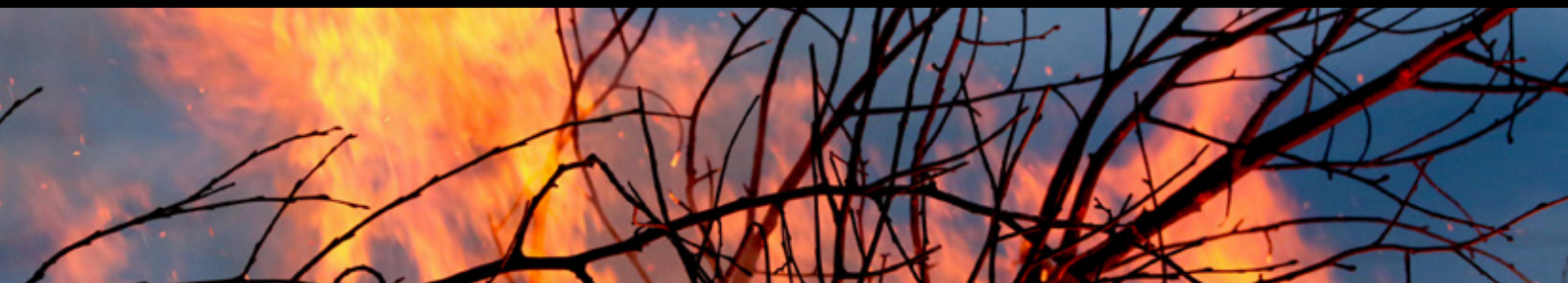




EMERGENCY ACTION GUIDE

FOR SURVIVING DISASTERS



mackay.qld.gov.au/emergency | 1300 MACKAY (622 529)



/mackayregionalcouncil



/mackaycouncil



IMPORTANT CONTACTS

Emergency Management Dashboard
disaster.mackay.qld.gov.au

Mackay Regional Council
1300 MACKAY (622 529)
mackay.qld.gov.au
mimaps.mackay.qld.gov.au
facebook.com/mackayregionalcouncil
twitter.com/mackaycouncil

Disaster Co-ordination Centre (when activated)
4951 2466

Bureau of Meteorology
bom.gov.au

Emergency – Life Threatening
Police / fire / ambulance - 000

Emergency Plus (Free) App
Emergency+ App

Ergon Energy
Faults only - 132 296

Power Outage Finder
ergon.com.au & Outage Finder App

Policelink
(non-urgent police reporting)
131 444

State Emergency Service (SES)
132 500
ses.qld.gov.au
SES Assistance App

Queensland Ambulance Service
131 233 (Non emergency situations)

Queensland Fire and Emergency Services
qfes.qld.gov.au

Fire stations

- Mackay city - 4898 2100
- Beaconsfield - 4965 6671
- Sarina - 4956 1607
- Rural Fire Service Queensland - 4965 6641
qfes.qld.gov.au

Road closures
131 940
131940.qld.gov.au

Fallen Powerlines
Call Emergency services on 000 or
Ergon Energy on 13 16 70

Get Ready Queensland website
getready.qld.gov.au

Red Cross Register: Find. Reunite. Service.
register.redcross.org.au

Maritime Safety Preparing for Severe Weather
msq.qld.gov.au/Safety/Preparing-for-severe-weather

EDUCATIONAL RESOURCES

There are a number of websites to assist teachers and parents in disaster education to both educate and assist children in preparing for and surviving an event, including:

- disaster.mackay.qld.gov.au
- qfes.qld.gov.au/community-safety
- schools.aidr.org.au (and search for "schools education")

Acknowledgments: This Emergency Action Guide has been jointly funded by Mackay Regional Council and the State Government under the Get Ready Queensland Funding. Mackay Regional Council acknowledges that advice in this booklet has been obtained from a number of sources, including the Bureau of Meteorology, Queensland Fire and Emergency Services, Rural Fire Service Queensland, Get Ready Queensland, Ergon Energy and Australian Institute for Disaster Resilience.

A message from the Mayor	1
Introduction	2
Community resilience	2
Cyclones	3-6
Storm tide / surge	7-8
Storm tide inundation and evacuation maps	9-29
Flooding	30-31
Pioneer river flood inundation evacuation zone maps	32-36
Severe thunderstorm / weather warnings	37-38
Bushfire	39-40
Heatwave	41-42
Earthquake	43-44
Landslide	45
Prevention and preparedness	46-49
Before, during and after an event	47-48
Emergency sand stockpiles	49
Business continuity	49
Response	50-57
How to prepare for an evacuation	51
When told to evacuate	52
Household evacuation plan	53-54
Public cyclone shelter	55
Just visiting?	55
Electrical safety	56
Industrial or chemical spill accident	56
Urban and rural fires	57
Recovery	58-62
Cleaning up	59
Insurance	59
Register. Find. Reunite.	60
Givit	60
Volunteering	61
Emergency and temporary accommodation	61
Financial assistance	61
SES	62
Emergency kit checklist	63
Emergency kit example	64
Pet emergency kit checklist	64
Evacuation kit checklist	65
First aid kit checklist	66

EMERGENCY DASHBOARD

0 
Emergency News
Published on 21/03/2018 16:00


4 
Road Conditions
Published on 21/03/2018 16:00


2 
Power Outages
Published on 21/03/2018 16:00

6 
Weather Warnings
Published on 21/03/2018 16:00

 **River Heights**


 **Rainfall**


 **Opt-In Notifications**

0 
Active Shelter & Evac Centres
Published on 06/08/2018

 **Emergency Action Guide**

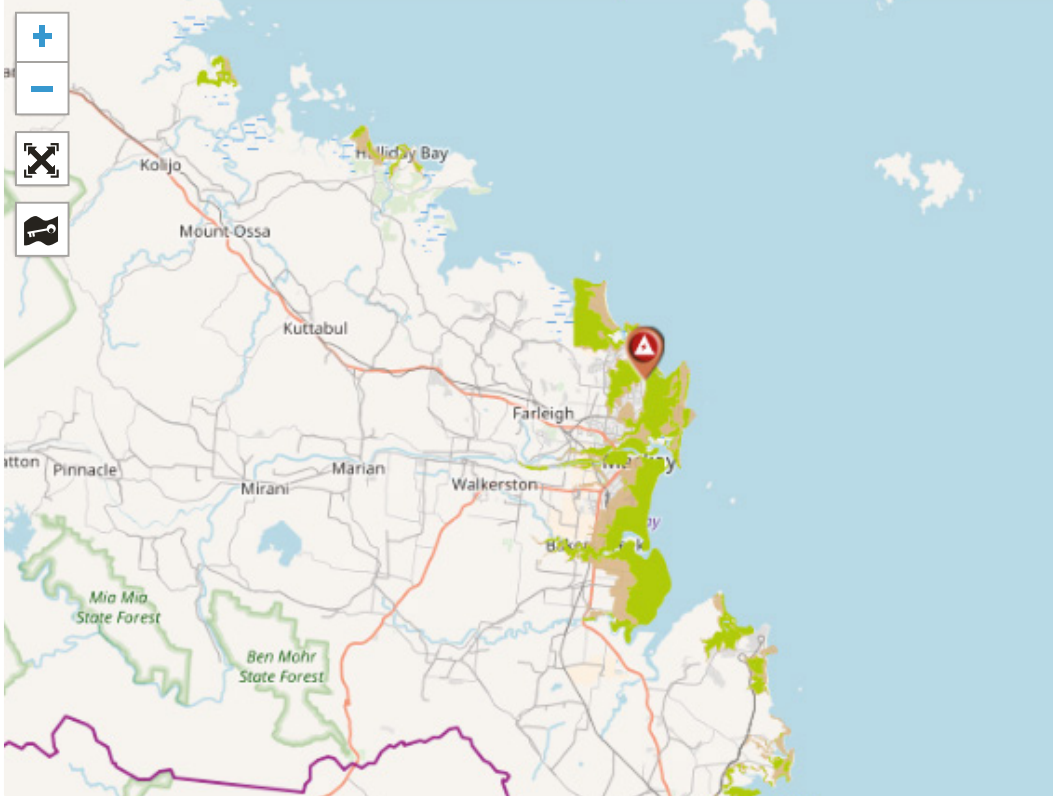
 **Fire Bans & Restrictions**

 **Weather Radar (BoM)**

 **Evacuation Maps**

 **School Closures**

Map Filters ▶



**Check out the Emergency Dashboard
on our website:**

disaster.mackay.qld.gov.au

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



A MESSAGE FROM THE MAYOR

The Mackay region is susceptible to some of the most significant natural hazards in Queensland. Tropical cyclones, riverine flooding, severe weather events, coastal inundation, heatwaves and bushfires have all impacted our community at one time or another. And more recently, the global threat of a pandemic.

We accept that the threat of hazards and periods of challenging weather is the price we pay for living in one of the most beautiful spots of Australia. Our acceptance though does not mean we are complacent. All our citizens know that we need to be prepared for what mother nature might throw at us.

Preparing your family, your property, your workplace or organisation for any hazardous event is a responsibility that should not be taken lightly. Planning for before, during and after an event will help save lives, minimise property damage and give you and your family the best outcome possible, should a serious event occur.

Developing a Household Evacuation Plan is essential to keeping you and your family safe. There are five key actions all families should consider when making a plan.

KNOW when to go
KNOW where to go
KNOW how to move
KNOW what to take
KNOW your neighbours

It's all outlined in this guide. Please read it. Ask your family members, your neighbours and your work colleagues to read it.

A prepared community is a resilient community.



A handwritten signature in black ink, reading "Cr Greg Williamson".

Cr Greg Williamson
Mayor
Mackay Regional Council



Queensland
Government

INTRODUCTION

The Mackay Local Disaster Management Group (LDMG) plays a critical role in emergency management. Natural disasters are an inevitable part of living in the tropics and you cannot afford to become complacent about the dangers they present.

Mackay Regional Council encourages residents to be prepared 365 days a year – time spent preparing can save a lot of time during an emergency.

This guide will assist you to prepare for such events and to protect yourself, your family, pets and home. Please take the time to read it and then store it somewhere readily accessible.

This Emergency Action Guide replaces all previous editions and contains the latest storm tide inundation and evacuation maps. It has been produced by the Mackay LDMG as an annexure to the Mackay Local Disaster Management Plan.



COMMUNITY RESILIENCE

Community resilience is a community's capacity to absorb disturbance and adapt so that it can continue to grow and flourish. Resilient communities are better able to help themselves during a crisis and "bounce back" afterwards.

It is critical in minimising the effect of disasters and contributes to a quicker, more effective response. There is no hard and fast rule on how to build community resilience. However it is best strengthened continuously, not just in times of crisis.

Community resilience involves people getting together to create sustainable links within their community.

For example, do you know your neighbours? Are you actively involved in your local community? Do you know what to do before, during and after a natural disaster?

How prepared are you, visit getready.qld.gov.au/plan for tips on preparing a household emergency plan.

KEY RESILIENCE MESSAGES

- Disasters will happen
- Prepared communities are resilient communities
- Know your risk
- Make a household plan and then act
- Learn from your experience
- Connected communities are resilient communities
- If you do a little, we all accomplish a lot



CYCLONES

What is it?

Tropical cyclones are intense low-pressure systems that form over warm tropical waters.

Cyclones are dangerous for three main reasons:

- Destructive winds can cause extensive damage and can turn debris into dangerous missiles.
- Heavy rainfall can produce extensive flooding and landslides.
- Storm tide can increase sea levels above king tide level (highest astronomical tide) and cause damaging waves.

What are the local risks?

The Mackay region has a high risk of being impacted by cyclones during the “wet season” or “cyclone season”, which officially runs from November 1 to May (although some have formed in the Coral Sea as late as early July).

What should I do?

The following information has been prepared in consultation with emergency services to help protect you, your family and your property.

Before The Cyclone Season:

- Check to see if your home has been built to cyclone standards (generally houses constructed since 1982).
- Know your Evacuation Zone (Storm Tide). Pages 9 - 29.
- Check that the walls, roof and eaves of your home are secure.
- Trim treetops and branches well clear of your home.
- Preferably fit shutters, or at least metal screens, to all glass areas.
- Clear your property of loose material that could blow about and possibly cause injury or damage during extreme winds.
- In case of a storm surge/tide warning, or other flooding, know your nearest safe high ground and the safest access route to it.
- Prepare an emergency kit as shown on page 63.
- Keep a list of emergency phone numbers on display.
- Check neighbours, especially if elderly or recent arrivals, to make sure they are prepared.
- Monitor cyclone potential throughout the season. (bom.gov.au).

When a cyclone watch is issued:

- Re-check your property for any loose material and tie down (or fill with water as last resort) all large, relatively light items, such as boats and rubbish bins.
- Re-fuel vehicles and jerry cans (service stations may be unable to distribute fuel after the event).
- Check your emergency kit, fill water containers and ensure you have some cash.
- Ensure household members know which is the strongest part of the house and what to do in the event of a cyclone warning or an evacuation.
- Tune to your local radio/TV/internet for further information and warnings.
- Check that neighbours are aware of the situation and are preparing.

When a cyclone warning is issued:

Depending on official advice provided by your local authorities as the event evolves; the following actions may be warranted.

- If requested by local authorities, collect children from school or childcare 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 or 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 of warm clothes, essential medications, baby formula, nappies, valuables, important papers, photos and mementos in waterproof bags to be taken with your emergency kit. Large heavy valuables could be protected in a strong cupboard.
- Remain indoors (with your pets). Stay tuned to your local radio/TV/internet for further information.

On warning of local evacuation:

Based on predicted wind speeds and storm surge heights, evacuation may be necessary. Official advice will be given on local radio/TV/internet regarding safe routes and when evacuation should occur.

- If evacuating to a public cyclone shelter in Northern Beaches (place of last resort with very limited numbers) or a higher location, follow police and emergency services directions.

- If going to a public cyclone shelter, take your own food, water and essential only. Refer to page 55.
- Leave pets protected and with food and water (pets are NOT allowed into the cyclone shelter or evacuation centres).
- Wear enclosed shoes and durable clothing for protection.
- Lock doors, turn off power, gas, and water and take your evacuation and emergency kits.
- If evacuating inland (out of town), take pets and leave early to avoid heavy traffic, flooding and wind hazards.

As the cyclone approaches

- Disconnect all electrical appliances. Listen to your battery radio for updates.
- Stay inside and shelter in the strongest part of the building (such as internal hallway or bathroom) and keep well clear of windows. Keep evacuation and emergency kits with you.
- 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 (such as a water pipe).
- Beware the calm "eye". If the wind drops, don't assume the cyclone is over; violent winds will soon resume from another direction. Wait for the official "all clear".

After the cyclone

- Don't go outside until officially advised it is safe.
- Check for fallen power lines. Don't use electric appliances if wet.
- Listen to local radio for official warnings and advice.
- If you have to evacuate, or did so earlier, don't return until advised. Use a recommended route and don't rush.
- Be aware of damaged power lines, bridges, buildings, trees, and do not enter floodwaters.
- Heed all warnings and don't go sightseeing. Instead, check and offer help to neighbours and other friends and family.
- Don't make unnecessary telephone calls.

USEFUL LINKS:

Mackay Regional Council Emergency Dashboard
(including Evacuation Maps) – disaster.mackay.qld.gov.au
Bureau of Meteorology – bom.gov.au/cyclone

CYCLONE ADVICES

Cyclone advices can be issued as a "watch" or "warning". These advices provide information on where the cyclone is, its movement, how strong it is and identify the areas that could be affected.

A cyclone watch is issued every six hours when there are indications that strong winds are expected to affect coastal or island communities within 48 hours.

A cyclone warning is generally issued every three hours (however, in some cases it's every hour) as soon as gales or stronger winds are expected to affect coastal or island communities within 24 hours. Forecasts of heavy rainfall,

flooding and abnormally high tides are included where necessary.

The severity of a tropical cyclone is described in terms of categories, ranging from 1 (weakest) to 5 (strongest), related to the maximum mean wind speed.

See below table:

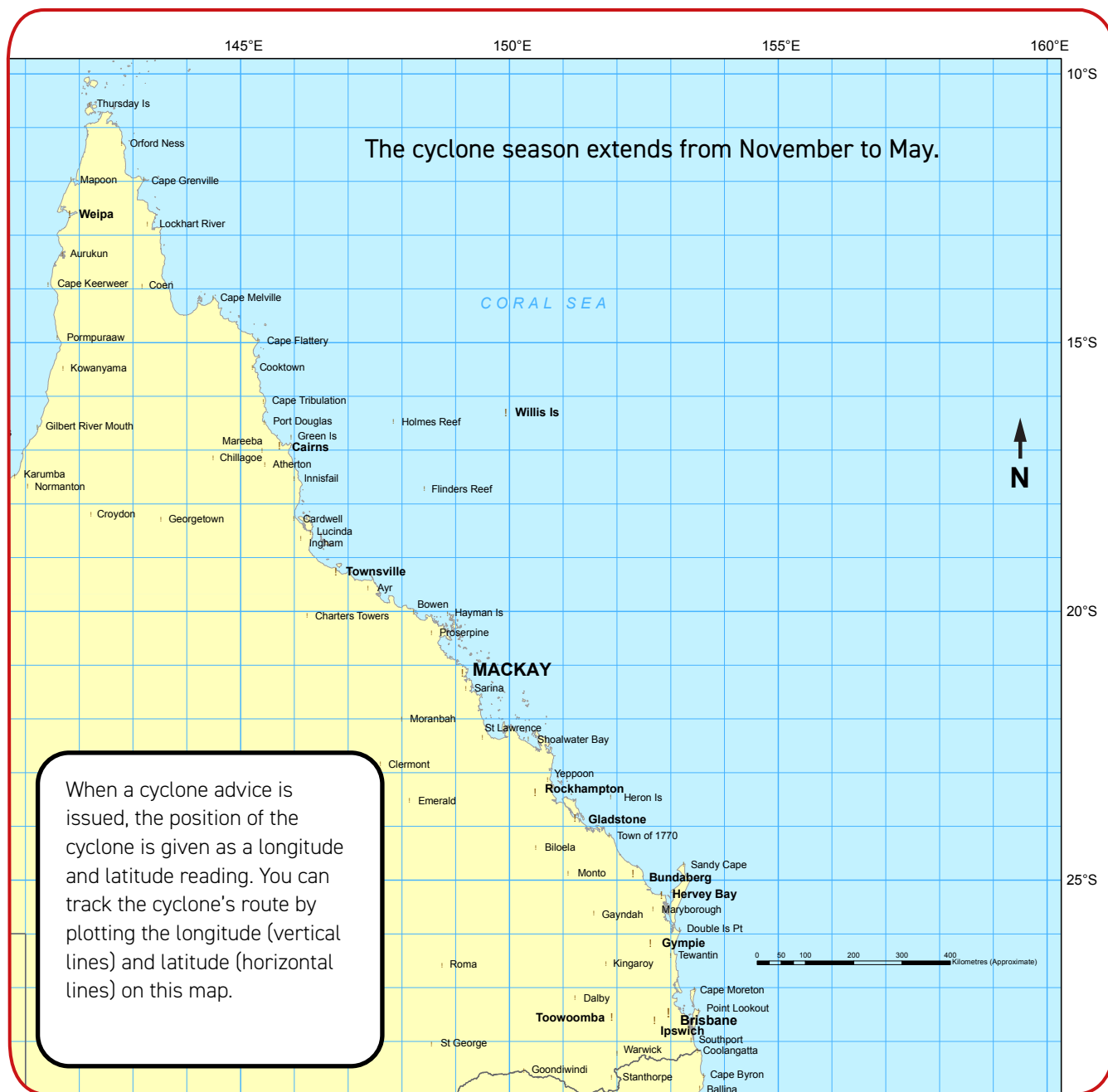
Tropical cyclones are referred to as "severe tropical cyclones" when they are producing "very destructive winds", which corresponds to category 3, 4 and 5. This is also the trigger point for opening of public cyclone shelters.

CATEGORY	CENTRAL PRESSURE IN HECTOPASCALS	STRONGEST WIND GUST	TYPICAL EFFECT (INDICATIVE ONLY)
1	>985 hPa	100-125 km/hour	Minor house damage Damage to some crops, trees and caravans Small craft may drag moorings
2	985-970 hPa	125-170 km/hour	Minor house damage Significant damage to signs, trees and caravans Heavy damage to crops Risk of power failure Small craft may break moorings
3	970-945 hPa	170-225 km/hour	Some roof and structural damage Some caravan destruction Power failure likely
4	945-920 hPa	225-280 km/hour	Significant roof loss and structural damage to buildings Caravans destroyed Dangerous airborne debris Widespread power failure
5	<920 hPa	Greater than 280 km/hour	Extremely dangerous with widespread destruction

PREVIOUS CYCLONES IN OUR REGION

- Cyclone Debbie, Category 4: Crossed near Airlie Beach in March, 2017. Mackay received damage to housing from winds, torrential flooding and causing significant coastal erosion.
- Cyclone Marcia, Category 4 in February, 2015, came within 110km of Mackay before moving away to the south and crossing the coast north of Yeppoon as a Category 5 cyclone.
- Cyclone Dylan, Category 1: Crossed near Hydeaway Bay in January, 2014. Mackay received a storm tide slightly higher (0.33 metres) than king tide level, damaging some homes and causing significant coastal erosion.
- Cyclone Yasi, Category 5: Crossed near Innisfail in February, 2011, causing a five-metre storm surge on a falling tide, and 2.3 metre inundation above king tide level at Cardwell. Note: Gale force wind speeds of

CYCLONE TRACKING MAP



about 70kmh were recorded in Mackay.

