital element in creating disaster resilient communities.

KEY ACTIONS TO GET READY

Queensland is more likely to experience a natural disaster than any other state. It's not a matter of 'if', but 'when'.

While emergency services and the Lockyer Valley Local Disaster Management Group will do all they can to assist the community in times of disaster, you as an individual are ultimately responsible for your safety.

Disaster events can range from a minor inconvenience (needing alternate travel routes, collecting children early from school or short losses of power or internet) to major disruptions (being isolated for an extended time, prolonged power and internet outages, need for evacuation). In a major disaster, emergency services may not be able to reach you - what would you do?

Don't wait for a disaster to happen before you think about how you and your family are going to respond. Be prepared by taking four key actions.



KNOW THE HAZARDS



PACK A KIT



HAVE A PLAN



STAY CONNECTED AND TAKE ACTION

Make the most of this Get Ready Guide to help you prepare for and reduce the impacts of disasters.



KNOW THE LOCAL HAZARDS

Understanding the local hazards and the risk they pose to you are important first steps to being disaster ready. To understand risk, you need to know:

- What the hazards are and when they might happen
- How severe the hazard might be
- The likelihood of you being affected

Key local hazards and corresponding peak activity times are below. This is only a general guide.

Don't be complacent, disasters can happen at any time - be prepared all year round!



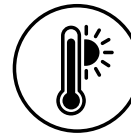
Severe Storm - Higher storm activity is generally from October to April. However, severe storms can happen anytime of the year.



Flooding - Regional flooding events are more prevalent during October to April. Flooding (especially flash flooding) can happen at any time of the year.



Bushfire - Peak bushfire activity is generally from July to February, but local conditions can drive bushfire activity at any time.



Heatwave - Heatwaves are deadly and generally happen between November to February.



Landslide - Landslides are typically more likely after rainfall events and can happen at any time of the year.



SEVERE STORM

Potential Effects

- Power outages
- Loss of telecommunications
- Flooding
- Damage to roof
- Debris
- Loss of water services

Do you know the difference between a severe storm and other storms? Scan the code and watch the Bureau of Meteorology's video, - **What is a severe thunderstorm?**



Severe storms are unpredictable and can produce damaging winds, large hail, lightning and heavy rainfall.

The effects of severe storms can disrupt essential services such as electricity, phone and internet services, as well as cause damage to homes, cars, roads and vegetation. They can also pose the danger of serious injury or loss of life.

Severe storms can happen at any time of the year, with the times of heightened activity being from October to April.

Pay attention to weather forecasts and warnings. They are designed to give you the information needed to keep safe.

GENERAL STORM PREPAREDNESS:

- Contact your insurer to make sure your policy covers storm damage.
- Ensure your yard and outdoor areas are free from loose items like outdoor furniture, garden tools and rubbish.
- Trim any overhanging branches, clean gutters and ensure the roof and gutters are in good condition.
- Review your emergency plan and check your emergency kit.

WHAT SHOULD YOU DO?

When you hear a severe storm warning:

- Contact others to make them aware of warnings.
- Shelter and secure animals.
- Park vehicles under shelter or cover with a firmly tied tarpaulin or blanket.
- Secure outdoor furniture and loose items.
- Disconnect electrical items, aerials and modems.
- Stay tuned to warnings.

During a severe storm:

- Keep up to date with warnings and advice on the Disaster Dashboard or via battery powered radio.
- Stay inside and shelter well clear of windows, doors and skylights.
- If the building is compromised, shelter in the strongest part of the house.
- If outdoors, seek solid enclosed shelter (not under a tree).
- If driving, stop somewhere safe, clear of trees, power lines and watercourses.

After a severe storm:

- Stay away from floodwaters, debris and damaged power lines.
- Check on neighbours if safe to do so.
- Check for any damage.
- If your house is seriously damaged, contact your insurer or the SES (132 500).

If someone's life is in danger, call Triple Zero (000)



FLOOD

Potential Effects

- Power outages
- Loss of telecommunications
- Loss of water services
- Isolation
- Debris
- Landslides

“Never go around or remove road signage. Even if flood water has receded, bridges and floodways may be damaged and must be inspected for safety before reopening.”

The Lockyer Valley region has a significant exposure to flood hazards.

No two floods are the same and can vary depending on the quantity of rain, its duration and where in the catchment the rain falls.

Flash flooding is dangerous in terms of potential threat to life and can result from relatively short, intense bursts of rainfall. There may be little or no advance warning of a flash flood.

Stay away from floodwaters, they can be dangerous. Water can be deep, fast flowing and contain toxic waste, chemicals and dangerous objects. Never try to drive, walk or swim through a flood.

Remember - if it's flooded, forget it!

Scan the codes to watch the Bureau of Meteorology's videos on understanding floods and flood classifications.



Understanding
Floods



Understanding
Flood
Classifications

GENERAL FLOOD PREPAREDNESS:

- Contact your insurer to find out what type of flood damage you are covered for.
- Talk to others in your neighbourhood to become aware of how floods affect your area, which roads may flood, and determine alternate routes.
- To understand how flooding may impact your property, check out the Lockyer Valley Flood Information Portal on Council's website.
- Review your emergency plan and check your emergency kit.

WHAT SHOULD YOU DO?

