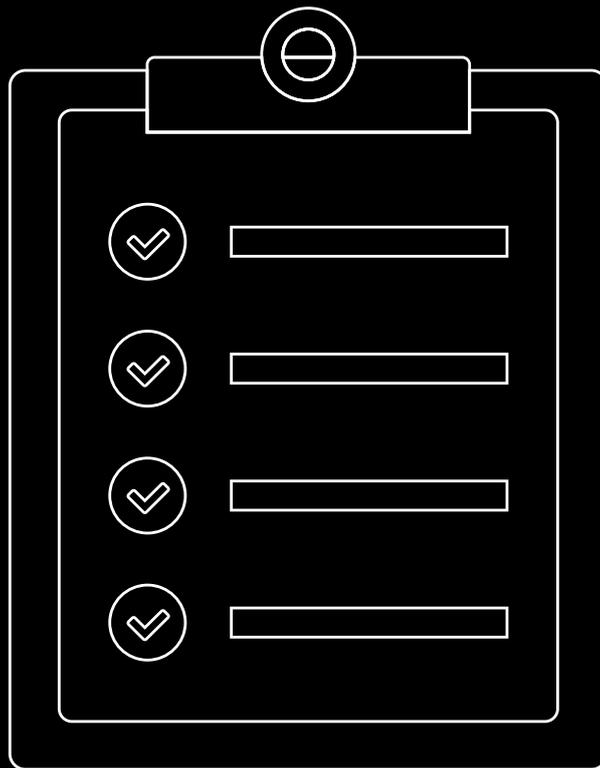
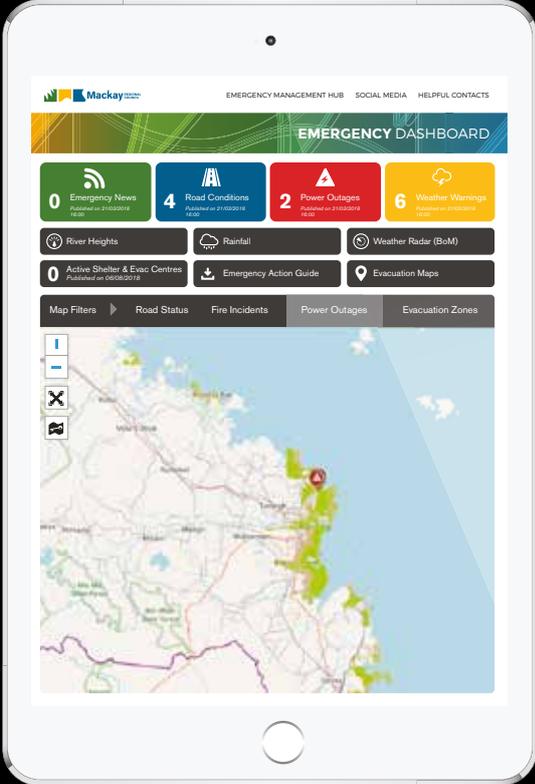


PREVENTION AND PREPAREDNESS



Before, during and after an event	2-3
Emergency sand stockpiles	4
Business continuity	4



Check out the new
Emergency Dashboard on our website:
mackay.qld.gov.au/emergencydashboard

Vital information you need to know during an emergency is a simple click away, including:

- Road conditions
- Power outages
- Weather warnings
- BoM weather radar
- River heights
- Evacuation zones
- Emergency Action Guide



BEFORE, DURING AND AFTER AN EVENT

When you hear a warning issued please assist other people by passing the information onto neighbours and visitors who may not have heard it or may not have understood the meaning.

Before

- Tune in to warnings for information and advice.
- Regularly check the Bureau of Meteorology website, council's website and council's Facebook page for updates.
- Be prepared to act immediately.
- Check for road closures by calling Transport and Main Roads on 131 940 or visit 131940.qld.gov.au and consult council's website at mackay.qld.gov.au.
- Fill as many water containers as possible, including the bath and sinks.
- If your property is in a low-lying area, prepare sandbags.
- Top up your vehicle's fuel tank.
- Prepare your property (refer to the relevant checklist in this guide).
- Make sure you have an Emergency Kit, Pet Emergency Kit and Evacuation Kit ready (find friends and relatives in high places outside the evacuation zone).
- Prepare the safest part of your house (usually the bathroom) using strong tables and mattresses and place emergency supplies there.
- Check on elderly or disabled neighbours. Make sure all neighbours are aware of what's happening.
- Move household items up high.
- If evacuating, turn off electricity, water mains, hot water and gas (and tie down gas bottles).
- Keep an old towel beside the toilet to use as a temporary plug to prevent sewer backflow in low-lying areas.
- Ensure all chemicals that may react with water are within a waterproof container and are moved to a higher level.