- Cyclone Anthony, Category 1: Crossed in the Whitsundays in January, 2011, causing minor damage.
- Cyclone Ului, Category 3: Crossed near Proserpine in March, 2010, causing major damage to the Mackay region. Power was lost in residential areas for up to three days and in some rural areas for over a week.
- Cyclone Hamish, Category 5: Narrowly missed Mackay in March, 2009.
- Cyclone 1918: Mackay experienced a devastating cyclone (with a 3.6-metre storm surge causing inundation of 1.8 metres above king tide), which resulted in widespread destruction that claimed 30 lives.



STORM TIDE / SURGE

What is it?

A storm tide is the rise of the ocean water level, combined with the tide at the time and strong onshore winds and/or reduced atmospheric pressure.

This combination of effects, especially if it occurs on a high tide or king tide, can force sea water and pounding waves into areas that would normally be well above sea level and sometimes several kilometres inland if the land is low lying. The more intense the cyclone is, the higher the storm tide risk is.

What are the local risks?

The Mackay region has a very high risk of being impacted by cyclones, including storm tide, during the "cyclone season", which officially runs from November 1 to May. The Mackay region has several low-lying areas at significant risk from storm tide.

What should I do?

You need to plan well ahead of time.

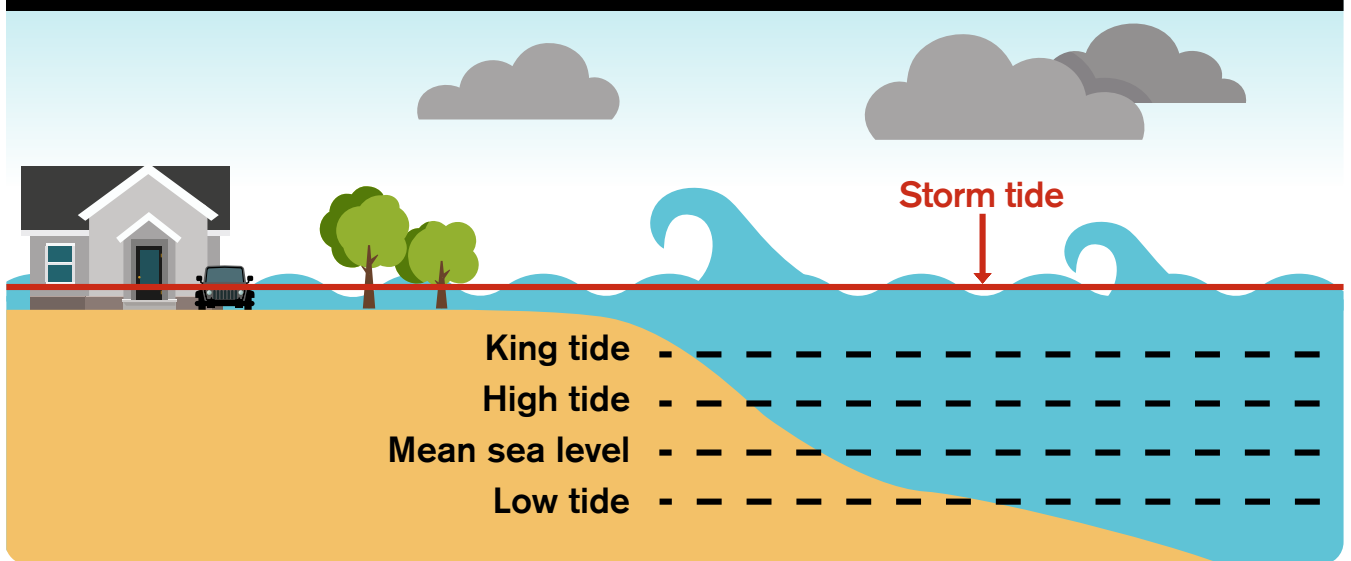
- Know your Evacuation Zone (Storm Tide). Refer to page 9 to 29.
- Be ready to evacuate and have an Evacuation Kit. Refer to page 65.
- Consider and identify your evacuation and shelter options.

When a cyclone threat develops, keep listening to official warnings issued by the Bureau of Meteorology. These will advise if high tides and coastal flooding are expected.

Listen to official warnings from the Mackay Local Disaster Management Group (LDMG), which will advise of the evacuation of any storm tide colour zones.



STORM TIDE INUNDATION



King tide (Highest Astronomical Tide)

Mean sea level (Equals 0 Australian Height Datum)

Low tide (Lowest Astronomical Tide)



USEFUL LINKS:

Mackay Regional Council Emergency Dashboard
(including Evacuation Maps)
disaster.mackay.qld.gov.au

Bureau of Meteorology
bom.gov.au

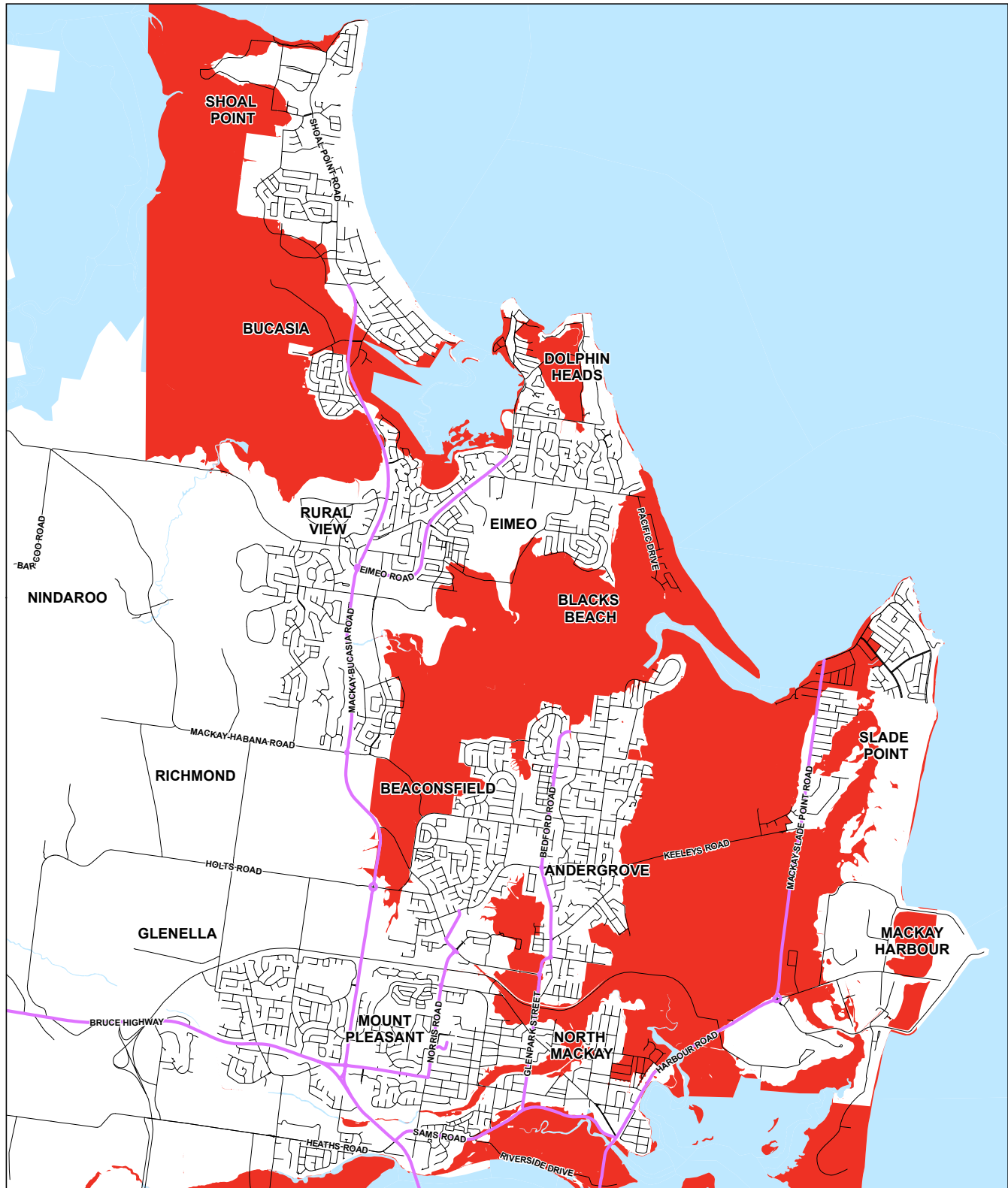
Are you storm tide ready?
Scan the QR code and watch
a detailed video to learn more.



STORM TIDE INUNDATION AND EVACUATION MAPS

EVACUATION ZONE: RED - NORTH

Up to 1 metre > HAT



PRODUCED BY MACKAY REGIONAL COUNCIL - GIS SECTION

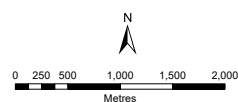
Based on Cadastral Data provided with the permission of the Department of Natural Resources, Mines and Energy (DNRM).

CURRENT AS AT MARCH 2021

While every care is taken to ensure the accuracy of this data, the Department of Natural Resources and Mines and Mackay Regional Council give no warranty in relation to the data (including accuracy, reliability, completeness or suitability) and accepts no liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the data being inaccurate or incomplete in any way and for any reason.

MACKAY URBAN NORTH

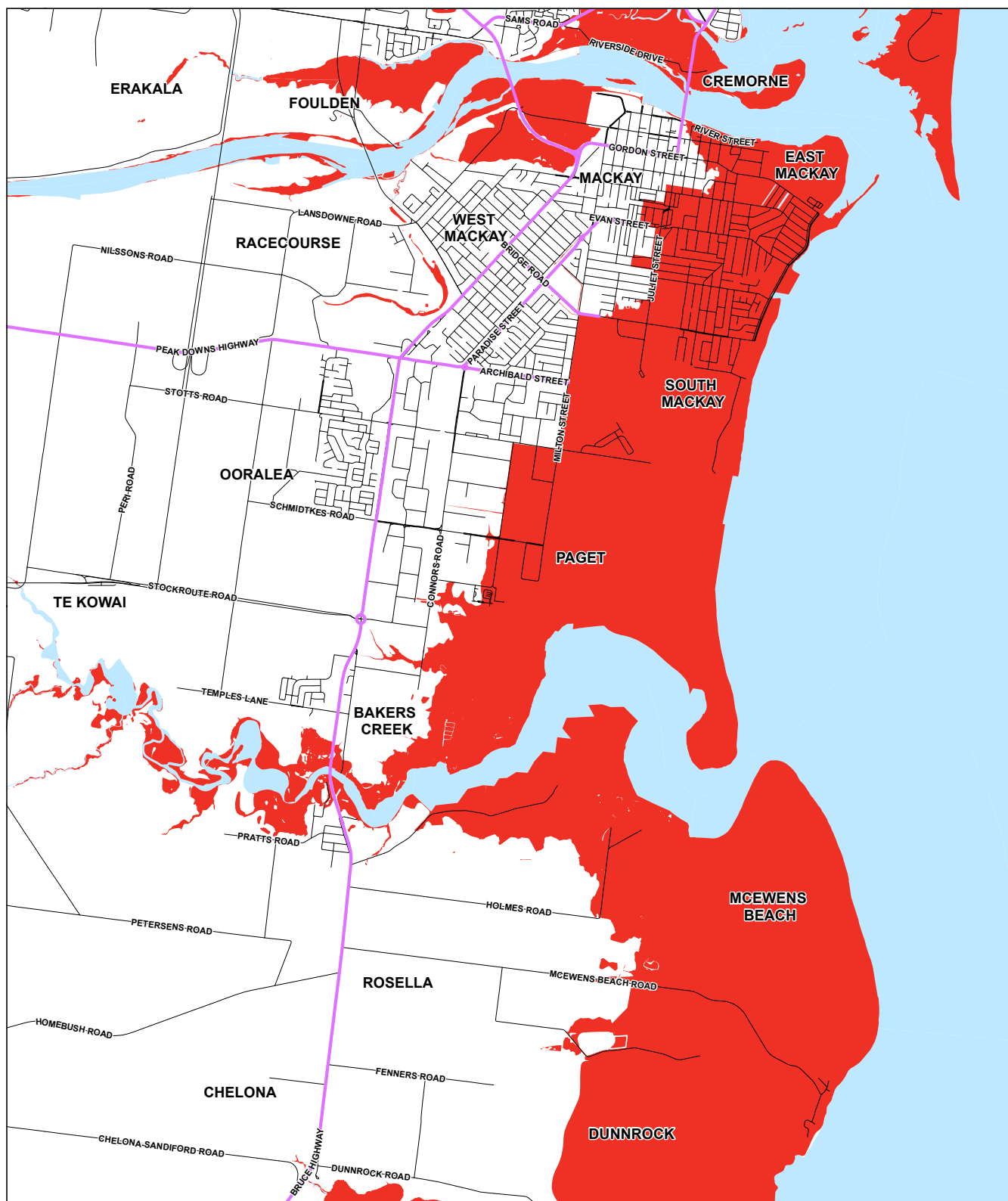
- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



EVACUATION ZONE: RED - SOUTH

Up to 1 metre > HAT

STORM TIDE INUNDATION AND EVACUATION MAPS



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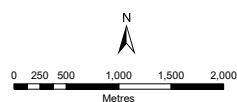
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MACKAY URBAN SOUTH

Evacuation Routes

Evacuation Zone

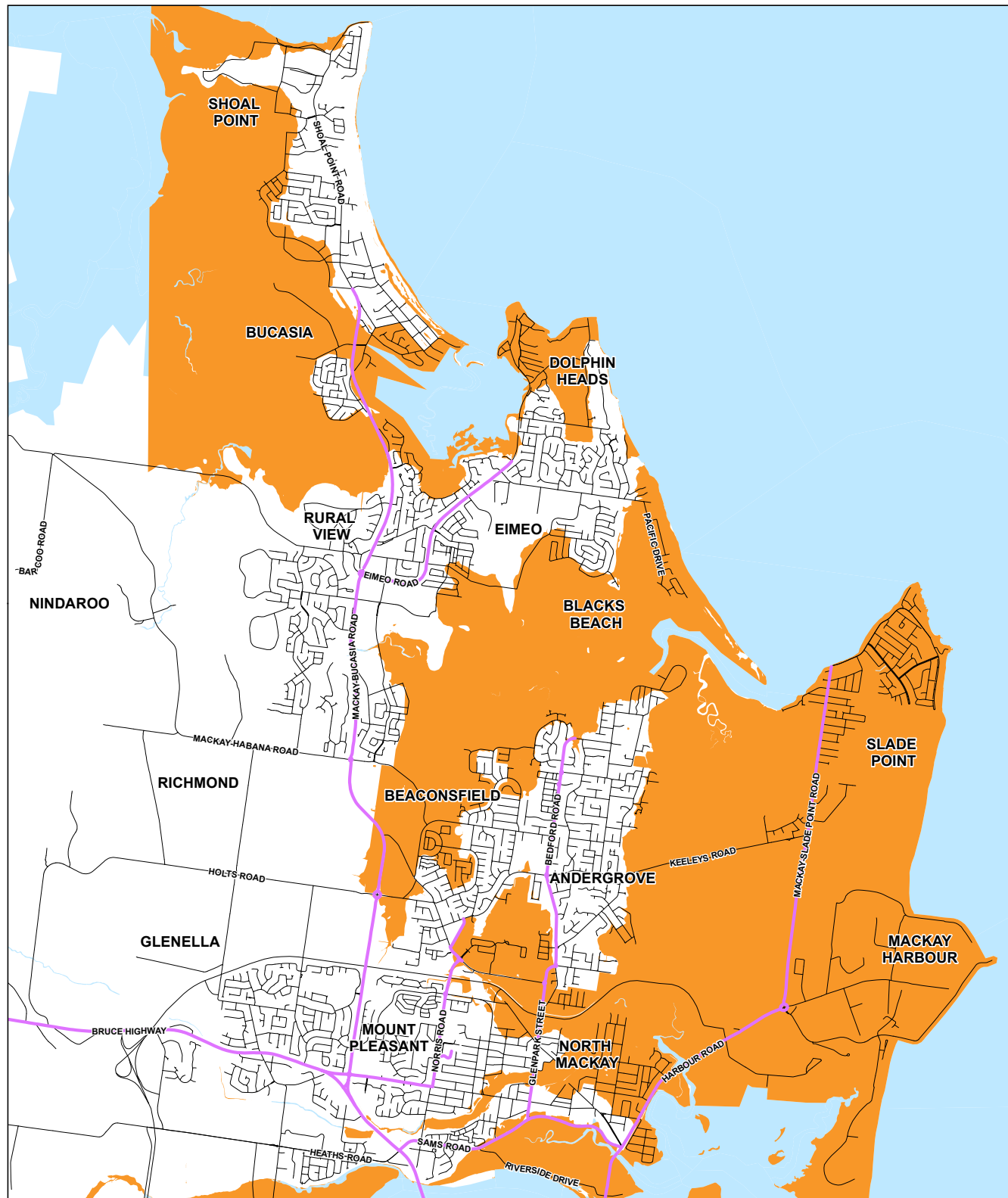
Above Evacuation Zone



STORM TIDE INUNDATION AND EVACUATION MAPS

EVACUATION ZONE: ORANGE - NORTH

Up to 2 metres > HAT



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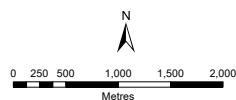
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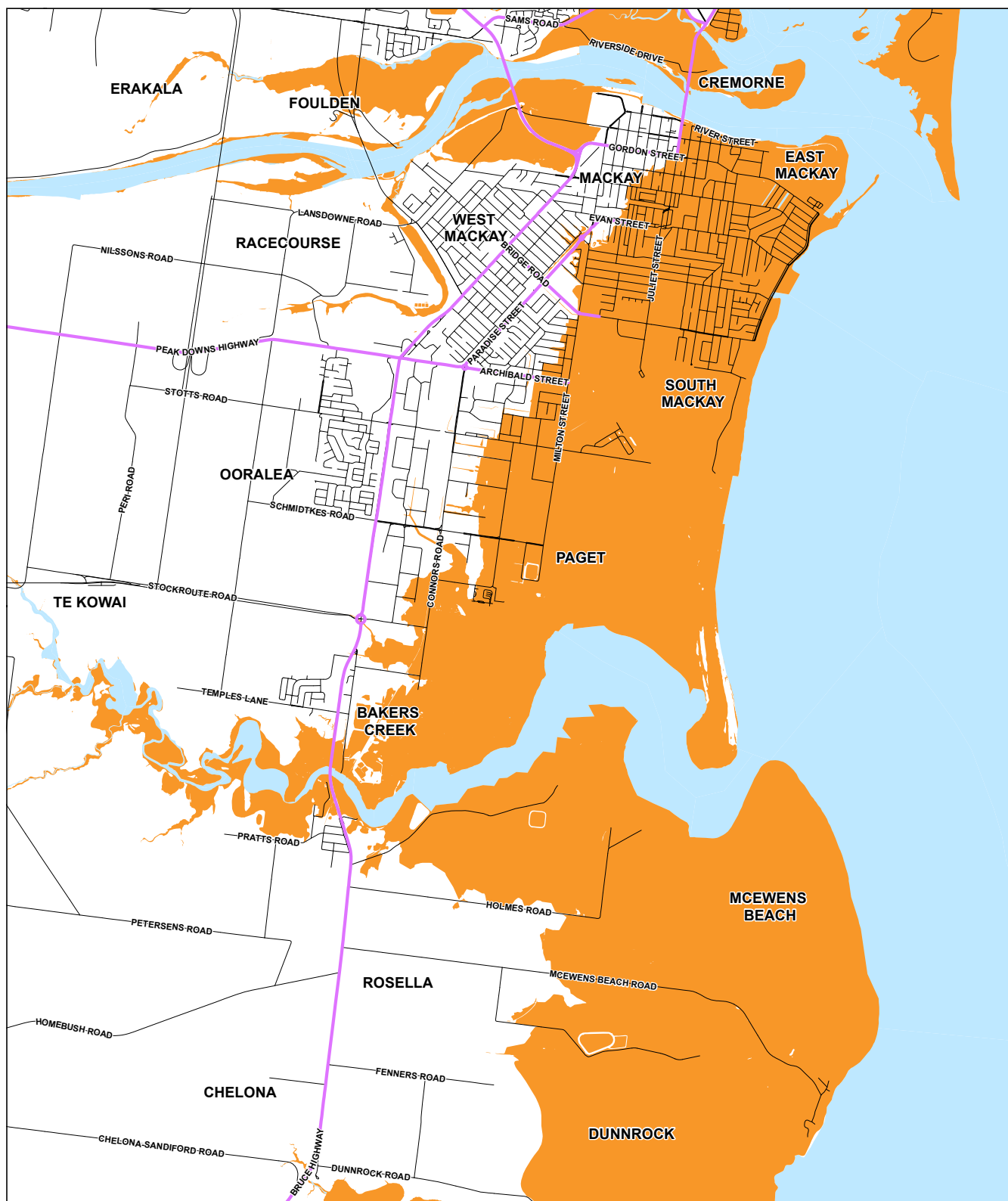
- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



EVACUATION ZONE: ORANGE - SOUTH

Up to 2 metres > HAT

STORM TIDE INUNDATION AND EVACUATION MAPS



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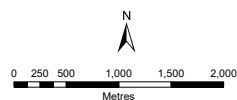
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MACKAY URBAN SOUTH