When flooding is forecast:

- Contact others to make them aware of warnings.
- Shelter and secure animals.
- Move vehicles, outdoor equipment, chemicals and poisons to higher locations.
- If at risk, sandbag indoor drains to prevent sewage back-flow.
- Plan to leave early to go to family or friends.
- Stay tuned to warnings.
- Leave early if your plan is to evacuate.

During a flooding event:

- Go to Council's Disaster Dashboard to keep up to date with warnings and advice.
- Travel only when safe to do so.
- If you need to evacuate, follow the directions of emergency personnel.

After a flood event:

- Stay away from floodwaters.
- If evacuated, don't re-enter your home until it is declared safe.
- Check on neighbours if safe to do so.
- Check for any damage.
- Don't use gas or electrical appliances until they have been safety checked.
- Don't eat food that has spoiled.
- Contact your insurer.
- For emergency assistance, contact the SES (132 500).



BUSHFIRE

Potential Effects

- Heat and smoke
- Power outages
- Loss of telecommunications
- Loss of water services
- Isolation
- Debris

To help you understand how weather contributes to increased fire danger, watch the Bureau's **Understanding Fire Weather** video.



Every year, bushfire puts lives and properties at risk. Everyone has a part to play in bushfire mitigation and it is vitally important that we all take steps to ensure we are prepared.

During bushfires, fire crews may not be available to assist every home that is affected.

Living in bushland or rural residential areas generally puts people at higher risk of bushfire. But you don't have to live in the bush for fire to be a risk. You may still be affected by radiant heat, embers, smoke and toxic fumes.

If you answer 'yes' to any of the questions below, you and your property may be at heightened risk in the event of a bushfire.

- Do you live within a few kilometres of bushland?
- Does your local area have a bushfire history?
- Is your home built on a slope?
- Do you have trees and shrubs within 20 metres of your home?
- Do you suffer from any respiratory illness?

GENERAL BUSHFIRE PREPAREDNESS:

- Remove leaves and other debris from roof and gutters (consider installing gutter guards).
- Clear space around buildings, mow regularly and remove flammable materials (e.g. long dry grass, dead leaves and branches).
- Reduce vegetation along access paths and trim low-lying branches to a height of two metres from the ground.
- Display your house number at the road and make sure your property has clear access for fire trucks.
- Keep an eye on the current fire danger ratings and bushfire warnings.
- Develop a Bushfire Survival Plan (see www.qfes.qld.gov.au)
- Check that you have adequate home and contents insurance in the event of a bushfire.
- Know the Fire Danger Ratings. The ratings don't refer to the chance of a fire occurring, but the potential level of danger should a bushfire start.



RESOURCES

Scan the code below to use the postcode checker to see the bushfire potential in your area.

You can also access the free Bushfire Resilience Rating Home Self-Assessment tool to determine your risk and provide a customised action plan, specific to your property to make your home more resilient to bushfire.



Postcode Checker
qfes.qld.gov.au

WHAT SHOULD YOU DO?

When warnings are given, act immediately on the instructions provided. Don't wait. Leave when advised, even if it feels safe where you are at the time. Take your household emergency kit with you.



Bushfire Resilience Rating Home Self-Assessment Tool
rating.rbcouncil.org



HEATWAVE

Act quickly when you see or experience heat-related illness symptoms.

For advice, call 13 HEALTH (13 43 25 84).

In an emergency, call Triple Zero (000).

The Bureau of Meteorology heatwave service provides a seven-day forecast for heatwaves from October to the end of March. They have also produced a video - **Understanding heatwaves.**



Of all hazards, heatwave is responsible for the most fatalities in Queensland.

A heatwave is a prolonged period (three days or more) of abnormally high maximum and minimum temperatures. Unusually high overnight temperatures contribute significantly to making heatwaves dangerous.

Heatwaves are classified in three ways:

LOW INTENSITY

Frequent during summer - Most people can cope during these events

SEVERE INTENSITY

Less frequent - More challenging for vulnerable people (the very young, elderly and those with pre-existing conditions)

EXTREME INTENSITY

Rare - High risk for anyone who doesn't take adequate precautions to keep cool. Those who work or exercise outdoors can be at risk.

GENERAL HEATWAVE PREPAREDNESS:

- Install curtains and blinds to reduce indoor heat from the sun.
- Check fridges, freezers, fans and air conditioners are in good working order.
- Store cool packs in the fridge or freezer and make ice cubes.
- Know local cool public places to go if you can't keep your home cool.
- If you have a medical condition, talk to your doctor about how to prepare.

WHAT SHOULD YOU DO?

When a heatwave is forecast:

- Contact those at risk and make them aware.
- Plan so you don't need to go out during the hottest part of the day.
- Cool the house down early.
- Have options if electricity is interrupted.
- Keep an eye on heatwave advice and warnings.

During a heatwave:

- Drink water regularly.
- Limit alcohol, soft drinks, tea and coffee.
- Eat cold foods if possible.
- Keep your body cool with cool showers or spritzing with cold water.
- Wear light, loose clothing.
- Don't leave people or animals in parked cars.

After a heatwave:

- If power has been interrupted, ensure food in fridge / freezer is still safe - if in doubt, throw it out!