During

- Ensure everyone (especially children) is safe.
- Stay inside in your prepared safe place – remain calm.
- Beware of the calm “eye” of the cyclone, tune in to warnings and do not go outside until you are advised to do so by authorities.

After

- Remain calm.
- Be aware of hazards.
- Do not attempt to clear trees from powerlines yourself. Instead, call Ergon Energy for advice.
- Refrain from making unnecessary demands on emergency services.
- If you’ve had to evacuate, don’t return home until advised and then use the route recommended.
- Do not eat food which has been in contact with floodwater.
- If flooding has occurred, boil all tap water until water supplies have been declared safe.
- Beware of wildlife which may move to drier areas in your house.
- Do not use gas or electrical appliances that have been flood-affected until they have been checked for safety by qualified personnel.
- Do not let children play in floodwaters as it may be contaminated.
- After a cyclone, inspect ceiling insulation to ensure that batts are still in place (not over downlights as this can cause electrical fires).
- Do not go sightseeing and do not drive or walk through floodwaters.

Please note:

State Emergency Services (volunteers) are only required to attend to emergency situations (eg trees on houses or roof damage). The community is required to attend to and arrange private damage clean-up.

Requests for assistance will be prioritised and response times will be affected during major events. Your patience is appreciated. Remember, SES personnel are volunteers who leave their homes and family to attend call-outs. The SES are not first responders, such as Police, Fire or Ambulance.

Remember: If it’s flooded, forget it



IMPORTANT!

When disaster threatens, tune in to warnings and follow official advice.

Local radio frequencies are:

- ABC Tropical North 101.1FM
- STAR 101.9FM
- HITFM 100.3FM
- TRIPLE M 98.7FM
- 4MK AM 1026AM
- 4CRMFM 107.5FM
- MY 105FM 105.9FM

* Check the batteries in your radio and carry spares.



EMERGENCY LIAISON OFFICERS

In order to achieve greater situational awareness, council has strategically placed volunteer Emergency Liaison Officers (ELOs) around the region. This is to ensure the Local Disaster Management Group has a set of eyes and ears on the ground in the outer community centres.

This group of volunteers reports back to the Disaster Coordination Centre on the conditions being experienced and initial damage reports.

USEFUL LINKS:

Consult council’s emergency management webpage at: mackay.qld.gov.au/emergency

Like council’s Facebook page at: facebook.com/mackayregionalcouncil

Follow council on Twitter at: twitter.com/mackaycouncil



EMERGENCY SAND STOCKPILES

To encourage residents to become self-reliant, resilient and to lessen requests for assistance to the State Emergency Service (who are all volunteers), council provides free 24/7 public access sand stockpiles for emergency sandbagging in the urban area. During storm season, sand levels at these stockpile sites will be monitored and replenished by council.

Locations are

- 374 Shakespeare Street, West Mackay
- Campwin Beach SES Facility
- Finch Hatton SES Facility
- Grasstree Beach Combined Emergency Services Facility
- Koumala SES Facility
- Mackay Stadium gravel overflow car park on Leisure Street (off Bridge Road), South Mackay.
- Mirani - corner Victoria and Augusta streets
- Norris Road Reserve (PCYC end), North Mackay,
- Sarina - Brewers Road SES Facility

Residents need to bring their own sandbags and shovel to self-fill bags.

BUSINESS CONTINUITY

If you're a business owner, it's advisable to develop a practical business continuity plan to help you prepare for and continue to operate after an incident or crisis. Your plan will help identify and prepare for risks and will assist in response and return to normal business quickly. You may not be able to predict every kind of incident that could threaten your business, but you can develop a plan that covers a range of incidents (eg natural disasters, computer problems, staffing or supply issues).

Your plan should contain all of the information you need to get your business running again after an incident, crisis or natural disaster. The size and complexity of your business continuity plan will depend on your business. You may choose to have separate risk management, incident response and recovery plans. If you are a small business, you might find a single business continuity plan that incorporates all of these elements suits you better. You should update your business continuity plan regularly and keep staff informed. Business continuity equals business resilience!

For more information on how to develop, test and update a business continuity plan, visit mackay.qld.gov.au/emergency