Evacuation Routes

Evacuation Zone

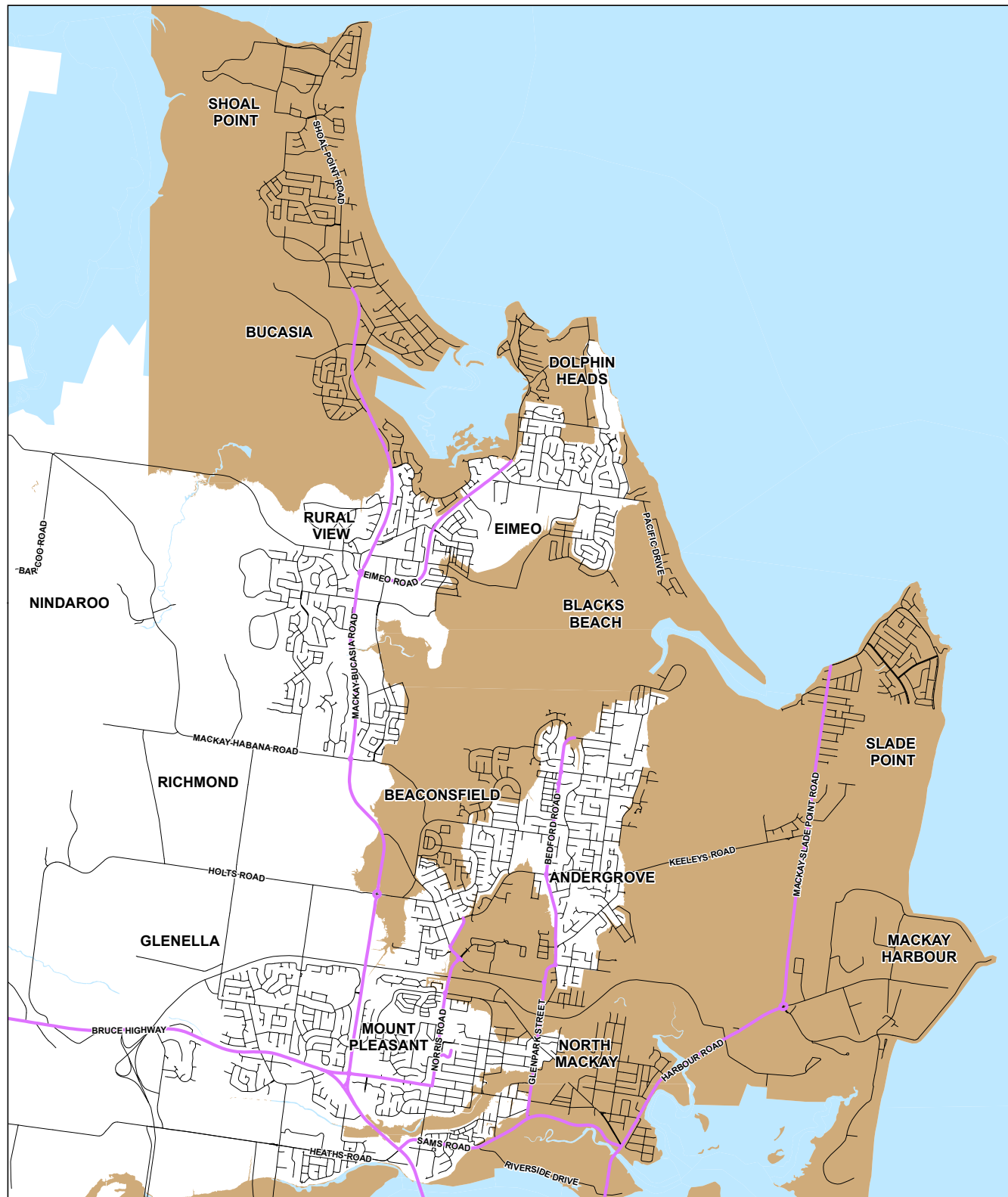
Above Evacuation Zone



STORM TIDE INUNDATION AND EVACUATION MAPS

EVACUATION ZONE: BROWN - NORTH

Up to 3 metres > HAT



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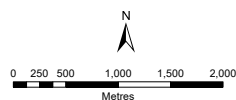
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MACKAY URBAN NORTH

- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



EVACUATION ZONE: BROWN - SOUTH

Up to 3 metres > HAT

STORM TIDE INUNDATION AND EVACUATION MAPS



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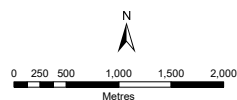
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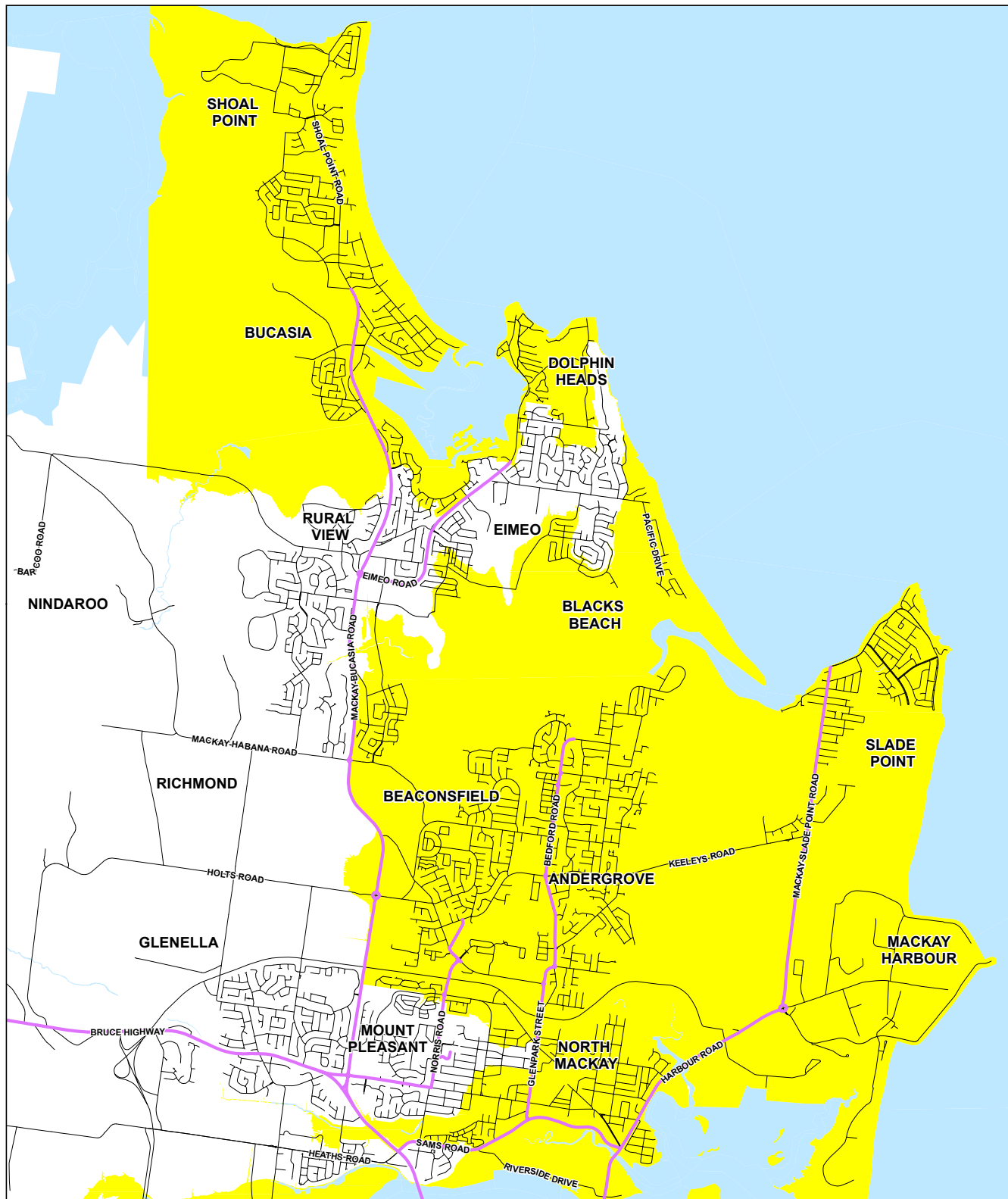
- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



STORM TIDE INUNDATION AND EVACUATION MAPS

EVACUATION ZONE: YELLOW - NORTH

Up to 4 metres > HAT



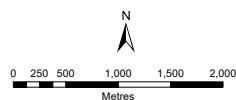
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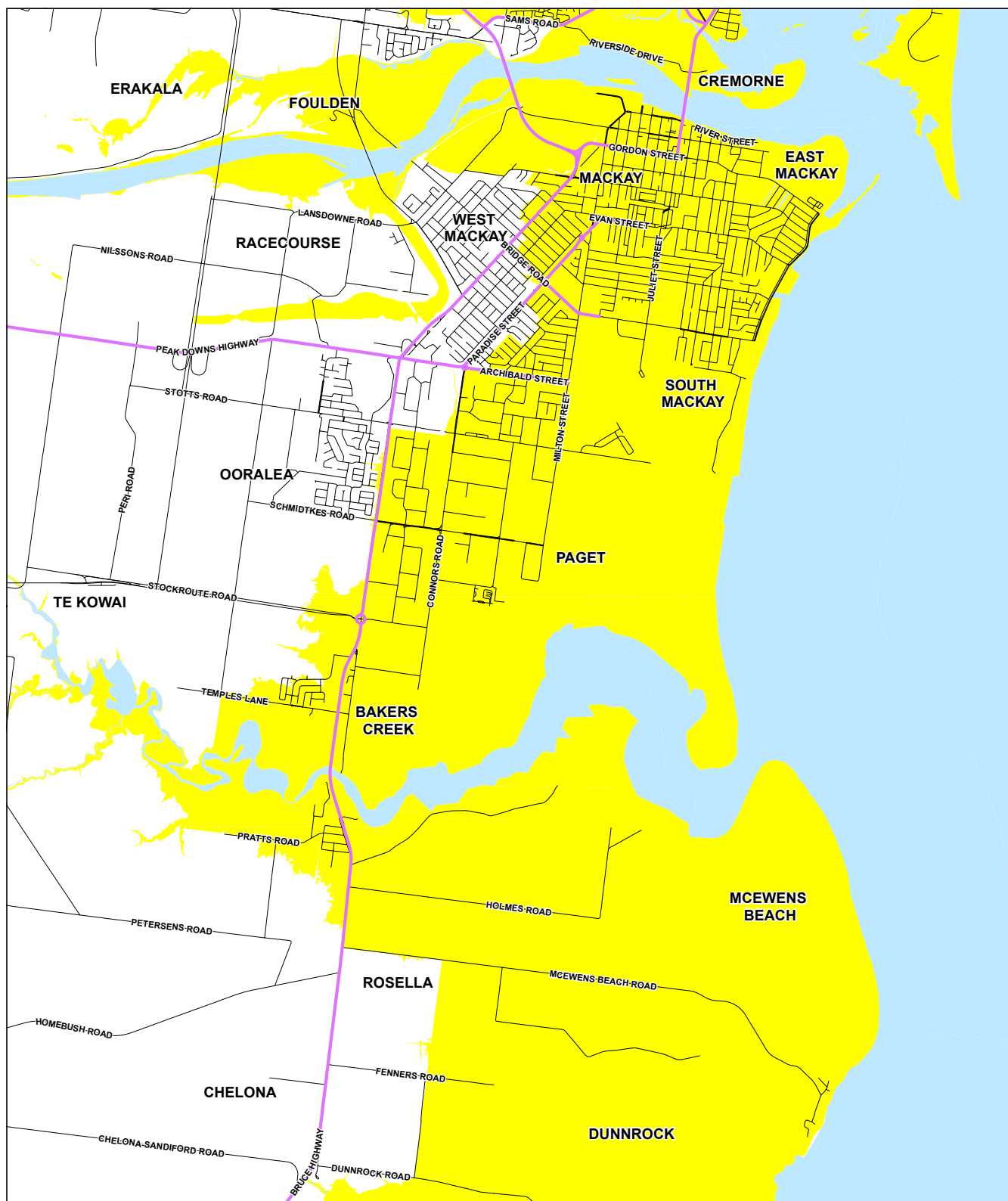
- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



EVACUATION ZONE: YELLOW - SOUTH

Up to 4 metres > HAT

STORM TIDE INUNDATION AND EVACUATION MAPS



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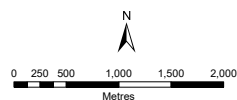
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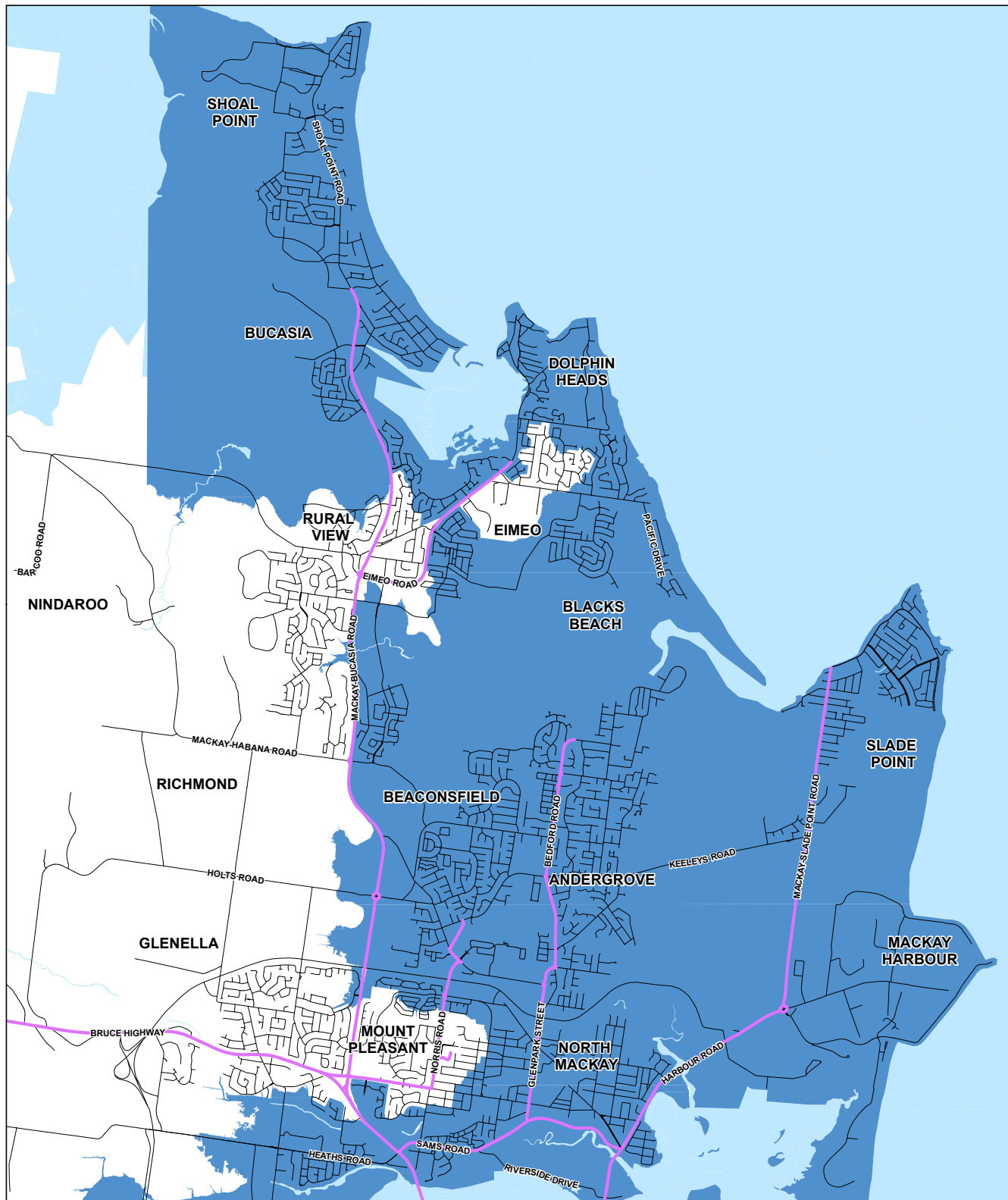
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- Above Evacuation Zone



STORM TIDE INUNDATION AND EVACUATION MAPS

EVACUATION ZONE: BLUE - NORTH

Up to 6 metres > HAT



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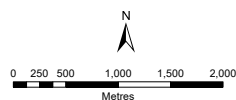
Based on Cadastral Data provided with the permission of the Department of Natural Resources, Mines and Energy (DNRM).

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MACKAY URBAN NORTH

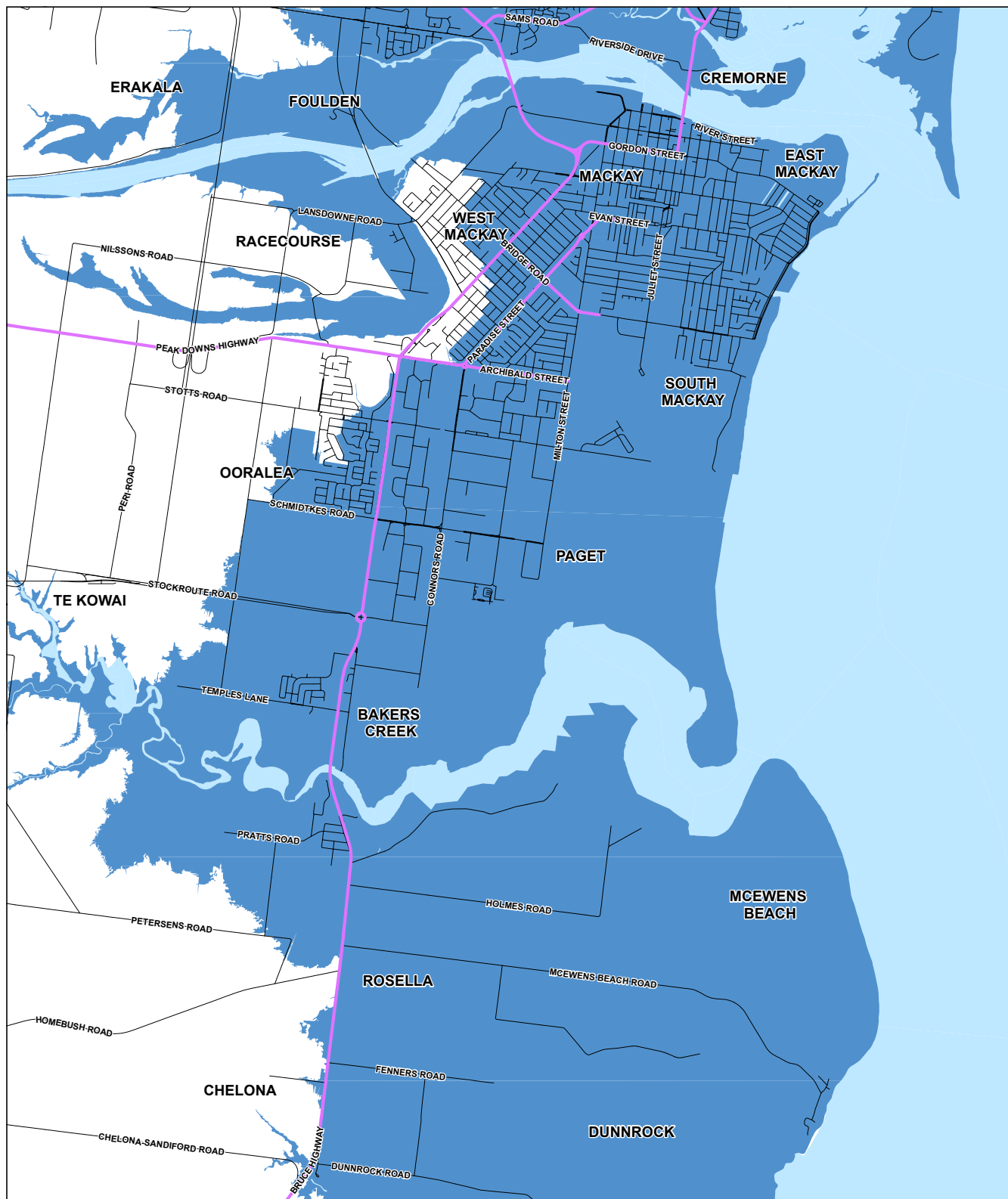
- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



EVACUATION ZONE: BLUE - SOUTH

Up to 6 metres > HAT

STORM TIDE INUNDATION AND EVACUATION MAPS



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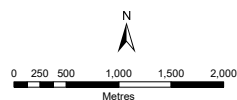
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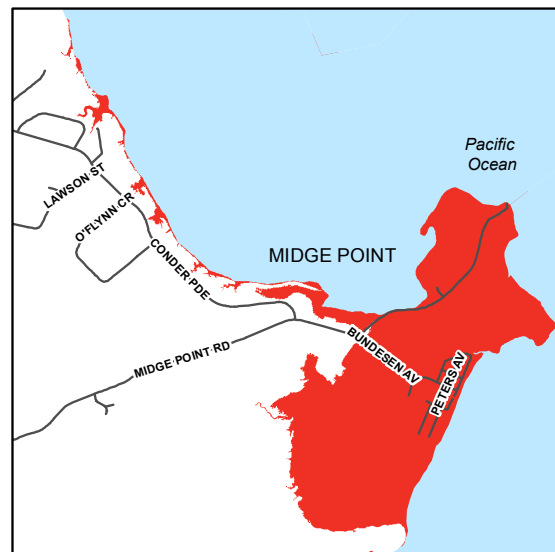
MACKAY URBAN SOUTH