It is important to understand the signs of heat related illness:

DEHYDRATION	Dizziness, tiredness, irritability, thirst, bright or dark urine, loss of appetite, fainting
HEAT CRAMPS	Profuse sweating, painful muscle cramps usually in the legs and abdominal muscles
HEAT EXHAUSTION	Pale complexion and profuse sweating, fatigue, weakness and restlessness, headache, dizziness, nausea, vomiting, weak rapid heat rate, breathing fast and shallow, muscle cramps, weakness, fainting.
HEATSTROKE	Confusion, poor coordination or slurred speech, hot dry skin, possibly not sweating, fast and shallow breaths, rapid pulse, extreme fatigue, headache, fainting, vomiting and diarrhoea and loss of consciousness.



LANDSLIDES

WHAT SHOULD YOU DO?

- Keep an eye on conditions that could increase the risk of landslides, such as rainfall.

The Lockyer Valley Regional Council **Basic Hazard Identification for Landslide** can be found within the Planning Scheme section of Council's website.



Landslides involve the movement of large amounts of earth, rock, sand or mud, or any combination of these.

Landslides can be sudden and fast moving, carrying huge quantities of debris.

There are various types of landslides, some of which can be caused by a major event such as earthquake. In the Lockyer Valley, landslides are more likely to be triggered by heavy rain saturating soil past the point where 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.

The impact of a landslide can be extensive, including loss of life, destruction of infrastructure, damage to land and blockage of creeks increasing flood risk.

Although major landslides are uncommon in this region, it is important to know your risk. Contact Council prior to any land purchase or construction.

GENERAL LANDSLIDE PREPAREDNESS:

- Talk to everyone in your household about what to do if a landslide occurs.
- Become familiar with the land around where you live and work so you understand your risk in different situations.
- Seek advice for evaluating landslide hazards.

WHAT SHOULD YOU DO?

When a landslide is likely to occur:

- Contact others at risk and make them aware.
- Listen for unusual sounds that might indicate moving debris.
- Keep up to date with the latest information via disaster dashboard, radio etc.
- Evacuate immediately if safe to do so.
- Be alert when driving, watch for collapsed roadway, mud, fallen rocks etc.

After a landslide:

- Stay away from the area until advised it is safe - there may be a danger of additional slides.
- Have your home and other buildings checked for damage.
- Report damage sustained to roads and utilities.





HAVE A PLAN

HOUSEHOLD EMERGENCY PLAN

Once you know the hazards that could potentially impact you, it's time to put together a plan for how you and your household will respond. Consider the various scenarios, for example, if a bushfire threatened your home, would you stay or would you leave? What would you do about your pets and animals in a flood event? Where would you stay if you had to evacuate?

Use the Household Emergency Plan in this at the back of this booklet or develop your own, keeping in mind the steps below to create a plan suited to your individual needs.

People with disability or special needs are more vulnerable during a disaster. Reach out to support networks to assist in the development of your plan.

The Person - Centred Emergency Plan

(P-CEP) Workbook can help create a plan that considers individual strengths, support needs and situation. You can download a copy from Council's website.



Step One - have a discussion with your household, considering the following:

- What are the risks to your household?
- Where will your emergency information and alerts come from?
- What are your triggers for evacuation?
- Where will you go if you evacuate?
- What are your evacuation routes?
- What will you take with you?

Step Two - What are your specific needs? Do you have:

- Children at school or day-care
- Household members with a medical condition.
- Reliance on the power network.
- Disability or access needs.
- Cultural considerations.
- Pets or service animals.

Step Three - Write it all down and communicate your plan with others

- Include relevant contact phone numbers, websites, etc.
- Give a copy to those outside your household that need to know your plans.
- Make sure everyone understands the Emergency Plan and knows where it is kept.

Step Four - Practice and review your plan

- Step the whole household through your plan regularly to make sure it is still relevant.
- Update your plan when contact details or situations change.
- Keep others who need to know your plans updated.



EVACUATION PLANNING

Depending on the hazard, sheltering at home is the best option if your home is well constructed, in good condition and it is safe to do so. However, your Household Emergency Plan should include considerations for evacuation. Making decisions during an emergency can be stressful. Have a plan for when, where and how you will evacuate and practice your plan with your household.

When to go - leaving early is always the best option. Decide on what the triggers will be for you to leave.

Where to go - Identify a place to stay - with family, friends or commercial accommodation. Evacuation centres are a place of last resort as they are not able to cater to all needs.

How to move - what are the safest routes considering the potential hazards. Take into consideration where other members of your household may be at the time of a disaster, as well as the potential need to transport animals.

What to take - if you need to be away from your home for several days, consider what you would need (see more on page 42 of this Guide).

KNOW YOUR NEIGHBOURS

The person most likely to help you during an emergency event will often be a neighbour. Emergency crews can't get to every community straight away in a large-scale disaster. Communities might be on their own for hours or even days.

Talk to your neighbour about how you can help each other. Build that information into your plan. Consider others in your neighbourhood who might need help, for example:

- older people or those living alone
- people with physical or sensory disabilities
- people with a chronic illness
- single parents with young children
- large families
- people new to the neighbourhood

Communities that are prepared and well connected are stronger and recover quicker from disaster events. By building a support network of people in your local neighbourhood, you can build local resilience to emergency events.

The person most likely to help you during an emergency event will often be a neighbour.



ANIMAL EMERGENCY PLAN

Animals are often regarded as part of the family. During a disaster, you are responsible for the safety of your pets and animals. The best way to keep your animals safe is to have a well-made plan, taking into consideration your evacuation routes and end destinations. It's a good idea to practice at least two different evacuation routes with your animals.

Evacuate animals to a safer location well in advance and away from the impact zone. If staying in place, secure your animals inside under shelter or on higher ground before an event.

BE PREPARED	<ul style="list-style-type: none"> • Properly identify your pets (e.g. name tags, microchip, or band). • Keep a list of emergency phone numbers on display. • Be aware that some evacuation centres may not accept animals (other than registered assistance animals) so plan alternatives accordingly.
BE CONSIDERATE	<p>If you have to leave animals behind:</p> <ul style="list-style-type: none"> • If possible, leave small pets indoors. • Place pets in separate rooms with small or preferably no windows (e.g. laundry, bathroom). • Provide adequate food and water in large heavy bowls • If left outside, do not tie them up.
ACT EARLY	<ul style="list-style-type: none"> • If moving animals to a safer place, do so early to avoid unnecessary risk. • Ensure there is access to plenty of food and water. • If staying at home, secure animals in good time so that they do not take flight.
ACT SAFE	<ul style="list-style-type: none"> • Your safety, and that of your family, is paramount. • Don't risk human life trying to find and protect animals.

Council has developed a series of videos to help you prepare with your pets:



Caring for
Animals in
Disasters Overview



Animal
Emergency Plan



Animal
Emergency Kit



Evacuating
with Animals

INSURANCE

While you are planning, it is a good idea to review your insurance cover. Understand what you are covered for well before you need to make a claim.

To help you understand your insurance cover, Get Ready Queensland has put together a list of questions for you to ask your insurer:

- What disasters does the policy cover?
- How do they define each disaster?
- How much will the policy cover?
- Does the policy provide enough insurance to cover the cost of rebuilding your house and any extra costs you might incur?
- Is your insurance adequate to cover the replacement of your possessions?
- Are your possessions covered for damage caused by potential local hazards?
- In what circumstances will the insurer reject the claim?
- Are you covered for the cost of temporary accommodation if your home is uninhabitable?
- Does pre-existing damage caused by a previous natural disaster or lack of home maintenance impact eligibility of insurance claim payouts?



Scan the code to visit the
Get Ready Queensland website.
www.getready.qld.gov.au





PACK A KIT

If a disaster event happens and you can't get to the supermarket or chemist for a few days, or you lose power and/or water, it will help to have a well-stocked emergency kit.

Have enough to see each member of your household through a minimum of three days to a week.

There are two types of kits recommended, an **Emergency (stay) Kit** and an **Evacuation (go) Kit**.

EMERGENCY (STAY) KIT

Your emergency (stay) kit is a collection of items that provides for your household's essential needs in the event of emergencies like storms and floods. Build up your kit by grabbing an extra item or two each time you go shopping.

Aim for food items that are ready-to-eat and don't require cooking (in case gas or electricity supply is disrupted).

Pack everything in a sturdy waterproof container - perhaps a box with wheels or handles. Make sure everyone knows where it is and can access it easily.

For a guide to the items you might pack in your emergency kit, go to page 42 and 43. You may need more (or less) depending on your household's needs.

REMEMBER

- Store your kits in a place that is easy to access and check them regularly.
- Set a reminder on your phone or on the calendar to check your kits and rotate any items before they are out of date to avoid wastage.
- Update your kits to reflect any changes in your household e.g. a new baby, additional pets, change in where you live etc.



EVACUATION (GO) KIT

An evacuation (go) kit has those additional items you will need to take with you when sheltering at home is no longer an option.

In an emergency, you may need to evacuate at short notice giving you very little time to pack what you need. Preparing an evacuation kit now, and having it in an easily accessible location, can save you a lot of time and potential stress.

Remember, if you need to relocate, the best place is to family or friends. Evacuation centres are a last resort.

No matter where you are evacuating to, consider the list of items on page 44 and 45 IN ADDITION to your emergency kit.



STAY CONNECTED AND TAKE ACTION

Being connected to family, friends and reliable sources of information will help you make the best decisions during disaster events. You need to know where to find accurate and reliable information. To find or receive disaster-related information, check out the places below:

WEBSITES

disaster.lvrc.qld.gov.au - the Lockyer Valley Disaster Dashboard provides information on current weather warnings, power outages, road conditions, links to flood cameras and much more.

bom.gov.au - weather and climate information

qfes.qld.gov.au - bushfire warnings and information

disaster.qld.gov.au - Qld Disaster Management information

SOCIAL MEDIA

Follow the social media pages of key agencies to receive notifications:

Lockyer Valley Regional Council - Facebook page

Bureau of Meteorology - Social media feeds

Emergency Services (Police, Fire, Ambulance) - Social media feeds

Local community group - Social media feeds

RADIO

River949 - 94.9 FM

ABC Southern Queensland - 747 AM

ABC Brisbane - 612 AM



WARNING SUBSCRIPTION SERVICE

Go to the Lockyer Valley disaster dashboard to subscribe for warnings - disaster.lvrc.qld.gov.au

HANDY APPS

BOM Weather App - the Bureau of Meteorology is the national weather and climate agency. The BOM app provides easy access to hourly and 7-day forecasts, radar and warnings - wherever you are.