- Evacuation Routes
- Evacuation Zone
- Above Evacuation Zone



STORM TIDE INUNDATION AND EVACUATION MAPS

MIDGE POINT



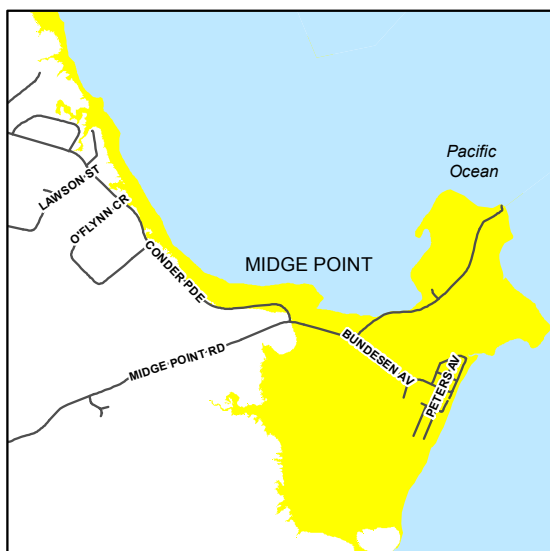
EVACUATION ZONE: RED (Up to 1m > HAT)



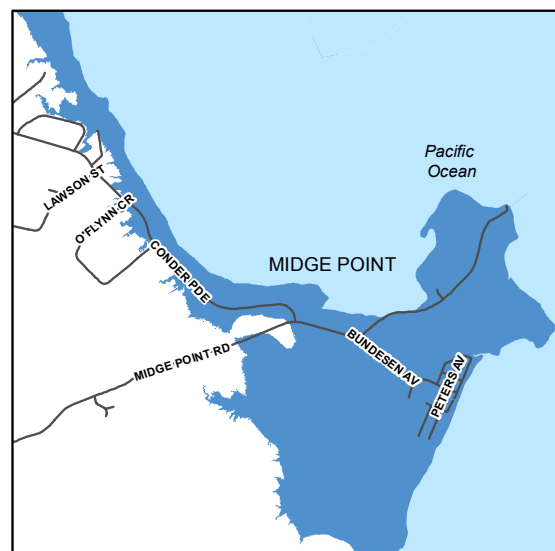
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EVACUATION ZONE: BROWN (Up to 3m > HAT)

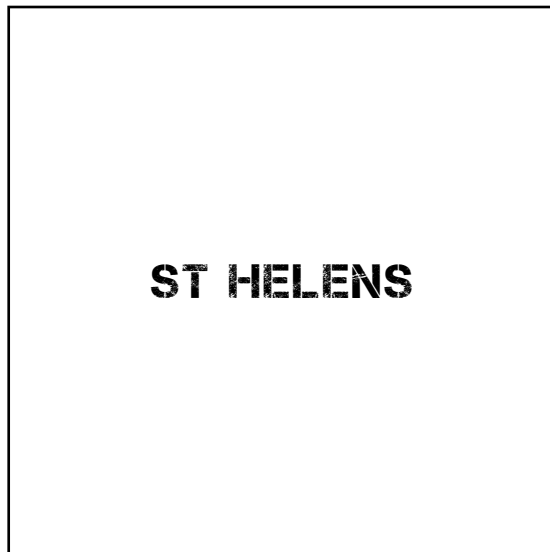


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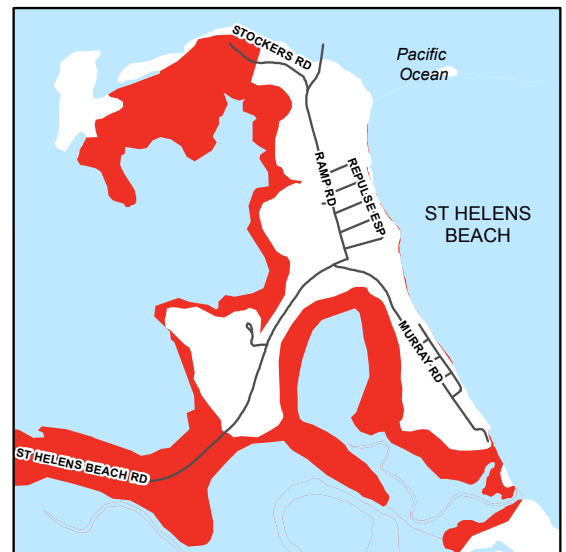


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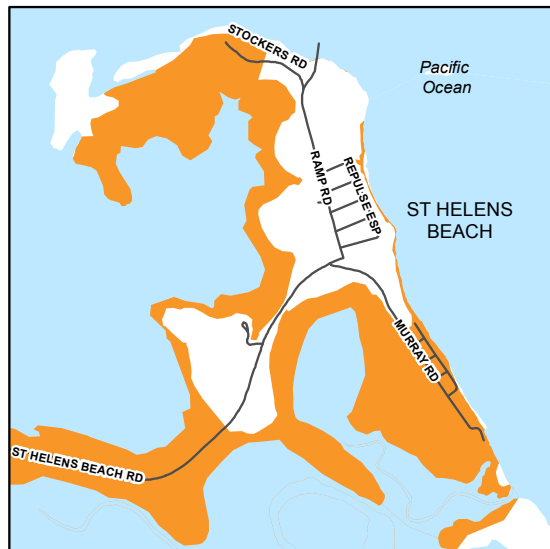
STORM TIDE INUNDATION AND EVACUATION MAPS



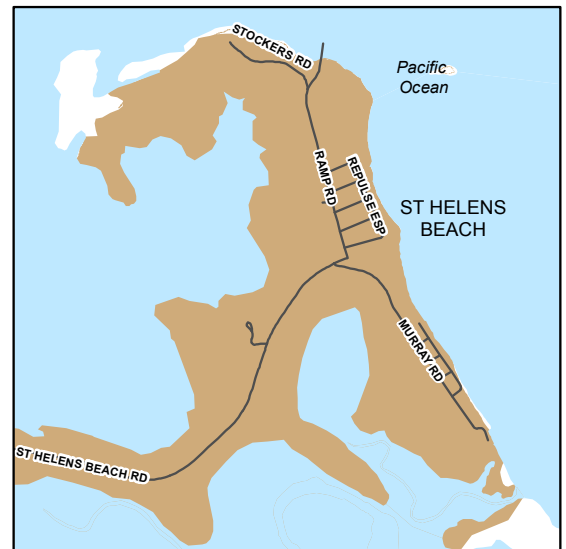
ST HELENS



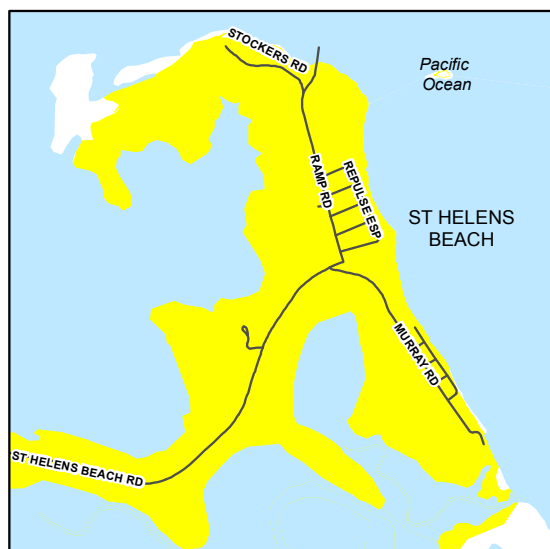
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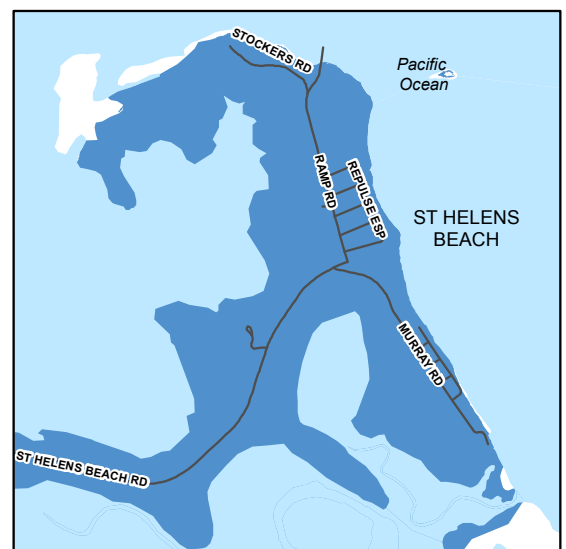
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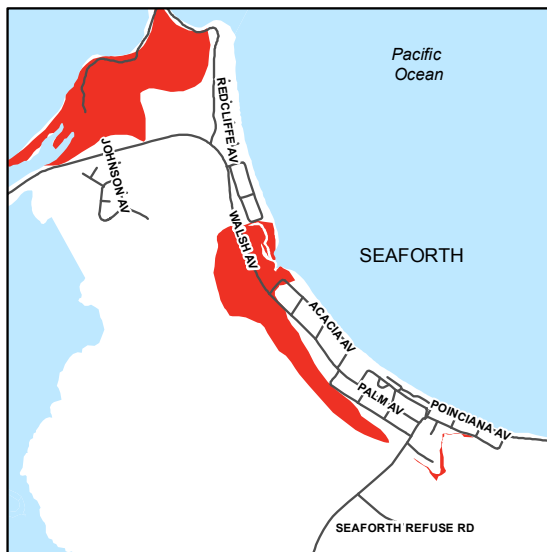
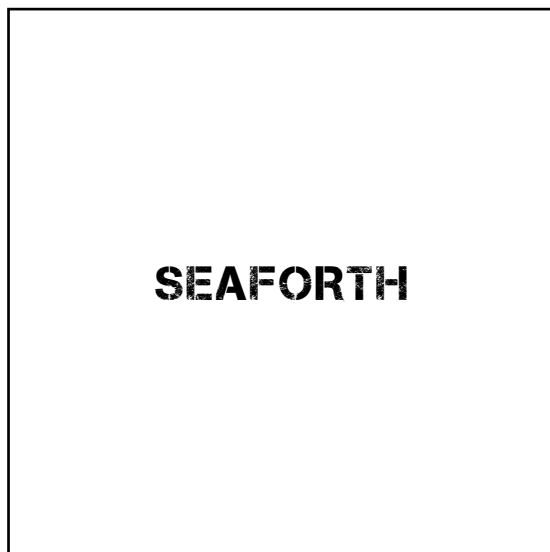


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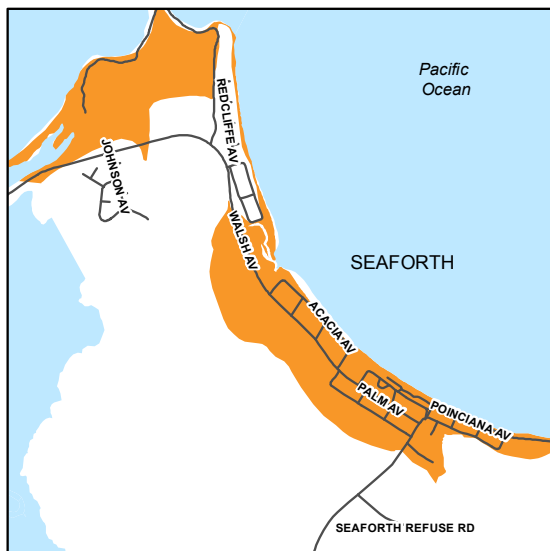


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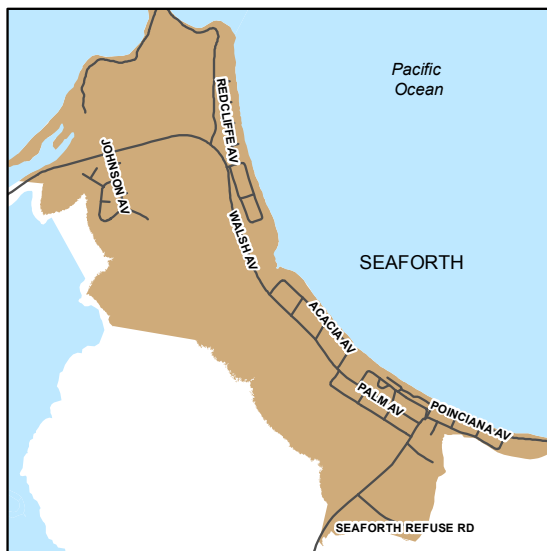
STORM TIDE INUNDATION AND EVACUATION MAPS



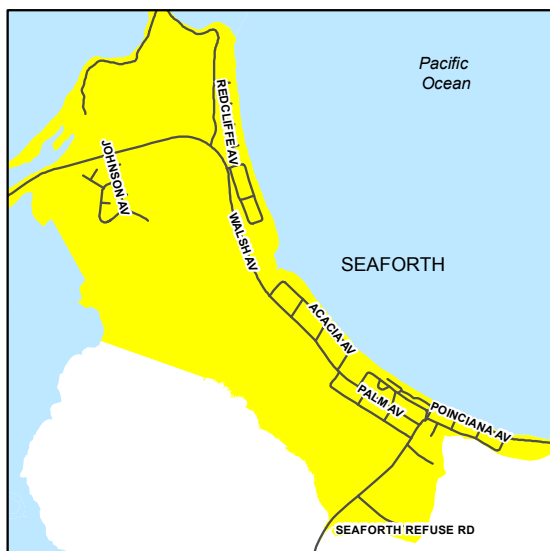
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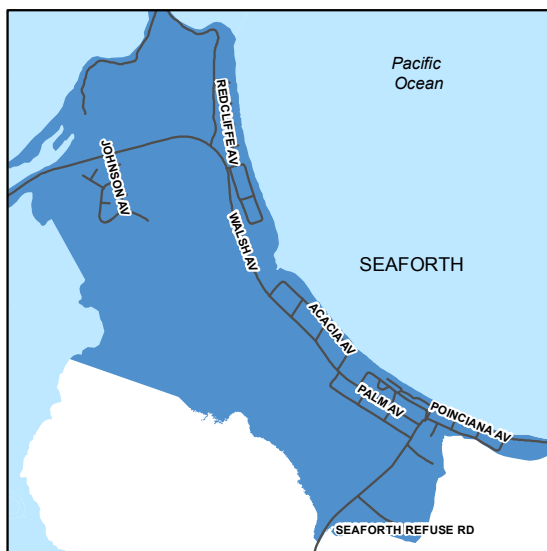
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EVACUATION ZONE: BROWN (Up to 3m > HAT)

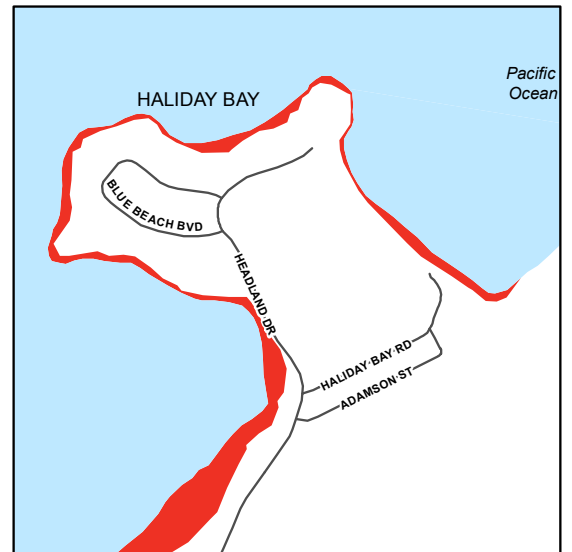
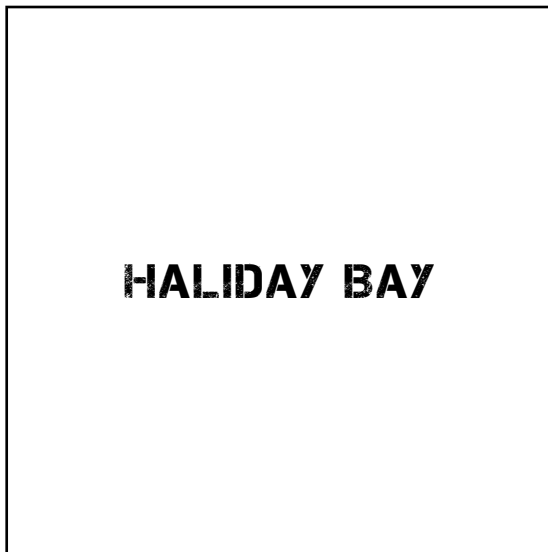


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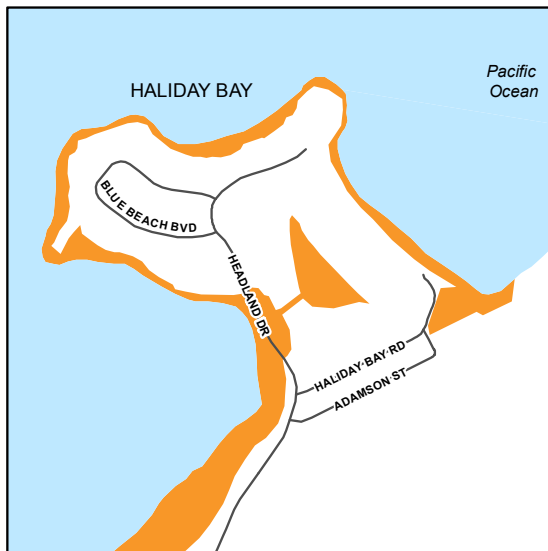


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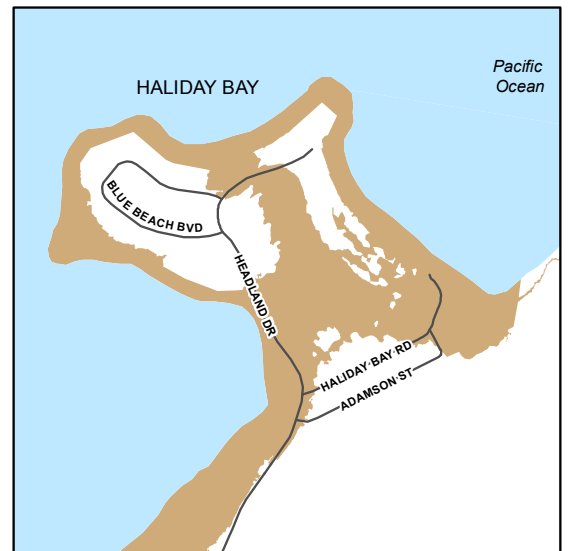
STORM TIDE INUNDATION AND EVACUATION MAPS



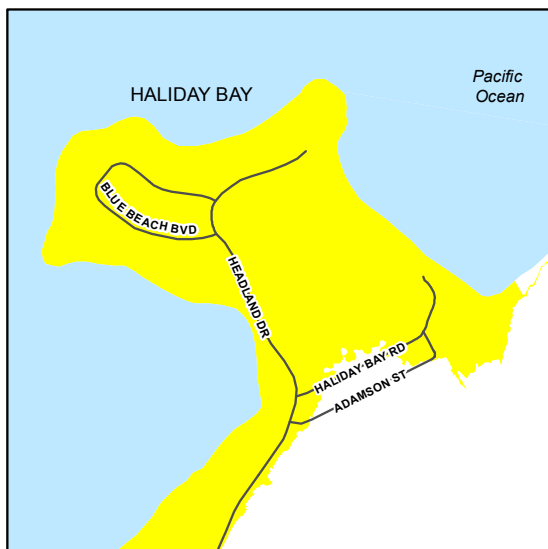
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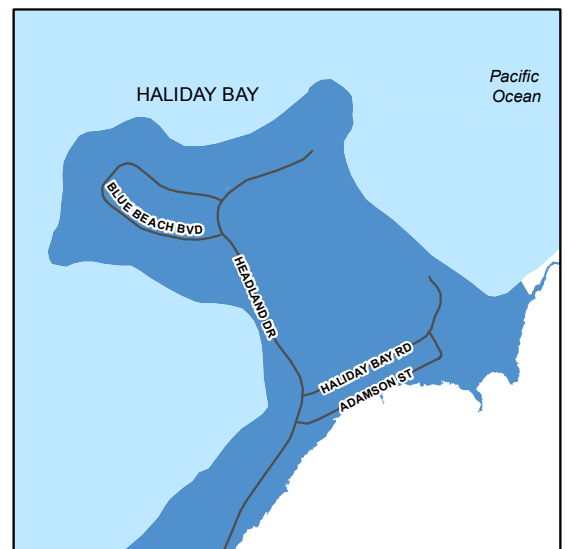
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EVACUATION ZONE: BROWN (Up to 3m > HAT)

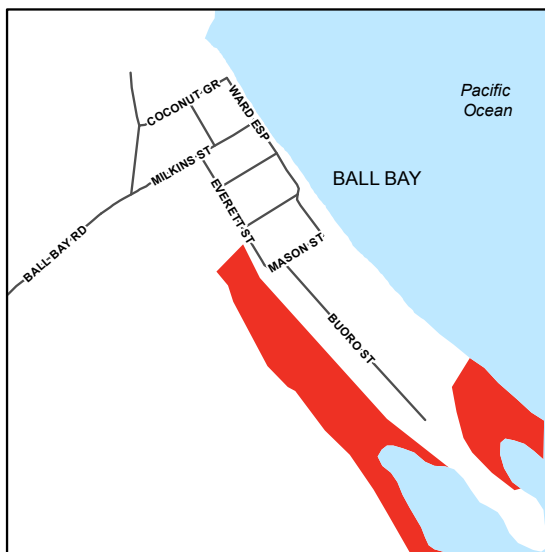
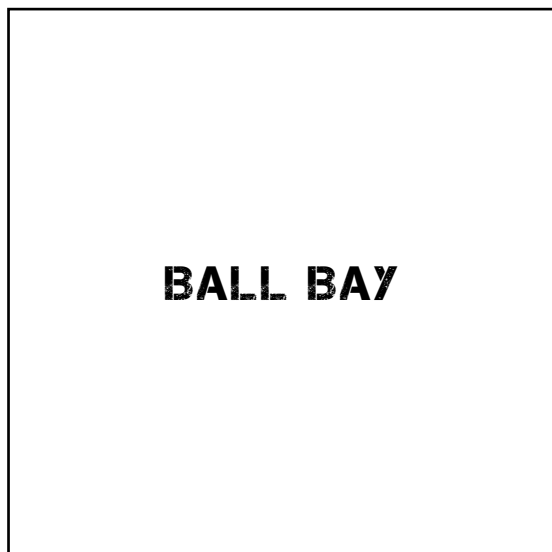