Emergency + - in an emergency, time and location accuracy are critical. The 'Emergency +' app, is a tool that will help you call Triple Zero (000) quickly and allow you to accurately communicate your location to emergency call-takers. The app also has the option to call the SES (132 500) or Police Link (131 444).

SES Assistance QLD App - this app can assist you to request SES assistance when you or your property have been impacted by flood or storm events.

STAYING CONNECTED BACK-UP PLAN

Internet and mobile services are great ways to stay connected to others and important information, but power outages are common during disaster events. Equipment connected to the internet/nbn® network and device chargers are unusable without power. It is important to consider options to make sure you can stay connected.

Key tips for staying connected when power isn't available:

- Purchase a portable battery pack or power bank and keep it charged and ready to use. To save battery, turn off unnecessary apps and mobile data when not needed.
- Have a battery-powered or wind-up radio in your emergency kit. Local radio is a good source of information during an emergency.



Scan the QR Code to find out more about **Telecommunications in Emergencies and Natural Disasters**.
www.infrastructure.gov.au

WARNING SYSTEMS

Emergency Alert

Emergency alert is a national warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area. The message will provide information on the emergency, what action to take and where to find further information.

No subscription to this service is necessary. When you receive an emergency alert from +61 444 444 444, it is genuine, and you should act straight away.

The Australian Warning System

The Australian Warning System or AWS provides consistent emergency messaging no matter where you are in Australia. The AWS uses three warning levels:

ADVICE	An incident has started. There is no immediate danger. Stay up to date in case the situation changes.
WATCH AND ACT	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family
EMERGENCY WARNING	This is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

Hazard icons for each warning level have a consistent triangle shape and colour scheme to represent the warning levels. Understanding the hazard icons and what the warning levels mean will help you take appropriate action. See examples below:



Flooding

Storm

Bushfires



To discover more about the **Australian Warning System**, scan the QR code.
www.qfes.qld.gov.au/aws?wvideo=nja0828ci5



TAKING ACTION

When warnings are issued, it is important that you:

- Finalise your preparations
- Secure items around your home
- Activate your Household Emergency Plan
- Shelter in your home, or evacuate to your predetermined safer location
- Travel only when it is safe to do so

EVACUATING

If you are advised to evacuate, you must follow instructions from emergency personnel. In your planning process, you will have identified a place to stay with family or friends away from the affected area.

Evacuation centres are a last resort as they provide only the very basics. Council will provide information on the Disaster Dashboard if an evacuation centre or place of shelter is opened.

Don't wait to be advised to leave by emergency personnel. If you feel unsafe, leave early. Take the following points into consideration while deciding when to leave:

- Evacuate well before the threat will affect your area.
- Allow time to secure and protect your property including turning off power, gas and water.
- You may need supplies for you and your family for a few days, so be prepared and remember to take your emergency kit.
- Listen to the radio or check official social media sites and only return when safe to do so.
- Let family and friends know of your plans, where you are headed, and when you decide to return.
- Register with Register.Find.Reunite



REGISTER.FIND.REUNITE

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

Red Cross manages the service on behalf of government agencies. It only operates during emergencies including bushfires and floods and may not be activated for all events.

Whether you are sheltering at home or staying elsewhere, Register.Find.Reunite helps people know that you are okay.

Use the link to find out more about how the service works - **Letting others know you are safe in an emergency** | Australian Red Cross



HOW TO HELP DURING A DISASTER

DONATIONS

After a disaster, please don't drop off donated goods to the affected area. Unrequested donations can be difficult to manage and take up valuable time and resources.

Council has partnered with GIVIT, an online non-profit organisation that manages donations to make sure people and communities get exactly what they need, when they need it.

The GIVIT website lists items required by people affected by a disaster. You can select an item and choose to either donate or fund it. You can also list an item for donation or give money that will be used to buy exactly what is needed. 100% of publicly donated money received by GIVIT is used to purchase essential items and services.



Go to **GIVIT** to see what is needed.
www.givit.org.au

VOLUNTEERING

State Emergency Service (SES) and Rural Fire Service Queensland (RFSQ)

Before an event happens, consider joining volunteer-based services such as the State Emergency Service (SES) or the Rural Fire Service Queensland (RFSQ). There are a number of roles needed in each of these groups.

Have a look online to see what is required or contact your local SES or RFSQ brigade to find out more.



State Emergency Service Volunteer
Queensland Fire Department



Rural Fire Service Queensland Volunteer
Queensland Fire Department

EV CREW

Emergency Volunteering Community Response to Extreme Weather or EV CREW links people who want to help out before and after disasters with those who need valuable extra helping hands.



You can offer to help by registering with **EV CREW** at any time. To find out more and register visit:
www.emergencyvolunteering.com.au



RECOVERING AFTER A DISASTER

RETURNING HOME

In most cases, people will want to return to their homes as soon as possible after an emergency and start getting back into their routines. For safety, it is a good idea to 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, or QBCC, can provide technical and general advice on a wide range of building issues if your home has been damaged.

Check out the QBCC website www.qbcc.qld.gov.au which provides additional information.