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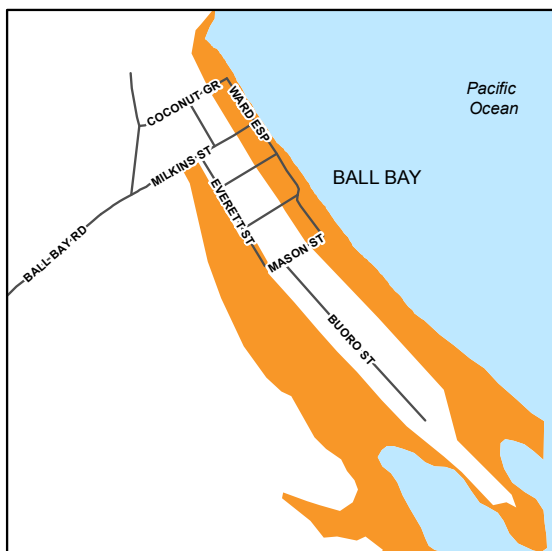


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STORM TIDE INUNDATION AND EVACUATION MAPS



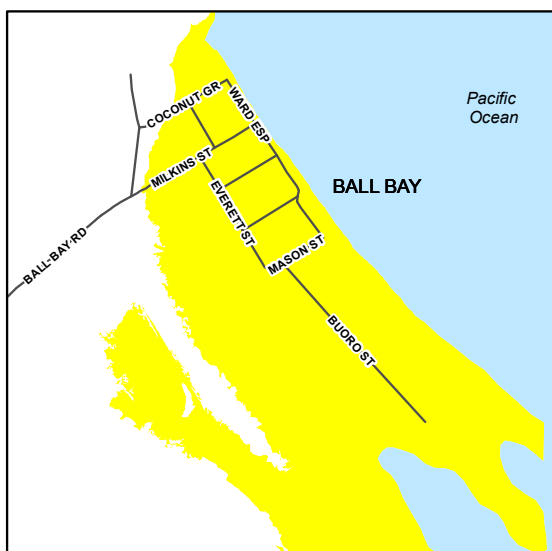
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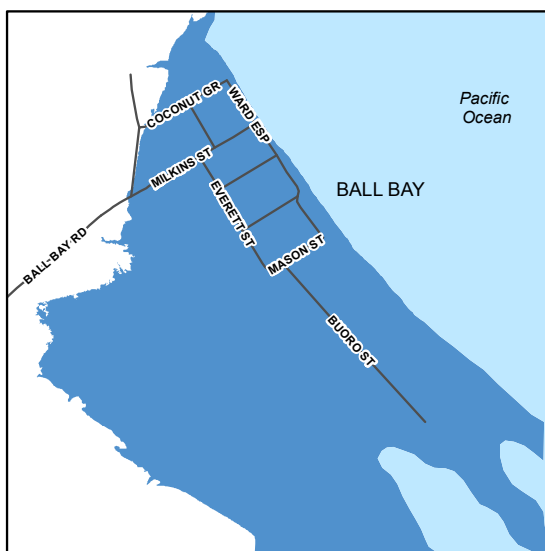
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EVACUATION ZONE: BROWN (Up to 3m > HAT)



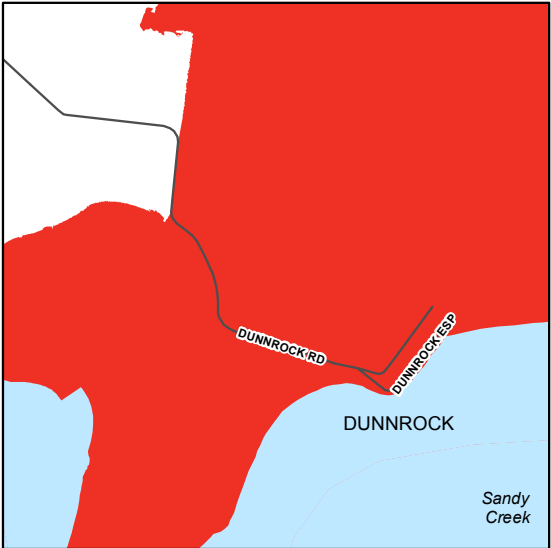
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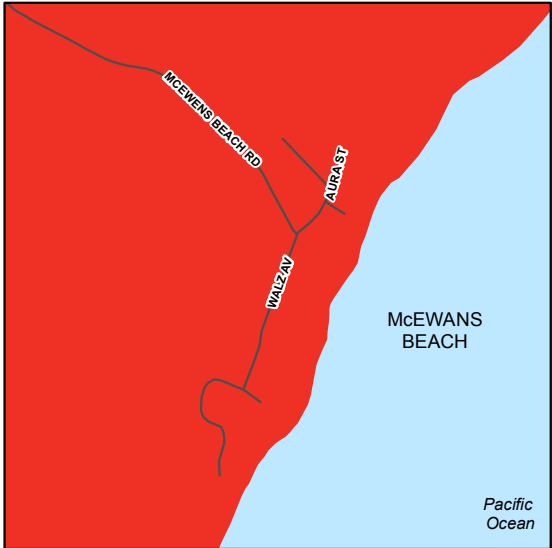
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STORM TIDE INUNDATION AND EVACUATION MAPS

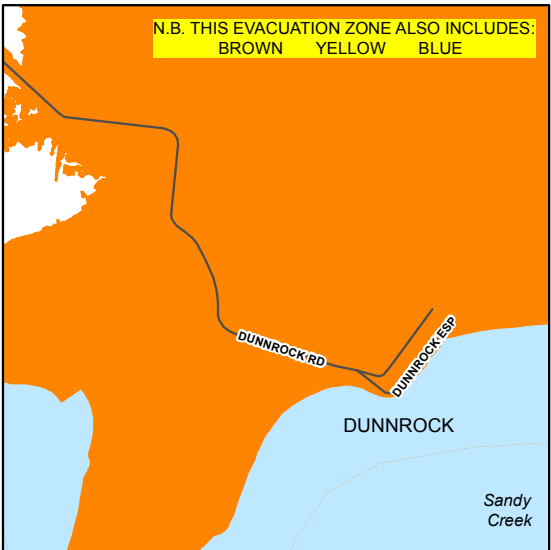
DUNNROCK / MCEWANS BEACHES



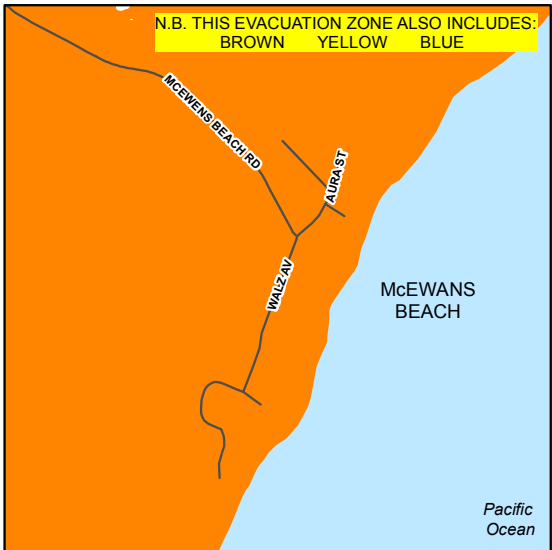
EVACUATION ZONE: **RED** (Up to 1m > HAT)



EVACUATION ZONE: **RED** (Up to 1m > HAT)



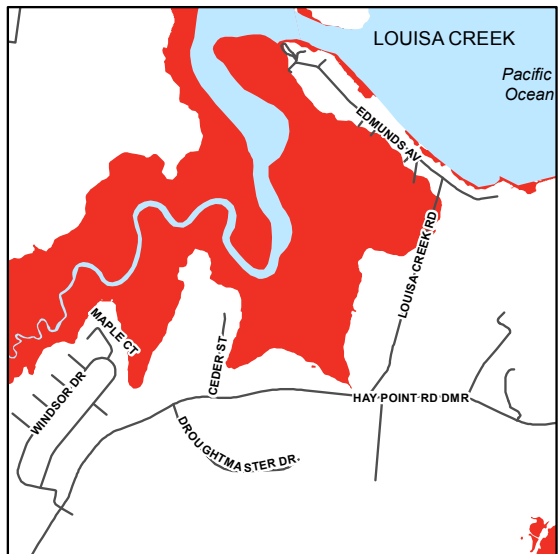
EVACUATION ZONE: **ORANGE** (Up to 2m > HAT)



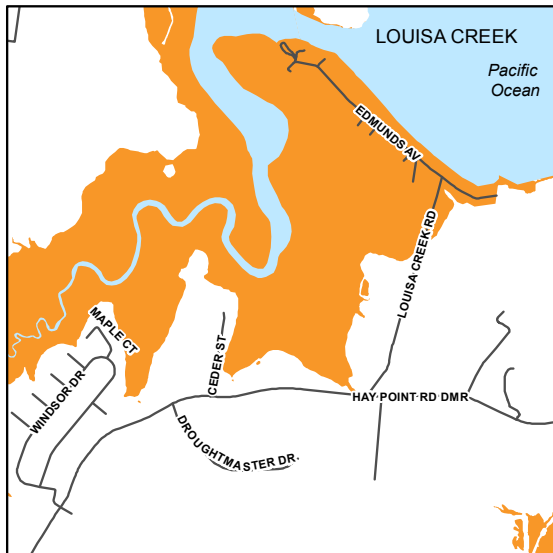
EVACUATION ZONE: **ORANGE** (Up to 2m > HAT)

STORM TIDE INUNDATION AND EVACUATION MAPS

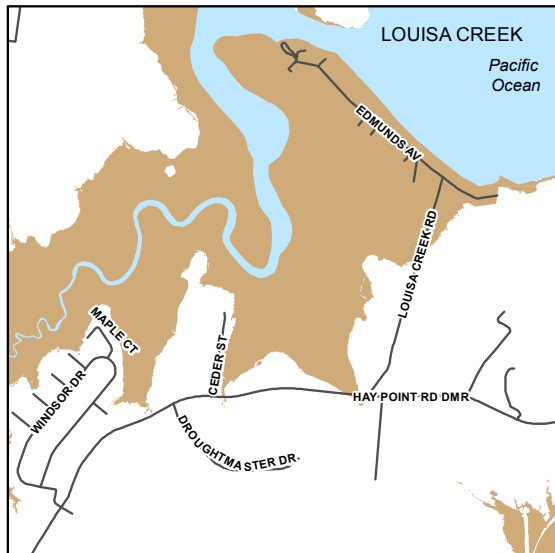
LOUISA CREEK



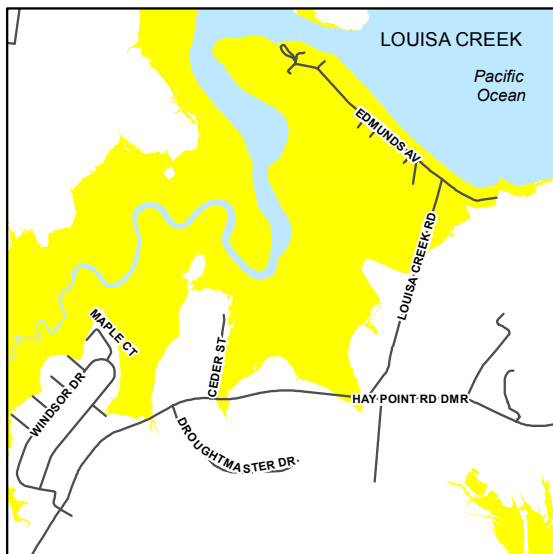
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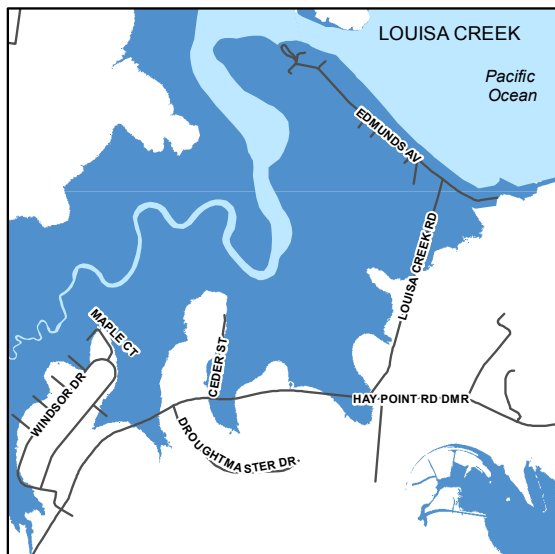
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EVACUATION ZONE: BROWN (Up to 3m > HAT)



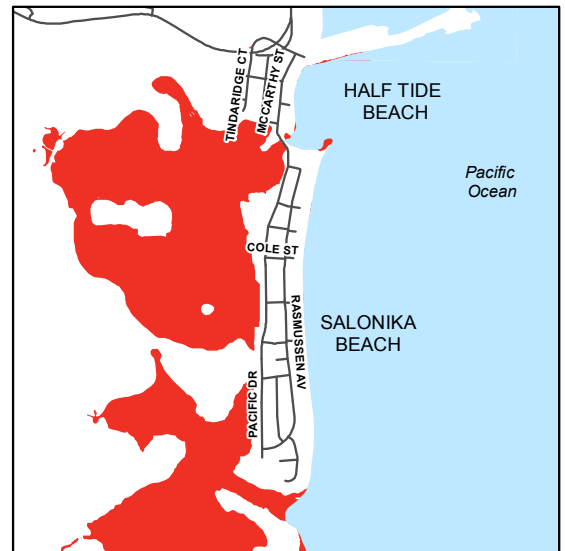
EVACUATION ZONE: YELLOW (Up to 4m > HAT)



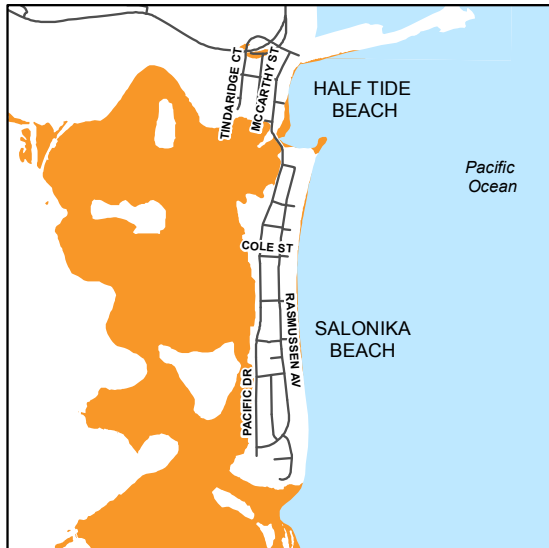
EVACUATION ZONE: BLUE (Up to 6m > HAT)

STORM TIDE INUNDATION AND EVACUATION MAPS

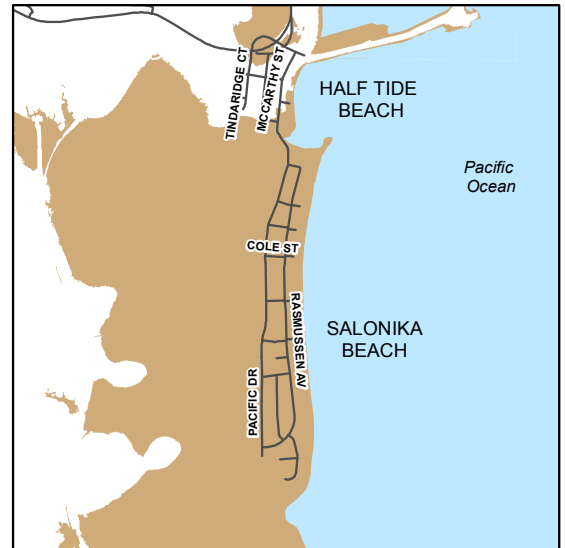
HALFTIDE / SALONIKA BEACHES



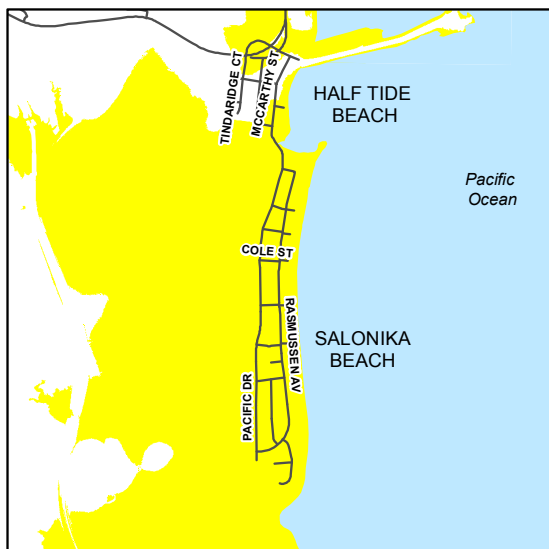
EVACUATION ZONE: RED (Up to 1m > HAT)



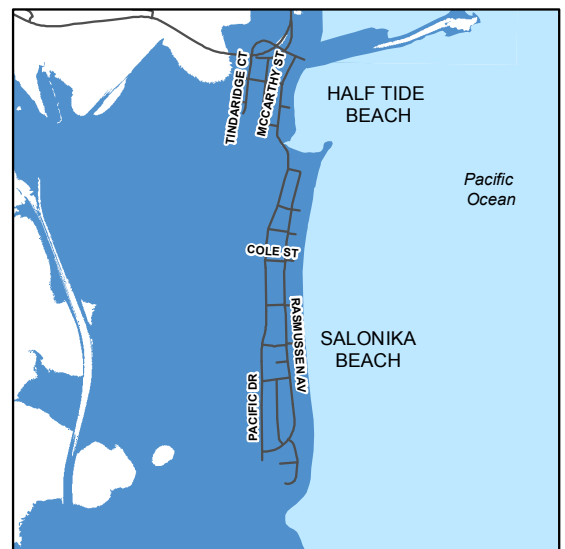
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EVACUATION ZONE: BROWN (Up to 3m > HAT)



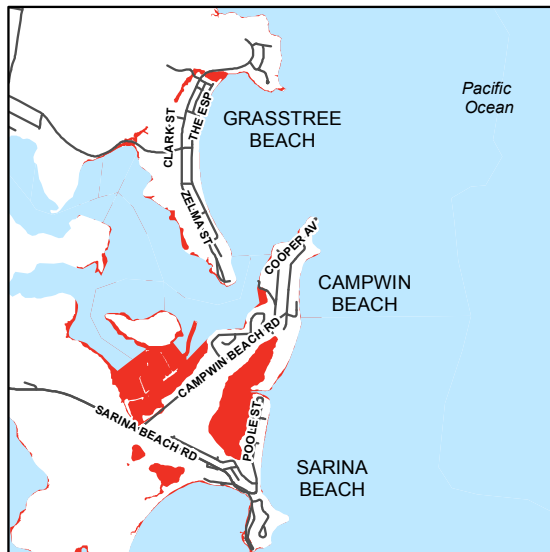
EVACUATION ZONE: YELLOW (Up to 4m > HAT)



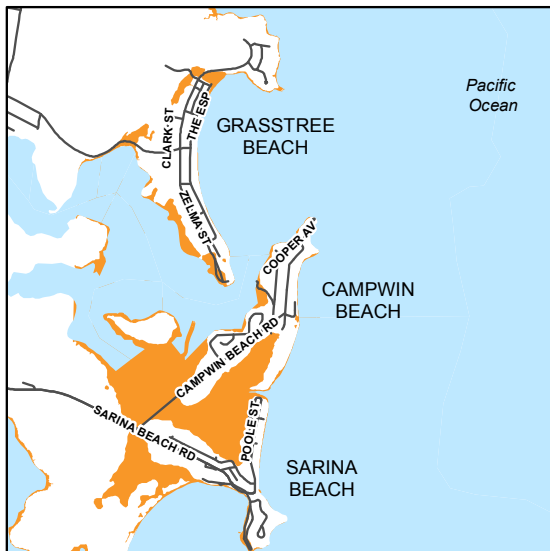
EVACUATION ZONE: BLUE (Up to 6m > HAT)

STORM TIDE INUNDATION AND EVACUATION MAPS

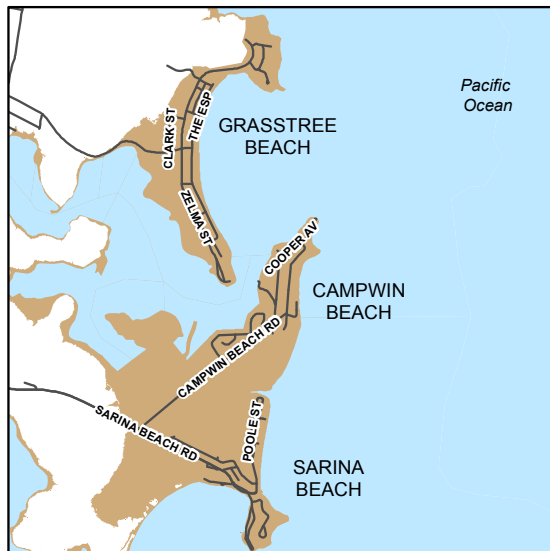
GRASSTREE / SARINA / CAMPWIN BEACHES



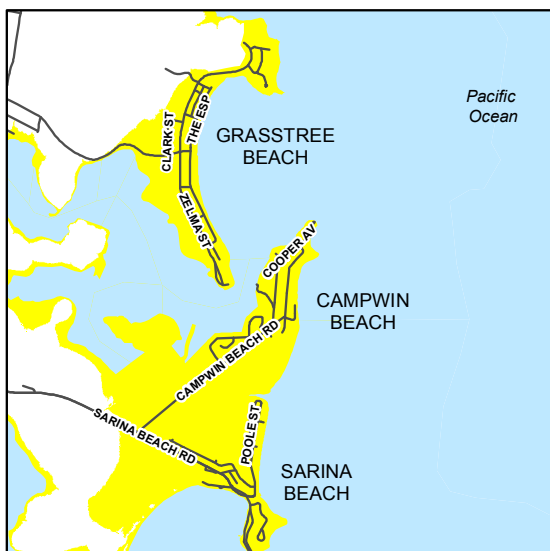
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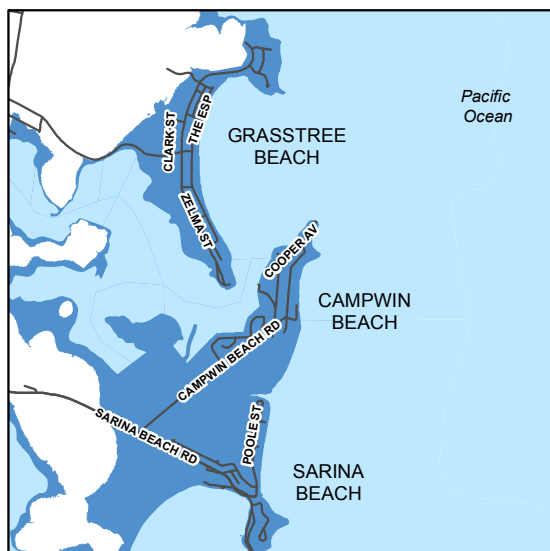
EVACUATION ZONE: ORANGE (Up to 2m > HAT)



EVACUATION ZONE: BROWN (Up to 3m > HAT)



EVACUATION ZONE: YELLOW (Up to 4m > HAT)



EVACUATION ZONE: BLUE (Up to 6m > HAT)

STORM TIDE INUNDATION AND EVACUATION MAPS

FRESHWATER POINT



EVACUATION ZONE: RED (Up to 1m > HAT)



EVACUATION ZONE: ORANGE (Up to 2m > HAT)



EVACUATION ZONE: BROWN (Up to 3m > HAT)



EVACUATION ZONE: YELLOW (Up to 4m > HAT)



EVACUATION ZONE: BLUE (Up to 6m > HAT)

STORM TIDE INUNDATION AND EVACUATION MAPS

ARMSTRONG BEACH



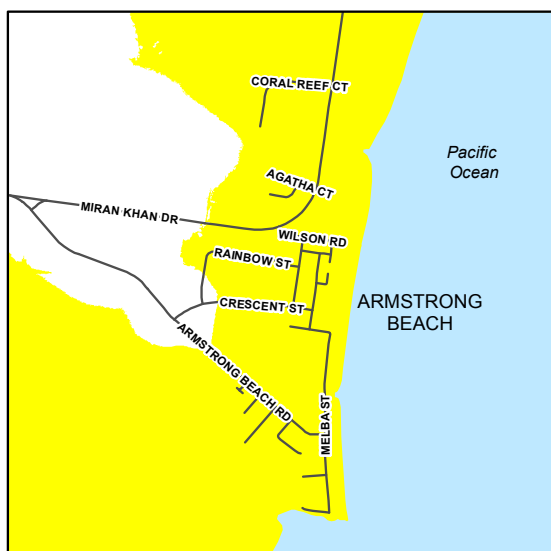
EVACUATION ZONE: RED (Up to 1m > HAT)



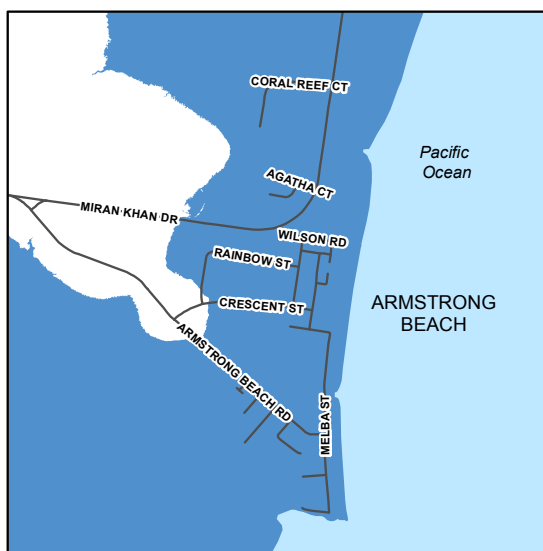
EVACUATION ZONE: ORANGE (Up to 2m > HAT)



EVACUATION ZONE: BROWN (Up to 3m > HAT)



EVACUATION ZONE: YELLOW (Up to 4m > HAT)



EVACUATION ZONE: BLUE (Up to 6m > HAT)



FLOODING

What is it?

There are two types of flooding that affect our region. Firstly, riverine flooding from the Pioneer River, creeks and other tributaries and, secondly, localised flash flooding, which is overland water that exceeds the capacity of drainage structures.

Riverine flooding occurs during periods of heavy rainfall within the various catchments. The Pioneer River catchment of about 1500 square kilometres is the largest catchment within the region.

Localised flash flooding occurs during heavy rainfall in excess of drainage capabilities set by community expectations and economic sustainability. Other factors include natural blockages and human interference to drainage systems.

What are the local risks?

The region has a high risk of being impacted by flooding primarily during the “wet season”, which officially runs from November 1 to May. Flooding may or may not be associated with cyclones or severe weather events and can occur at any time of the year.

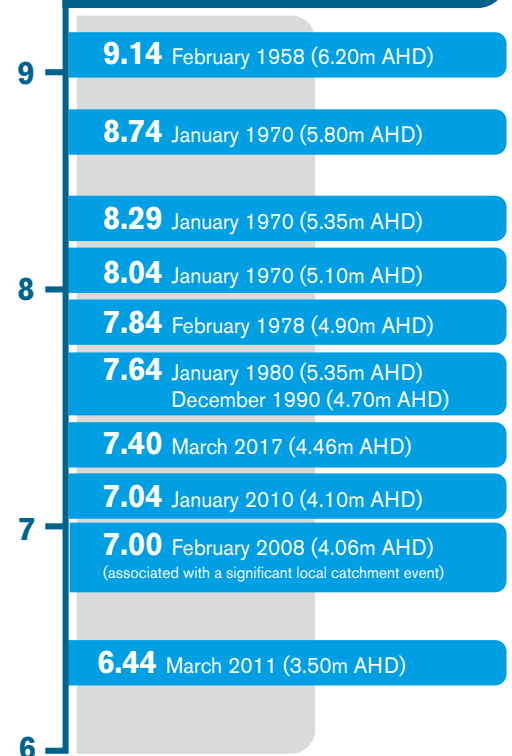
The CBD and North Mackay are protected by a river levee to a height of about 9.2m (LAT or gauge height). However, if the levee is either overtopped or fails, there would be significant inundation through the CBD and/or North Mackay. Please refer to the inundation maps for gauge heights above 9.5m on pages 32-36.

Roads

Regularly during the wet season and other significant rainfall events, there are many roads throughout the region which are subject to flooding.

Prepare for your decision to affect others and know the dangers. All Queenslanders should be aware of the dangers connected to floodwater or swift flowing water. No-one can predict what lies underneath the surface.

Pioneer River Flood Heights at Forgan Bridge (m gauge datum)



USEFUL LINKS:

Official road closures are listed on the State Government website 131940.qld.gov.au

or on council's Emergency Dashboard disaster.mackay.qld.gov.au

View six flood cameras located across the region mackay.qld.gov.au/floodcameras

Pioneer River flooding and evacuation zones in Mackay

One of the largest risks of flooding in Mackay is from catchment flooding in the Pioneer River. This type of flooding is caused by prolonged or intense rainfall from severe storms, such as monsoonal rain and tropical cyclones. Coastal flooding due to storm tide events is addressed in other sections of this guide.

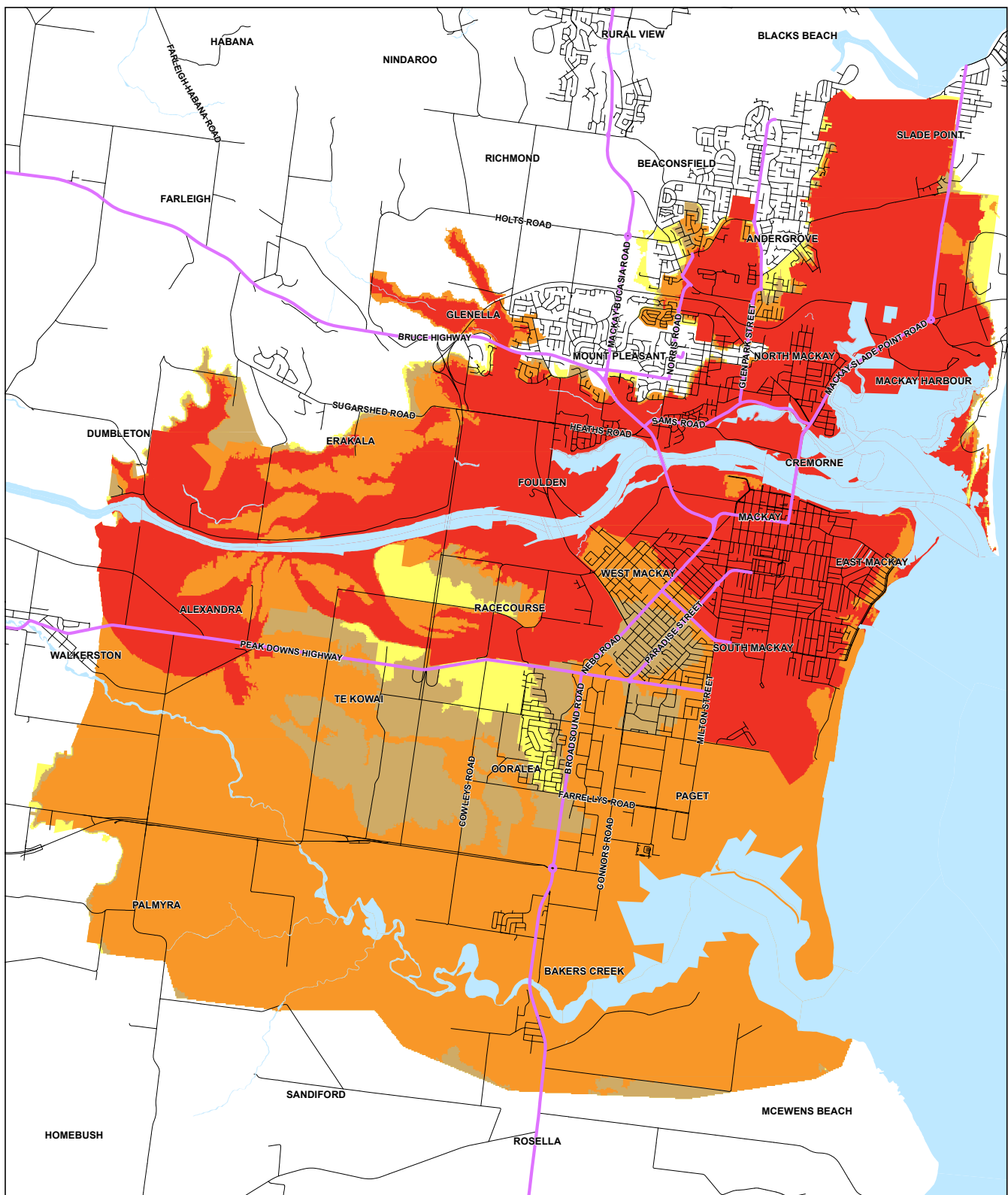
The Pioneer River is the largest drainage feature in the Mackay region with a catchment area of about 1560 square metres. The Pioneer River flows in an easterly direction from the Clarke and Connors Ranges to the sea at Mackay. Major creeks within the catchment include Cattle Creek, Teemburra Creek, Blacks Creek, Goosepond Creek, and Fursden Creek.

Flood levees are currently in place to protect much of the Mackay CBD and North Mackay areas. The Bureau of Meteorology issues flood warnings and river height bulletins for the Pioneer River catchment regularly during floods. When the flood level at the Forgan Bridge gauge is expected to exceed seven metres LAT, the Bureau issues predictions of flood heights for the Pioneer River at Mackay. The objective is to provide at least three to nine hours warning of flood heights above seven metres. These forecasts are updated every three hours while the river is rising.

Significant flooding in Mackay is expected when the Forgan Bridge gauge exceeds nine metres. The largest flood recorded in the Pioneer River occurred in February, 1958, and had a gauge height of 9.14 metres. Further information about the Pioneer River Catchment is available from the Bureau of Meteorology's website.



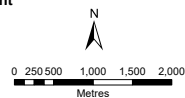
PIONEER RIVER FLOOD INUNDATION EVACUATION ZONE MAP



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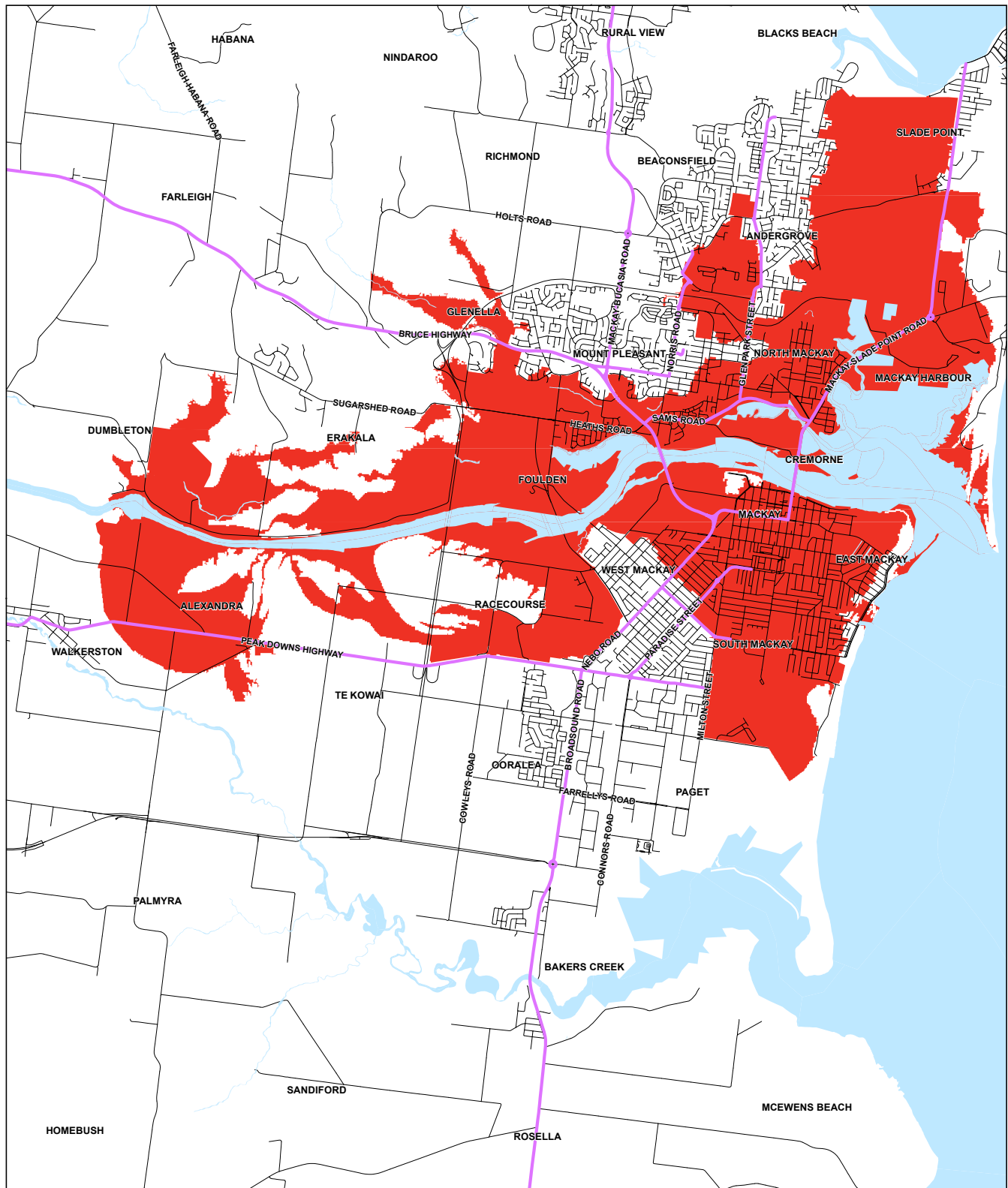
Based on Cadastral Data provided with the permission of the Department of Natural Resources, Mines and Energy (DNRME).
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- Evacuation Routes
- Major 9.5 Metre Extent
- Extreme 10 Metre Extent
- Extreme 10.5 Metre Extent
- Catastrophic 11 Metre Extent
- Above Evacuation Zone



PIONEER RIVER FLOOD INUNDATION AND EVACUATION MAP

**RED ZONE:
9.5M**



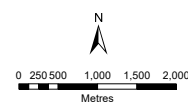
PRODUCED BY MACKAY REGIONAL COUNCIL - GIS SECTION

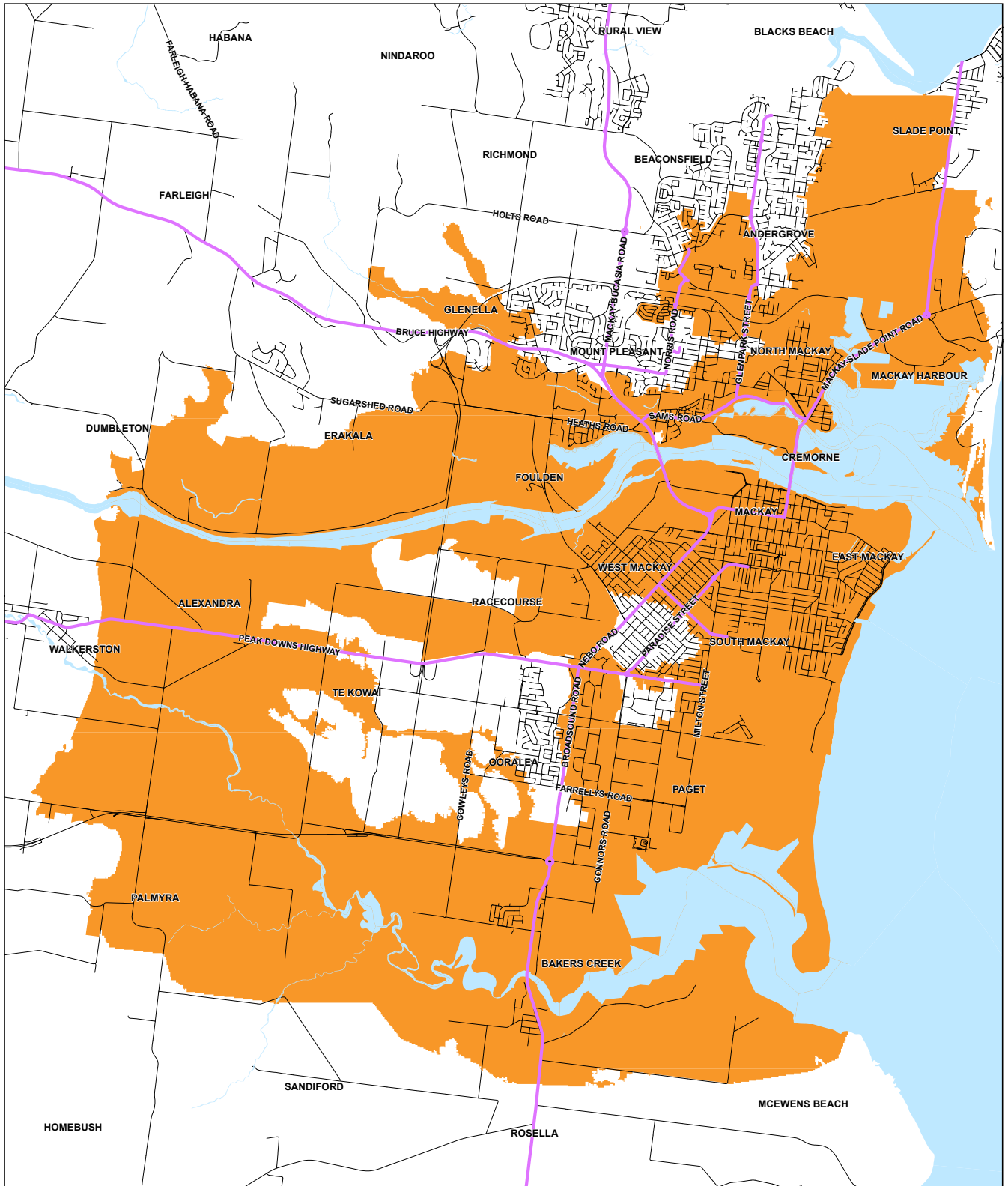
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- Evacuation Routes
- Major 9.5 Metre Extent
- Above Evacuation Zone





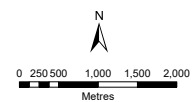
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- Evacuation Routes
- Extreme 10 Metre Extent
- Above Evacuation Zone