ELECTRICITY AND SOLAR SYSTEMS

If your home has been impacted, don't turn on the electricity until a licensed electrical contractor has undertaken an inspection. All electrical equipment inside the home that has been affected should also be checked before use.

Solar systems should be inspected by an accredited installer if they have potentially been affected. Even if the network supply is turned off, solar systems and associated wiring may still be live as they continue to produce voltage during the day.

Keep away and be safe.

CLEAN-UP

Clean-up after a disaster can be daunting. It is your responsibility to clean up and remove debris from your property. Talk to your insurer about what is covered. Reach out to family, friends and the community who may be able to help. For updates on what other assistance may become available, check the Disaster Dashboard or Council's social media page.

FOOD SAFETY

Following a disaster event, especially when power has been lost, there is a danger that some food in your home will be unsafe to eat.

Queensland Health has recommendations for being food safe in a disaster including guidelines for when it should be disposed of e.g:

- Any food that has been in contact with floodwater.
- Refrigerated food that has been unrefrigerated or above 5 degrees Celsius for more than four hours.
- Frozen food after 48 hours if the freezer is full or 24 hours if half-full.
- Cooked food after two hours if not refrigerated.

Remember: If in doubt, throw it out!



Scan the QR code for Information on **Food safety after a disaster** | Queensland Health

INSURANCE CLAIMS

If you have insurance cover, contact your insurer as soon as possible to start the claim process. Know your insurers requirements before you attempt or authorise any building work, including emergency repairs. Ask for their permission in writing, as unauthorised work may not be covered by your policy.

Take photos or video of damage to your property and contents to support your claim. It's helpful to make a list of each damaged item along with brand, model and serial number where appropriate.



Additional information about **insurance in disasters** can be found at:
insurancecouncil.com.au/consumers/help-in-disasters



RECOVERY HELP

Financial Assistance

Financial grants and support services may be made available after a disaster event. Support provided will be dependent on a number of factors (including your personal situation) with different levels of assistance available for different events.

Visit the Community Recovery Grants Portal www.communityrecovery.qld.gov.au to see what financial assistance you might be eligible for.

The **Community Recovery Hotline** (1800 173 349) can help you apply for financial assistance and connect you to appropriate support.

Mental Health and Wellbeing

Disaster events can take their toll, not only physically but also emotionally. Normal stress symptoms can begin to show in various ways:

- Trouble thinking clearly, planning or making decisions
- Weakness, tiredness and loss of energy or enthusiasm
- Easily upset or oversensitive to what others do or say
- Changed relationships with those close to you

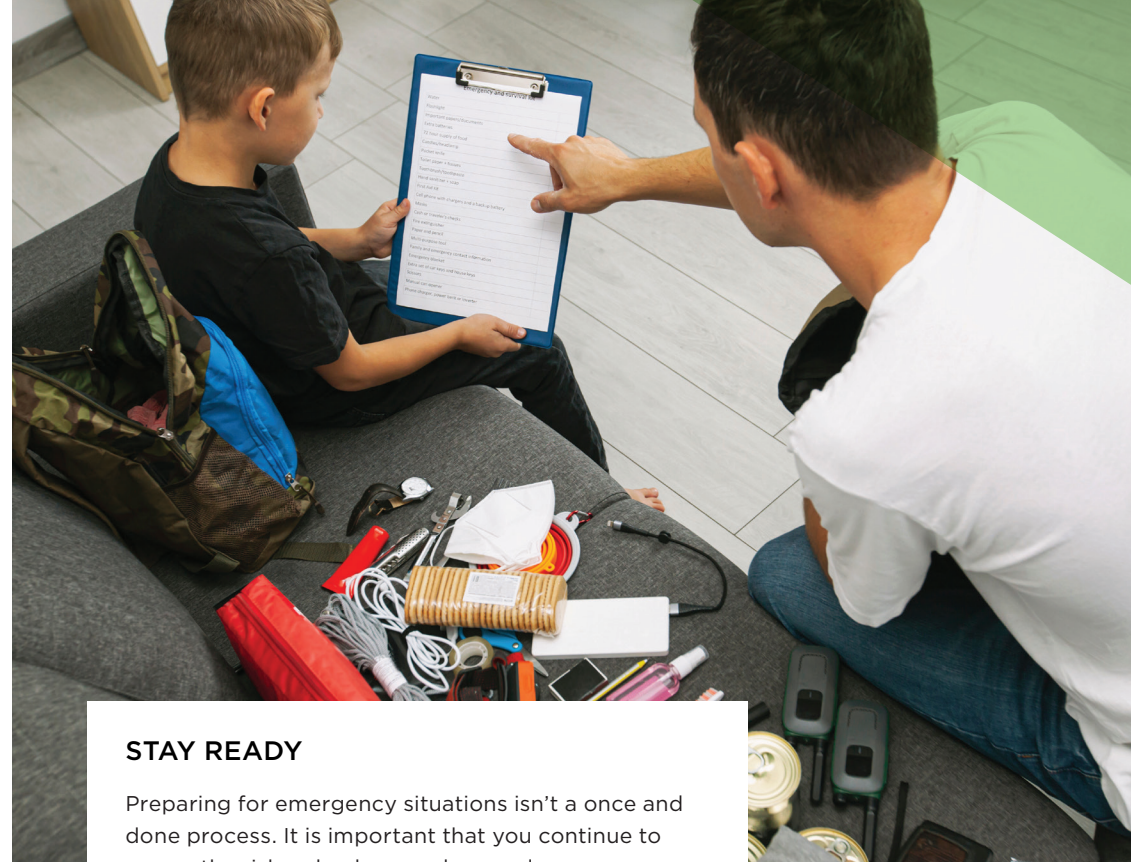
If you are having trouble coping, there is help. Phone:

Lifeline on 13 11 14

Beyond Blue on 1300 22 4636



Community Recovery Grants Portal
www.communityrecovery.qld.gov.au



STAY READY

Preparing for emergency situations isn't a once and done process. It is important that you continue to assess the risks, check your plans and emergency kits, and stay connected to sources of accurate information, warnings and alerts.

On the following pages you will find copies of emergency kit checklists and a household emergency plan.

For more information on how you can be prepared, respond and recover, go to Council's website and look for the Disaster Management section under 'Our Services'. You will also find Get Ready information with links to helpful resources on the Disaster Dashboard.



Disaster Management - Lockyer Valley Regional Council



Disaster Dashboard



Preparing for Disaster

CHECKLISTS AND TEMPLATES

EMERGENCY KIT: CHECKLIST



Having an Emergency Kit is an important step to prepare for and cope with emergencies. If a disaster event happens and you can't get to the supermarket or chemist for a few days or you lose power and / or water, it will help to have a well-stocked Emergency Kit. Have enough to see you through a minimum of three days to a week. Grab an extra item or two each time you go shopping to stock up.

The lists below are just a guide. You can pack more (or less) depending on your household's needs.

Make sure the food items you stock in your Emergency Kit are things your household likes to eat.

If you don't have a generator or barbecue, consider foods that can be prepared without heat.

FOOD AND WATER

Non-perishable food items	
Can opener	
Water (3-4 litres per person per day)	

MEDICAL AND PERSONAL CARE ITEMS

Essential medications	
Toothbrush and toothpaste	
Soap/shampoo/conditioner	
Toilet paper/hygiene products	

TOOLS AND SUPPLIES

First Aid Kit	
Torch/lantern and batteries	
Utility knife and tape	
Safety glasses and gloves	
Garbage bags and ties	
Tarp and ropes	
Whistle	
Pen and notepad	

OTHER CONSIDERATIONS

Baby formula/food	
Nappies, wipes and baby products	
Pet food, water and pet medications	
Spare gas bottle for BBQ	
Extra fuel for generator	
Other.....	

COMMUNICATIONS

Radio and batteries	
Charged power bank	

KNOW - Everyone you live with needs to know where the Emergency Kit is kept. Write it in your Plan.

CHECK - Emergency Kit contents should be checked regularly. Broken or expired items aren't helpful.

DISCUSS - Does everyone you live with know what it is in your Emergency Kit and what to do in an emergency?

EVACUATION KIT: CHECKLIST



If you must leave your home in an emergency, you will need more than just your Emergency Kit. Remember sheltering at home is the best option if it is safe to do so. But if you need to relocate, the next best place is to family and friends. Evacuation Centres are a last resort.

No matter where you are evacuating to, consider the following items **IN ADDITION** to your Emergency Kit.

IMPORTANT DOCUMENTS

Driver's licence	
Certificates - Birth/Marriage	
Insurance documents	
Bank account details	
Copy of Household Emergency Plan	

CLOTHING AND BEDDING

Spare clothing	
Warm jumper	
Rain proof jacket	
Hat	
Shoes and socks	
Camp mattress/sleeping bag/swag	
Blanket/pillow	

COMMUNICATIONS

Spare mobile phone charger	
Spare charged power bank	

VALUABLES

Cash	
Photos/special items	
Spare house and car keys	

MEDICAL AND PERSONAL CARE ITEMS

Essential medications and prescriptions	
Face mask/ hand sanitiser	
Sunscreen/insect repellent	
Spare prescription glasses/medical aids	

ENTERTAINMENT

Books/Game/Colouring in Activities	
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Visit Lockyer Valley Regional Council's Disaster Dashboard for more information on how to be prepared

disaster.lvrc.qld.gov.au



HOW TO PREPARE YOUR EMERGENCY PLAN

DO YOUR RESEARCH



- What are the local hazards?
- What are the potential hazards that could impact you and your community?
HINT - Check out the Disaster Management page on Council's website.
- What are the emergency and evacuation plans at your workplace, the kid's school or childcare providers? How do they affect how you respond to an emergency?
- Where will you get your information from during an event? Do you know how to tune into the local ABC Radio station? Do you and other household members subscribe to the Early Warning Network? Do you know how to access Lockyer Valley's Disaster Dashboard to keep up to date?

HAVE A DISCUSSION



- Discuss the possible hazards with others in your household
- What will you do in an emergency? Will you stay in place or leave?
- Where might you be if there is an emergency? How will you keep in contact?
- Where will you meet if you aren't at home when an emergency happens?
- Nominate at least two places - one nearby and another outside your immediate neighbourhood. Make sure everyone knows where these meeting places are.
- Evacuation Centres aren't very comfortable! Do you have a family member or friend you can stay with if you need to evacuate?
- Who will you contact during an emergency to make sure family and friends know you are safe and be a point of contact if you can't contact others in your household? Nominate two family members or friends who don't live with you - one local, one elsewhere.
- What medical conditions or special needs do those in your household have?
- Do you have any animals or pets? How will you ensure they are kept safe? Is there somewhere they can stay, keeping in mind that if you need to go to an Evacuation Centre, pets are not usually allowed.