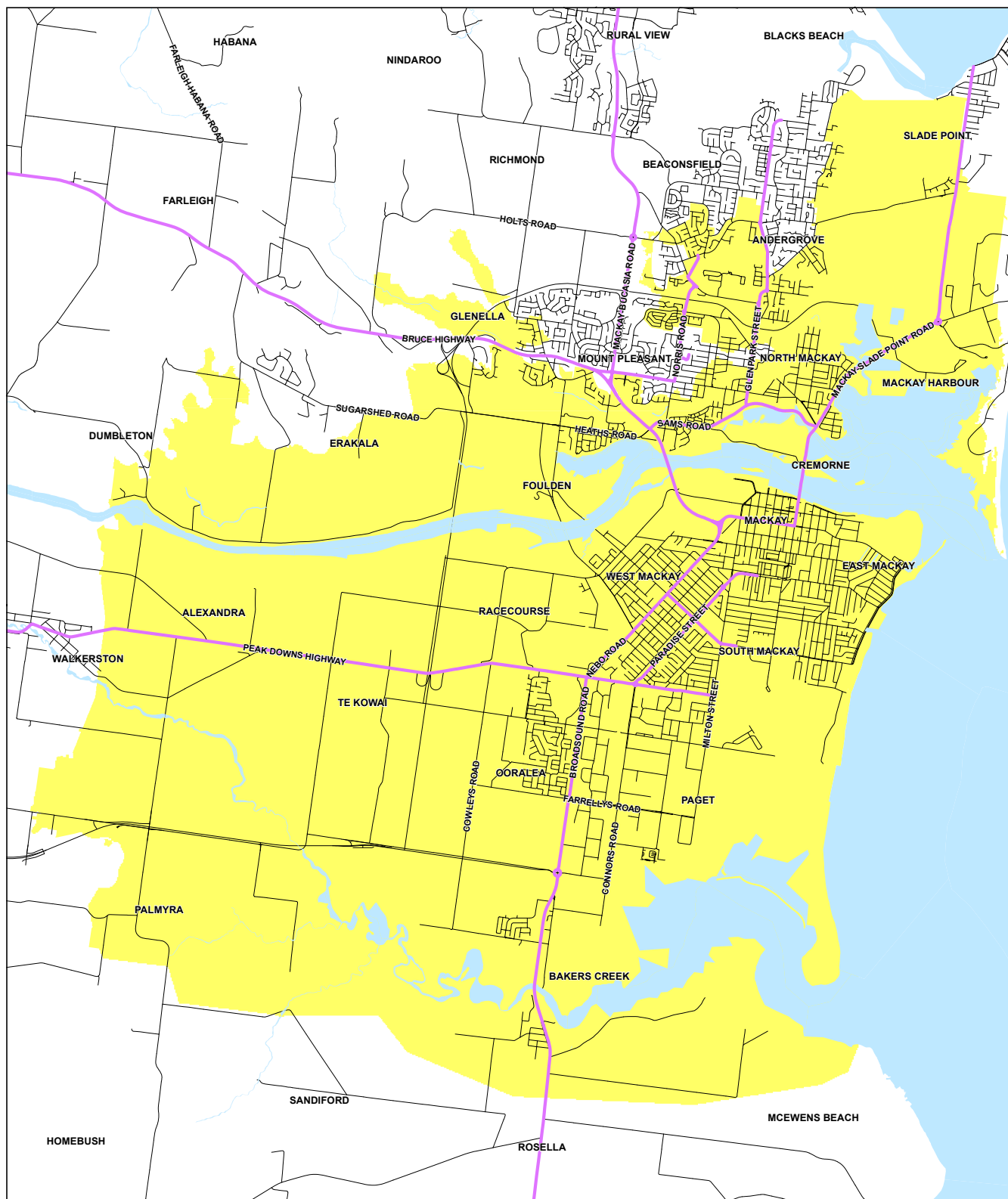


BROWN ZONE: 10.5M



YELLOW ZONE: 11M

PIONEER RIVER FLOOD INUNDATION AND EVACUATION MAP



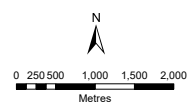
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Based on Cadastral Data provided with the permission of the Department of Natural Resources, Mines and Energy (DNRME).

CURRENT AS AT MARCH 2021

While every care is taken to ensure the accuracy of this data, the Department of Natural Resources and Mines and Mackay Regional Council give no warranty in relation to the data (including accuracy, reliability, completeness or suitability) and accepts no liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the data being inaccurate or incomplete in any way and for any reason.

- Evacuation Routes
- Catastrophic 11 Metre Extent
- Above Evacuation Zone





SEVERE THUNDERSTORM / WEATHER WARNINGS

What is it?

Severe Thunderstorm and Severe Weather warnings are issued by the Bureau of Meteorology. In active months, especially November to May, many of these warnings are issued for parts of the Mackay region, often multiple times each day. Although these events can be dangerous and it is important that the community is warned and aware of the risks and take the necessary precautions, they rarely result in a large-scale disaster event that requires a significant coordinated response and recovery effort.

What are the local risks?

Severe Thunderstorms

Although the region experiences many thunderstorms, more intense thunderstorms are referred to as severe thunderstorms. Severe thunderstorms can cause significant localised damage due to damaging wind gusts, possible large hail, heavy rainfall and flash flooding. The Bureau of Meteorology issues Severe Thunderstorm Warnings to alert communities of the threat of these more dangerous thunderstorms.

Severe Weather

Severe Weather Warnings are provided for potentially hazardous or dangerous weather that is not solely related to severe thunderstorms, tropical cyclones or bushfires. The Bureau of Meteorology issues Severe Weather Warnings whenever severe weather is occurring in an area, or is expected to develop or move into an area. The warnings describe the area under threat and the expected hazards. Warnings are issued with varying lead times, depending on the weather situation, and range from just an hour or two up to about 24 hours.

What should I do?

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

- Ensure your Emergency Kit is fully stocked. Refer to page 63.
- Check that your insurance is up-to-date and covers damage to home and contents in case of severe storm.
- Trim overhanging branches, clean out gutters and ensure roof is in good condition.

- Ensure your yard and outdoor areas are free from loose items, such as patio furniture, garden tools and rubbish.
- Move vehicles under shelter.

When you hear a severe storm or severe weather warning:

- Stay tuned to warnings.
- Contact family to make sure everyone is aware of the warning.
- Shelter and secure animals.
- Disconnect all electrical items, aerials and computer modems.

During a severe storm or severe weather warning:

- Stay tuned to warnings.
- Stay inside and shelter well clear of windows, doors and skylights.

- If driving, stop clear of trees, power lines and streams.
- Move vehicles under shelter.

Preparing your boat for severe weather

Severe weather season in Queensland is from November to May. In Queensland, severe weather includes tropical cyclones, severe storms and flooding.

Boat operators need to make all possible preparations for severe weather. Boat owners are responsible for maintaining their boat and property to survive severe weather.

USEFUL LINKS:

Bureau of Meteorology
bom.gov.au/qld

Maritime Safety Queensland
msq.qld.gov.au/Safety/Preparing-for-severe-weather





BUSHFIRE

What is it?

Bushfires and grassfires are common throughout Australia. Grassfires are fast moving, passing in five to 10 seconds and smouldering for minutes. They have a low to medium intensity and primarily damage crops, livestock and farming infrastructure, such as fences. Bushfires are generally slower moving, but have a higher heat output. This means they pass in two to five minutes, but they can smoulder for days. Fire in the crown of the tree canopy can move rapidly. *(Definition from Geoscience Australia).*

What are the local risks?

Wildfires can happen here although we live in the tropics with humid conditions. They may be started through arson (deliberately lit), carelessness (such as discarded cigarettes, sparks from machinery or unattended fires), as the result of an accident or, rarely, as the result of a controlled/prescribed 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 Central Queensland is through the winter ("dry" season) and spring months. Information about fire risk and fire danger periods will be issued by fire authorities as required. In the region, there are extensive areas of medium bushfire hazard and several smaller areas of high bushfire hazard. 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. There are lightly timbered but heavily grassed nature reserves and open space which back up to residential housing and pose a threat to life and property.

What should I do?

- It is important to include wildfire in your household emergency plan and consider completing a wildfire survival plan as part of your household preparations.
- Keep an eye on the Rural Fire Service website ruralfire.qld.gov.au when hot, dry conditions exist.
- 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 (such as woodpiles, boxes, hanging baskets, garden furniture).
- Keep access ways to the property clear for fire trucks.
- 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. Go in the direction advised for your location.

Warning levels and action-oriented messages

In Australia, there are three levels of bushfire warnings. New Queensland bushfire community warnings focus on action-oriented messages.

During a bushfire, different people will turn to different agencies for information. However, official bushfire warnings can change quickly and it is imperative that the most current warning is available to the community across all information channels.

It is important that QFES remains the central point for current bushfire warnings.

For more information, visit qfes.qld.gov.au.



- MODERATE** - Plan and prepare
- HIGH** - Be ready to act
- EXTREME** - Take action **now** to protect your life and property
- CATASTROPHIC** - For your survival, **leave bushfire risk areas**

WARNING LEVELS

EMERGENCY WARNING LEVEL

You're in danger and need to take life-saving action immediately.

- Leave immediately
- Seek shelter
- Seek shelter immediately

WATCH AND ACT LEVEL

There's a heightened level of threat and conditions are changing. Act now to protect yourself and your family.

- Prepare to leave
- Leave now

ADVICE LEVEL

There's no immediate danger but you need to stay informed in case the situation changes.

- Stay informed



HEATWAVE

What is it?

The Bureau of Meteorology defines a heatwave as three days or more of high maximum and minimum temperatures that is unusual for that location.

What are the local risks?

Every location across Australia has its own unique climatology of heat. The bulk of heatwaves at each location are low intensity, with local communities expected to have adequate adaptation strategies for this level of thermal stress. Less frequent, higher intensity heatwaves are classified as severe and will challenge some adaptation strategies, especially for vulnerable sectors, such as aged or the chronically ill. Even rarer and exceptionally intense heatwaves are classed as extreme and will challenge many normally reliable sectors, including power and transport infrastructure and anyone who does not adopt protective adaptation strategies.

What should I do?

It is prudent to prepare and modify your behaviour when extreme heat occurs.

Drink water regularly

- Ensure that you drink at least two to three litres of water a day at regular intervals. even if you do not feel thirsty. If your fluid intake is limited on medical advice, ask your doctor how much you should drink during hot weather.
- Don't drink alcohol, soft drinks, tea or coffee - they worsen dehydration.
- Eat as you normally would but do try to eat cold foods, particularly salads and fruit.
- Avoid heavy protein foods (such as meat, dairy products) which raise body heat and increase fluid loss.

Keep out of the heat as much as possible

- Plan your day to keep activity to a minimum during the hottest part of the day.
- If you can, avoid going out in the hottest part of the day (11am to 3pm).
- Avoid strenuous activities and gardening.
- Do not leave children, adults or animals in parked cars.

If you go out

- Wear lightweight, light-coloured, loose, porous clothes.
- Wear a wide-brimmed hat and sunscreen.
- Regularly rest in the shade.
- Drink plenty of water.

Stay as cool as possible

- Wear appropriate clothing to suit the hot weather.
- Stay inside in the coolest rooms in your home.
- Block out the sun during the day by closing curtains and blinds and keep windows closed while the room is cooler than it is outside.
- Open up windows and doors when there is a cool breeze, when the temperature inside rises and at night for ventilation.
- Use fans and air-conditioners at home to keep cool, or spend time in an air-conditioned library, community centre, shopping centre or cinema.

- Take frequent cool showers or baths and splash yourself several times a day with cold water, particularly your face and the back of your neck.

Look after your animals

Animals can also be affected by heat-related illness. If you're in charge of an animal, you have a duty of care to provide it with food, water and appropriate shelter.

Caring for children in heat

Babies and young children are more susceptible to heat-related illness than adults because their bodies cannot easily adapt to changing temperatures.

For information on who is at risk, how you can prepare for and cope during a heat event and what to do for heat-related illnesses, please visit

qld.gov.au/emergency/dealing-disasters/heatwave
(Information provided by Queensland Health)

USEFUL LINKS:

Queensland Health

qld.gov.au/emergency/dealing-disasters/heatwave

Bureau of Meteorology

bom.gov.au/australia/heatwave/about.shtml





EARTHQUAKE

What is it?

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 size or magnitude of earthquakes is determined by measuring the amplitude of the seismic waves recorded on a seismograph and the distance of the seismograph from the earthquake. These are put into a formula which converts them to a magnitude, which is a measure of the energy released by the earthquake.

For every unit increase in magnitude there is roughly a 30-fold increase in the energy released. For instance, a magnitude 6.0 earthquake releases about 30 times more energy than a magnitude 5.0 earthquake, while a magnitude 7.0 earthquake releases about 900 times (30×30) more

energy than a magnitude 5.0. Earthquake magnitude was traditionally measured on the Richter Scale. It is often now calculated from seismic movement, which is proportional to the fault area multiplied by the average displacement on the fault.

The focus of an earthquake is the point where it originated within the earth. The earthquake epicentre is the point on the Earth's surface directly above the focus. *(Information provided by GeoScience Australia.)*

What are the local risks?

Earthquake hazard in the region is high in Queensland terms, moderate in Australian terms and low in global terms.

On August 18, 2016, at 2.30pm the second largest earthquake on record in Queensland of 5.8 magnitude occurred just offshore within the Whitsunday region, about

50km from Bowen. This earthquake was felt across the entire region and large amounts of Queensland, and was followed by more than 50 aftershocks.

What should I do?

Before an earthquake (now)

- Find out how and where to turn off power, gas and water.
- Plan with your family (or household) where you will meet if separated.
- Know your safe areas during an earthquake.
- Check your insurance policy to make sure it is adequate and that you are covered for damage caused by earthquakes.

During an earthquake

- If indoors—stay there (clear of falling debris outside).
- If in a vehicle—stop in an open area until the shaking stops.
- Keep clear of windows, chimneys and overhead fittings. Shelter under and hold onto a door frame, strong table or bench.
- In high-rise buildings, stay clear of windows and outer walls. Shelter under a desk near a pillar or internal wall.
- In crowded buildings, do not rush for doors, but move clear of overhead fittings and shelves.
- Do not use elevators.
- On a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings as they may collapse.
- If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines and trees.

- Beware of downed power lines and road damage, including overpasses and bridges.
- Listen to your car radio for warnings before moving.

After an earthquake

- Turn off electricity, gas, and water. Do not light matches until after you have checked for gas or fuel leaks.
- Check for injuries and apply first aid. Do not move seriously injured people unless they are in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Do not use the telephone immediately (to avoid congestion) unless there is a life-threatening situation.
- Check for cracks and damage to your building.
- Evacuate the building if it is badly damaged and be prepared for aftershocks.
- Do not waste food and water as supplies may be interrupted.
- Listen to your local radio station and heed warnings and advice on damage and service disruptions.
- Try to avoid driving unless in an emergency (to keep the streets free for emergency services).
- Do not go sightseeing or enter damaged buildings.
- Try to stay calm and help others if possible.

USEFUL LINKS:

Geoscience Australia
ga.gov.au - and search "earthquake"





LANDSLIDE

What is it?

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 can be triggered by natural causes or by human activity. In general, the factors which influence whether a landslide will occur typically include slope angle, climate, weathering, water content, vegetation, geology, slope stability and the amount of loading on the slope (overloading).

What are the local risks?

Landslides are not a common occurrence, nor a major threat in the region. However, there are some areas of the region which could be susceptible to landslides under certain conditions, including Mt Pleasant, Mt Oscar, Blacks Beach, Dolphin Heads, Rural View, Golfink Heights, Nindaroo, Habana, Eungella, Sarina, Eton Range and Sarina Range.

What should I do?

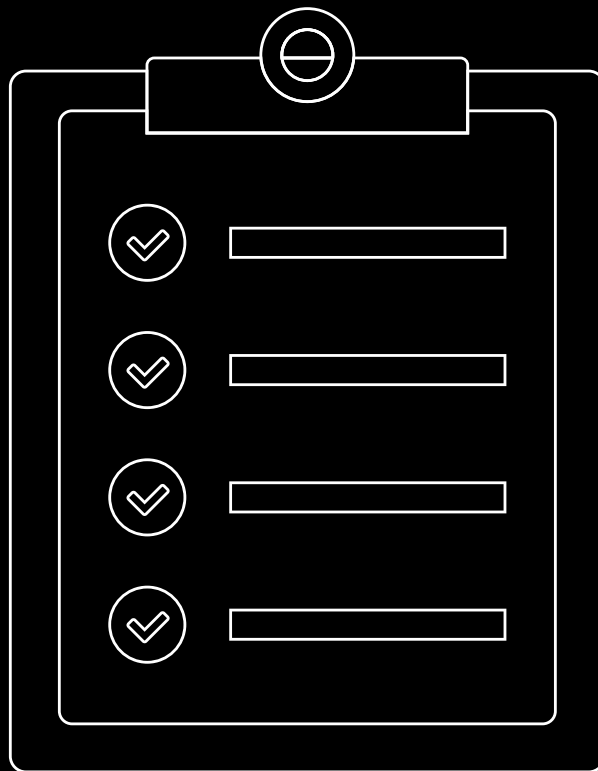
- Monitor environmental conditions that could increase the risk of landslides, such as rainfall, erosion and earthquakes.
- Monitor other conditions, such as movement of ancillary structures like decks and patios in relation to your house, sticking doors or windows, tilting or cracking of concrete floors and foundations, leaning poles, trees, retaining walls or fences.

(Some information has been provided by GeoScience Australia.)

USEFUL LINKS:

Geoscience Australia
ga.gov.au/scientific-topics/hazards/landslide

PREVENTION AND PREPAREDNESS





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: disaster.mackay.qld.gov.au

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

- Armstrong Beach - Rural Fire Brigade Shed
- Calen - Church St
- Campwin Beach - SES Facility, 103 Campwin Beach Rd
- Finch Hatton - SES Facility, 17 Letchford St
- Grasstree Beach - 40 Zelma St
- Koumala - SES Facility - Bull St
- Midge Point - SES Facility - 1503 Midge Point Rd
- Mirani - Corner of Victoria and Augusta streets
- North Mackay - Norris Rd reserve (PCYC end)
- Sarina - SES Facility - Brewers Rd
- Seaforth - Community Centre, 1 Elizabeth St (opposite the Bowls Club)
- South Mackay - BB Print Stadium overflow car park on Leisure St
- West Mackay - Hume St and 374 Shakespeare St (beside 122 Army Cadet premises)



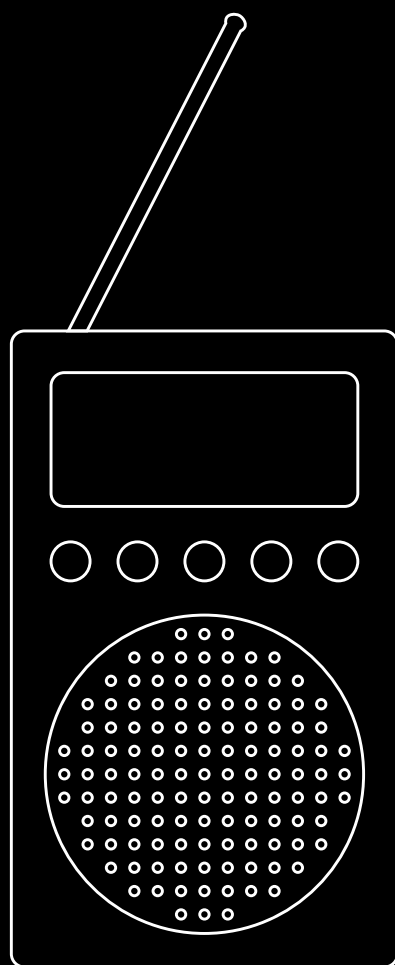
BUSINESS CONTINUITY

If you're a business owner or community organisation, it's advisable to develop a practical business continuity plan to help you prepare for and continue to operate after an emergency. Your plan will help identify and prepare for risks and will assist in response and return to normal 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 (e.g. disasters, computer problems, staffing or supply issues).

Your plan should contain all information you need to get your business running again. The size and complexity of your 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 these elements suits you better. Consider how collaborating with other businesses or organisations can help fill in gaps in your plan.

You should update your plan/s regularly and keep staff informed. There are plenty of free templates and guides online for developing robust business continuity plans. For more information visit mackay.qld.gov.au/emergency.

RESPONSE





HOW TO PREPARE FOR AN EVACUATION

Many threats to the Mackay region may require a partial or total relocation of the population.

Follow the below steps

- Know your local risks (cyclones, floods, storm surges, fires, etc).
- Consult the storm tide inundation maps in this booklet.
- Find out what inundation area/s your residence is in.
- Talk to neighbours and find out what events have occurred in the past.
- Find friends and relatives outside the inundation area and reconfirm arrangements.
- Regularly update your Emergency Kit.
- Familiarise yourself with the route you should take.
- Prepare an Evacuation Kit (including treasured family memorabilia, such as photos, passports, licences, important documents, etc).



IMPORTANT!

For severe cyclones (Category 3 or above), consider voluntarily relocating until the threat has passed.

If a storm tide evacuation is ordered, the relevant coloured evacuation zone will be broadcast over the radio.

Remember: It's not just cyclones and floods we need to prepare to evacuate for. An evacuation can be ordered for industrial fires, chemical spills and other types of events.

Are you ready?