WRITE IT ALL DOWN



- Make sure you have all household member contact numbers written down along with other important contacts.
- Write down your nominated contacts who don't live with you.
- Include the meeting places you have nominated.
- Remember to document the plans for your animals/pets.
- Be sure to document any medical conditions or special needs - keep in mind medications and any equipment that is needed.
- Give a copy of your Emergency Plan to members of your household as well as at least one family member or friend who doesn't live with you.

STAY PREPARED



- Go over and practise your Emergency Plan regularly.
- Update your plan when contact details or situations change.
- Make sure everyone knows how to turn off the mains power, water and gas if you need to evacuate.
- Prepare Emergency and Evacuation Kits and store somewhere safe and easily accessible.

HOUSEHOLD EMERGENCY PLAN



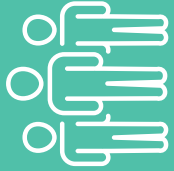
Date	
Name	
Address	
Emergency and Evacuation Kit location:	

EMERGENCY CONTACT NUMBERS

Police/Fire/Ambulance For life-threatening emergencies only	000	Lifeline Crisis support	131 114
SES Damaged roof, fallen trees	132 500	Queensland Health For non-urgent health advice	13 43 25 84
Energex Reporting a serious situation (e.g. wires down)	131 962	Police Link Police assistance (non-life threatening situations)	131 444
Energex Loss of power and supply issues	136 262	Lockyer Valley Regional Council	1300 005 872

EVACUATION CHECKLIST

Do we know where we are going to stay?	
Do we have a plan to get there safely e.g. enough fuel in the car?	
Does everyone in the household know we are leaving and where to meet?	
Do our key contacts know we are leaving and where we are going?	
Have we done a final check of our evacuation kit and packed important medications etc?	
Is our evacuation kit in the car?	
Are our pets and animals safe and secure?	
Have services been turned off and house secured?	
Have we checked on our neighbours?	



Who are the people in our household and how do we contact them in an emergency?

HOUSEHOLD MEMBER CONTACT DETAILS

List all those who live with you and their contact details.

NAME	WORK/SCHOOL	CONTACT NUMBER



Who do we need to let know of our situation? Who can we stay with if you evacuate?

SUPPORT CONTACT DETAILS

Include out of town contacts – those that may not be affected by the event themselves.

NAME	CONTACT NUMBER



What are our key emergency contact numbers for utility and other service providers?

IMPORTANT CONTACTS

NAME	CONTACT NUMBER
Doctor	
Electricity	
Gas	
Water	
Internet	
Phone	
Bank	



What level of cover do we have? Is it enough for our risks?

INSURANCES

TYPE	INSURER	POLICY NUMBER	CONTACT NUMBER
Home and contents			
Car			
Health			
Life			
Other			



MEDICATIONS

NAME	MEDICAL CONDITION/ MEDICATION	DOSAGE AND TIMES



What special needs do I need to consider? e.g. extra pair of glasses or contact lenses, hearing aids, walker etc.

OTHER MEDICAL/SPECIAL NEEDS

NAME	EQUIPMENT NEEDED	ALLERGIES



Are all our pets properly identified? Do we have a current photo to help identify us as the owner?



Where are our animals going to be housed? Does whoever is looking after them have all their details.



What other things do we need to be considered? Think about items that are important to us. How will we protect them?

PETS

PET NAME	TYPE AND BREED	MICROCHIP/ IDENTIFICATION	EQUIPMENT REQUIRED

PETS AND ANIMAL PLAN

PET/ANIMAL	EMERGENCY SAFE PLAN

OTHER IMPORTANT INFORMATION

Visit Lockyer Valley Regional Council's Disaster Dashboard for more information on how to be prepared

disaster.lvrc.qld.gov.au



EMERGENCY CONTACT NUMBERS

Police, Fire, Ambulance

For life-threatening emergencies only

Triple Zero (000)

SES

Damaged roof, fallen trees

132 500

Energex

Reporting a serious situation

131 962

Energex

Reporting loss of power and supply issues

136 262

Lifeline

Crisis support

131 114

Queensland Health

For non-urgent health issues

13 43 25 84

Police Link

Police assistance (non-life threatening situations)

131 444



TOOLS TO STAY CONNECTED

Disaster Dashboard - disaster.lvrc.qld.gov.au

Real-time updates on weather warnings, road impacts, power outages and more.

Weather Notifications

Sign up for opt-in warning notifications through the Disaster Dashboard to help you stay aware of potential risks.

Radio

Tune into radio for emergency updates:

River 94.9 FM

ABC 612 (Brisbane)

ABC 747 (Southern Queensland)

Lockyer Valley Regional Council

1300 005 872

www.lockyervalley.qld.gov.au

 [@lockyervalleyregionalcouncil](https://www.facebook.com/lockyervalleyregionalcouncil)



Australian Government



Queensland Government



REGIONAL COUNCIL