WHEN TOLD TO EVACUATE

When told to evacuate, or if you decide to evacuate prior to being asked, follow the below checklist:

Check the storm tide and riverine flood inundation maps included in this booklet to see what colour zone/s your place of residence corresponds with. NOTE: Your location may be featured in more than one coloured zone map (eg if you are in the storm tide inundation red zone, then you are also in the orange, brown, yellow and blue zones)	<input type="checkbox"/>
Help friends and neighbours, particularly the elderly, deaf and blind by passing on the warnings and their meaning	<input type="checkbox"/>
Find friends and relatives in high places who are outside of evacuation zones	<input type="checkbox"/>
Take your prepared Evacuation Kit (including your Emergency Kit and First Aid Kit) with you	<input type="checkbox"/>
Switch off electricity, gas, water and hot water system	<input type="checkbox"/>
Dress appropriately (eg jeans, jumper, strong footwear and a raincoat)	<input type="checkbox"/>
Load your car quickly	<input type="checkbox"/>
Lock up your house	<input type="checkbox"/>
Listen to your radio at all times	<input type="checkbox"/>
Do not ignore warnings or advice	<input type="checkbox"/>
Household pets should be taken to your predetermined location along with your Pet Emergency Kit (including food and water)	<input type="checkbox"/>
Drive to your pre-arranged location, and register with Register. Find. Reunite (at register.redcross.org.au , an Australian Red Cross and Commonwealth initiative)	<input type="checkbox"/>
Inform friends and relatives of your movements	<input type="checkbox"/>
Continue to tune in to warnings	<input type="checkbox"/>



HANDY TIP

- Remember to remain calm, act quickly and beware of hazards, such as fallen powerlines
- For a complete list of Get Ready disaster preparedness checklists visit mackay.qld.gov.au/emergency
- Checklists include: Prepare Your Emergency Plan, Prepare for Evacuation, Emergency Kit, Prepare Your Home, Tune in to Warnings, Check Your Neighbours and a Pet Emergency Plan



REGISTER. FIND. REUNITE.

The Australian Red Cross has established a Register. Find. Reunite. website at register.redcross.org.au and national telephone number (which will be broadcast at the time) to reunite friends and family during a disaster.



KNOW YOUR PERSON-CENTRED PLAN

Person-Centred Emergency Preparedness toolkits are available for seniors and people with disability to tailor emergency plans to individual support needs.

Download a digital copy at mackay.qld.gov.au/pcep or pick up a hard copy from your local library.



HOW TO MAKE A HOUSEHOLD EVACUATION PLAN



KNOW WHEN TO GO

Emergency warnings and advice can be sent via text message to any phone in the hazard zone from **0444 444 444** and advised through local media. You can also opt in for notifications from the Mackay Emergency Dashboard disaster.mackay.qld.gov.au and tune in to the official emergency broadcaster ABC Tropical North 101.1FM. Going early is the safest option; consider where you live and how you can be impacted. For example, you might live in a community with only one road in and out. Decide ahead of time at which level of advice you will go, e.g. when a storm tide warning is issued or when a bushfire warning reaches a certain level of advice such as "Prepare to Leave".



KNOW WHERE TO GO

Where would you feel safe and comfortable for a few days if you had to leave home? Identify now which family, friends or commercial accommodation you would go to. Make sure you let someone know where you have evacuated to and that you arrived safely. Evacuation centres or the public cyclone shelter should be your last resort. If they are opened, it will be advised at disaster.mackay.qld.gov.au. Please note pets may not be allowed in centres or shelters.



KNOW HOW TO MOVE

Transport options, pets and people with medical needs or mobility issues require careful planning. Which vehicles will you take? If you don't have a vehicle, who could you travel with? Identify the safest route there and consider potential hazards such as flooded or congested roads. If you are elderly or have a disability, use the Person-Centred Emergency Preparedness resource to plan your evacuation: mackay.qld.gov.au/pcep. Consider how to transport animals and for more information on pets, go to page 64 of the Emergency Action Guide. Access a copy of the guide at disaster.mackay.qld.gov.au



KNOW WHAT TO TAKE

You may be away from home for several days. Consider what you would pack for a remote camping trip and don't forget essentials like medications, prescriptions, medical devices, important identification, legal documents and phone chargers. See pages 63-66 of the Emergency Action Guide for a comprehensive list. Access a copy of the guide at disaster.mackay.qld.gov.au



KNOW YOUR NEIGHBOURS

Connected communities are resilient communities. Often neighbours will be your first responders in a disaster event and are best placed to assist with preparing your home before disaster strikes. Think about who you could help in your neighbourhood or who might be able to help you.

HOUSEHOLD EVACUATION PLAN

Making decisions in an emergency can be stressful.

Make an evacuation plan now to make sure you and your family have a plan to keep safe.

Natural hazards where we live can be: *e.g. flood, bushfire, cyclone*

KNOW WHEN TO GO

We will get our emergency information from: *radio, websites, Emergency Dashboard disaster.mackay.qld.gov.au*

We might need to leave early because: *e.g. pets, hazards on route*

KNOW WHERE TO GO

Place: _____ Address: _____

Second option: _____ Address: _____

Who do we tell when we leave and have arrived safely: _____ Phone: _____

Our neighbours are: _____ Phone: _____

KNOW HOW TO MOVE

How will we get there: *e.g. which vehicle/s, route* _____

Our plan for household members/neighbours who require assistance: *e.g. check if elderly neighbour needs transport, help with sandbagging* _____

Our plan for our pets: *e.g. how we'll care for them, waste bags* _____

KNOW WHAT TO TAKE

Evacuation kit is located: _____

Evacuation kit checklist: *what would we need for a remote camping trip?* _____

- | | |
|--|---|
| <input type="checkbox"/> Phones, chargers and battery packs | <input type="checkbox"/> First aid kit, hand sanitiser, masks |
| <input type="checkbox"/> Essential medications, medical devices, prescriptions | <input type="checkbox"/> Clothing, toiletries, bedding |
| <input type="checkbox"/> Identification and important documents | <input type="checkbox"/> Pet food, pet items and plastic bags |
| <input type="checkbox"/> Torches, radio and batteries | <input type="checkbox"/> Sentimental items and photos |
| <input type="checkbox"/> Food and water | <input type="checkbox"/> Games, books and activities for kids |
| <input type="checkbox"/> Cash | <input type="checkbox"/> Other: _____ |

Our Insurance Details

Is our insurance up-to-date? Do our policies cover us for the types of hazards we can experience, such as floods, bushfire, cyclones, and storms? *List the insurer/s and policy number/s*

House: _____ Contents: _____

Vehicles: _____ Life: _____

Final Leaving Checklist

- | | |
|--|---|
| <input type="checkbox"/> Do we have enough fuel to get to our evacuation point? Locked up? | <input type="checkbox"/> |
| <input type="checkbox"/> Is everything packed? | <input type="checkbox"/> Checked on the neighbours? |
| <input type="checkbox"/> Prepared the house for the hazard e.g. secure loose items, wet house? | <input type="checkbox"/> Turned off electrical appliances, water, gas, and solar? |



PUBLIC CYCLONE SHELTER

Please note that Mackay Regional Council does have one public cyclone shelter located at the Northern Beaches High School available for use during a Category 3 cyclone or above. Space is very limited and conditions of entry will apply.

Most residents should be seeking alternate accommodation, as the shelter is a last resort for those most vulnerable.



JUST VISITING?

- Follow instructions from your accommodation manager
- If safe to do so, remain indoors with a supply of non-perishable food and water
- Consider leaving town to a location away from the path of the cyclone

For more information, visit www.getready.qld.gov.au/get-prepared/protection-while-you-travel

ELECTRICAL SAFETY

- Always assume that fallen powerlines are live and lethal.
- Water around fallen powerlines should be considered live and could cause injury or death.
- Do not endanger yourself or others.
- Warn others and stay well away.
- If powerlines have fallen or been damaged, phone Ergon Energy immediately on 131 670.
- If unable to contact Ergon Energy regarding fallen powerlines, notify police on 000.
- Switch off your power at the switchboard if any wire is short-circuiting or if water enters your ceiling.
- Do not use electrical appliances while barefoot or in wet conditions.
- Go to the Outage Finder at ergon.com.au or the Outage Finder App for updates.



INDUSTRIAL OR CHEMICAL SPILL ACCIDENT

What to do when you come upon the scene of an accident/spill involving hazardous materials

- Notify the police and/or fire service.
- Avoid contact with the material and keep onlookers away.
- Stay upwind and on high ground well away from the hazard.
- Tune in to warnings for further advice.
- Do not endanger yourself or others.

What to do when a hazardous accident or spill occurs within your area

- Stay indoors and close doors and windows.
- Tune in to warnings for further advice.
- Evacuate only when advised by police or the fire service.
- Prepare to act immediately.



IMPORTANT!

Are you prepared to lose electrical power for four-to-six days?

- Consider purchasing a generator to run essential appliances during disasters.
- Ensure that generators are only run in well ventilated areas.
- Ensure that a generator changeover point is installed by a licensed electrician.
- Ensure children do not go near generators that are operating.
- Be considerate of neighbours when using generators at night.



URBAN AND RURAL FIRES

What to do in urban and rural fire situations

Evacuation may be required for structural fires or bushfires. Keep in mind even urban areas can be affected by large fires.

- Have an adequate plan and be prepared to act immediately.
- Identify the direction of the fire so you can plan your evacuation route.
- Be careful of smoke and embers.
- Know your resources and capabilities.
- If in doubt, evacuate early.
- Evacuate immediately if advised by emergency services.



PREPARE. ACT. SURVIVE.

It is essential you have a plan in case you or your family are ever at risk. **Prepare. Act. Survive.** is a bushfire survival plan designed to help you make the right decisions, depending on your home, environment and personal circumstances.

The decision to stay and protect your home or to evacuate is up to you in most cases. It is important that you assess your resources, preventative actions, capabilities and safety before making a decision. If requested by the authorities to evacuate your residence, you should follow the evacuation procedure listed in this guide.

USEFUL LINKS AND HANDY TIPS:

- Visit qfes.qld.gov.au
- Click on Understanding Community Warnings to learn more about what actions to take and the type of warnings issued.
- Click on Bushfire Survival Plan to create your plan.

Remember:
Late evacuation can be deadly.

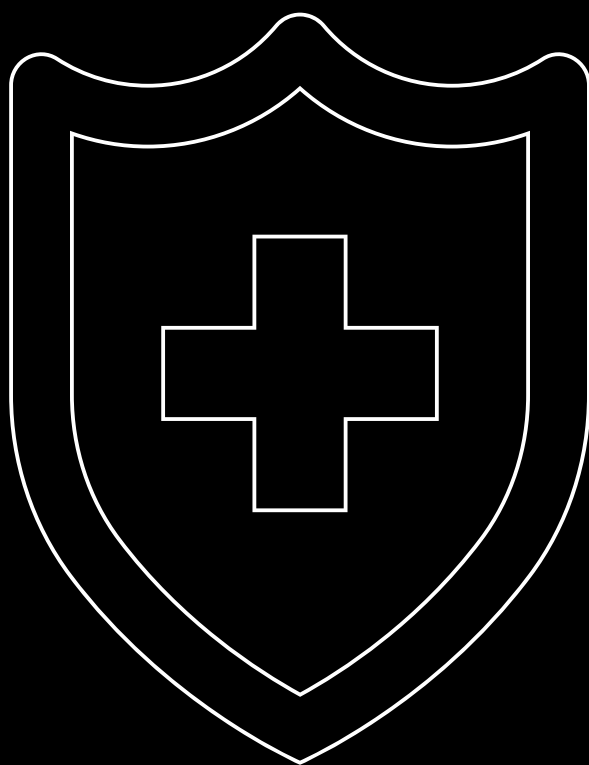
Lighting fires in Queensland

Prior to lighting any fire, a check must be made with your local fire warden, Rural Fire Brigade or fire station. Anyone who is unsure of the local laws regarding lighting and the use of fire in their area should visit council's website mackay.qld.gov.au (and search for "smoke").

In many instances, before lighting any fire, you must acquire a permit and check if any fire restrictions and/or bans apply in your area. Some fires do not require a permit. For more information (eg such as does your fire require a permit, applying to light a fire and obtaining a permit, restrictions and/or bans regarding the use of fire in your area and becoming a volunteer), visit ruralfire.qld.gov.au

If you believe your property (area or home) could be at risk from a bush fire, please feel free to contact your local Rural Fire Brigade or the Rural Fire Service Queensland Area Officer in Mackay to assess the concern and provide advice on how to protect your property.

RECOVERY





RECOVERY

Cleaning up

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

Insurance

There are various types of insurance that everyone should consider. However, the most important ones to consider include:

- Home building;
- Home contents; and
- Motor insurance

Areas within an insurance policy to pay particular attention to:

- Level of cover

- Excess amounts
- Type of cover included (including whether flooding, storm tide are claimable events).

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

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



REGISTER. FIND. REUNITE. (AUSTRALIAN RED CROSS)

Red Cross has launched a new and improved Register Find Reunite service to help register, find and reunite family, friends and loved ones during a disaster - register.redcross.org.au.

Red Cross support volunteers help people to cope emotionally and practically during and after an emergency by providing useful practical information and advice, and assisting people to access services.

Emergency response in some states includes assisting with immediate emergency housing and food needs by providing a meal and hotel for the night for a family who has just lost everything in a single house fire, through to helping manage evacuation centres during larger-scale emergencies.



GIVIT

Mackay Regional Council has secured the assistance of Australian charity GIVIT to manage the donations of goods and services to support vulnerable members of our local community. An online not-for-profit organisation, GIVIT's donation portal givit.org.au connects those who have with those in need. It enables everyday Australians to see exactly what is urgently required by residents doing it tough within our region.

GIVIT currently supports more than 1000 of Australia's most trusted charities by sourcing quality urgently needed items direct from the public. By registering with GIVIT, local charities, not-for-profits and community organisations working directly with marginalised, disadvantaged and vulnerable people, those in need can tap into a national giving network and access free quality donated items.

The public can donate new or "as new" quality items via GIVIT into a virtual warehouse, removing the need for charities to sort, store or collect items until they are really needed. Since GIVIT was established in 2009, more than 210,000 urgent requests for goods and services have been matched with the resources of community and corporate donors.



USEFUL LINKS:

Donate to Givit
givit.org.au

The Queensland Building and
Construction Commission
qbcc.qld.gov.au

Insurance
understandinsurance.com.au



VOLUNTEERING

Emergency Volunteering CREW is a volunteer referral service created and managed by Volunteering Queensland. This organisation links people who want to help out before and after disasters with organisations across the community who need helping hands. They also make sure people with the required skills, availability and locality are referred into the areas of the community that need help the most.

You can offer to help by registering with Emergency Volunteering CREW at any time.



EMERGENCY AND TEMPORARY ACCOMMODATION

The Queensland Government through the Department of Housing and Public Works offer a range of services to help with accommodation options after a disaster event. If you require emergency and temporary accommodation assistance, it is important to register your details and needs with the Department of Communities, Housing and Digital Economy as soon as possible after the disaster event – chde.qld.gov.au



FINANCIAL ASSISTANCE

The Queensland Government is committed to providing both immediate and ongoing support to people and communities that have been affected by a disaster. Some of the financial assistance available include:

- Immediate financial assistance
- Essential Households Contents Grant
- Structural Assistance Grant
- Essential Services Safety and Reconnection Grant

USEFUL LINKS:

Emergency Volunteering
emergencyvolunteering.force.com/register



FLOOD STORM EMERGENCY

132 500

Call us for:

- Storm damage
- Rising floodwater
- Fallen trees blocking driveways*

*owner occupied or owner permitted residential properties only

HELP YOUR COMMUNITY, VOLUNTEER TODAY!

The State Emergency Service - Mackay Regional Unit, has many groups throughout the region.

Find your closest group:

Call 0409 894 721 or visit,
ses.qld.gov.au



**State Emergency Service
- Mackay Regional Unit**



Principal Partner



EMERGENCY KIT CHECKLIST

FOOD AND WATER

Water in sealed containers (30 litres per person)	<input type="checkbox"/>
Canned food (enough for three-to-four days. However, if you live in a rural area, it's advisable to store enough food and water to last one week)	<input type="checkbox"/>
Baby formula (if required for infants)	<input type="checkbox"/>
Can opener	<input type="checkbox"/>
Portable stove with fuel	<input type="checkbox"/>
Cooking utensils	<input type="checkbox"/>
Pet food, water and other animal needs	<input type="checkbox"/>

MEDICAL, SANITATION AND SPECIAL NEEDS

First Aid Kit and manual	<input type="checkbox"/>
Medications and prescriptions (in a sealed plastic bag)	<input type="checkbox"/>
Toiletry and sanitary supplies (eg toothpaste, toothbrushes, soap, shampoo, towels, insect repellent, sunscreen and other personal hygiene items)	<input type="checkbox"/>
Special needs items for infants, the aged and people with disabilities	<input type="checkbox"/>

LIGHT

Torch (with spare batteries)	<input type="checkbox"/>
Candles, lighter and waterproof matches	<input type="checkbox"/>

COMMUNICATIONS

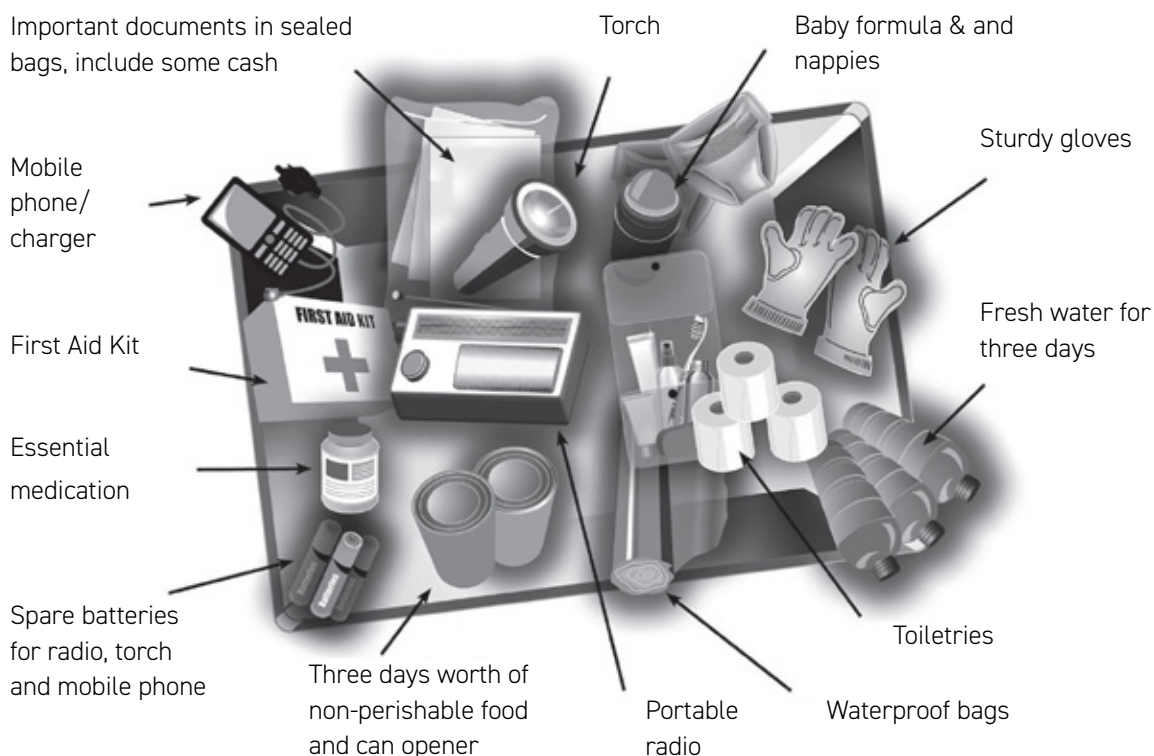
Battery-operated radio (with spare batteries)	<input type="checkbox"/>
Traditional wired telephone (cordless phones require electricity to operate) nbn customers please note: nbn services require a power source at both the exchange and customer end to operate. As such, unless you have a back-up power supply within your premises (battery or generator) you may lose telephone and internet services during power outages. Please consult with your Preferred Retailer Supplier (Telstra, Optus, etc.) for advice on how to mitigate against loss of services during power loss.	<input type="checkbox"/>
Mobile phone charger, car charger and portable power pack for charging phones	<input type="checkbox"/>
Record your next of kin's telephone number on your mobile phone under "ICE" (In Case of Emergency)	<input type="checkbox"/>



HANDY TIPS

- Rotate food in your emergency kit to ensure all food is within "best before" date.
- As soon as you hear a warning, refuel your car.
- If you're going away on holidays, prepare your property in advance and advise your friends and family of your contact details.

EMERGENCY KIT EXAMPLE



*Special food and medication may be required.



HANDY TIP

- Mackay Regional Council will advise of times and suitable locations where the public can charge their mobile devices during the recovery phase of an event.

PET EMERGENCY KIT CHECKLIST

Use this checklist when considering moving your pets (remember public welfare centres may not take pets).

Sufficient non-perishable pet food and water for several days and bowls	<input type="checkbox"/>
A leash and carry cage or box	<input type="checkbox"/>
Toilet litter or old newspapers	<input type="checkbox"/>
Essential medications and vet contact details	<input type="checkbox"/>
Make sure your pet has current vaccinations, registration or other identification	<input type="checkbox"/>
Prepare a room to house your pet, such as the bathroom or laundry	<input type="checkbox"/>



HANDY TIP

- Never leave a cat with a dog in the same room, even if they get along.

EVACUATION KIT CHECKLIST

CLOTHING AND FOOTWEAR

Several changes of clothes (including a warm jumper, waterproof jacket or raincoat)

☐

Closed-toe shoes or sturdy boots

☐

Gloves and hat

☐

IMPORTANT DOCUMENTS (IN A SEALED BAG OR SCANNED TO USB)

Insurance papers for house and contents, vehicle/s and valuable items

☐

Property deeds and mortgage documents

☐

Inventory of valuable house goods

☐

Wills and life insurance

☐

Birth, marriage certificates, passports/visa details

☐

Medicare and pension cards

☐

Prescriptions and immunisation records

☐

Bank account and credit card details

☐

Back-up copy of important computer files, photographs and other important documents

☐

Household Emergency Plan with emergency contact numbers

☐

OTHER SUPPLIES AND TOOLS

Cash (including coins for pay phones)

☐

Spare house and car keys

☐

Amusements for kids (eg books and toys)

☐

Strong plastic bags and ties

☐

Tent or tarpaulin

☐

Sleeping bag, blankets, pillows and bedding

☐

Safety glasses/sun glasses

☐

Dewatering fluid (WD40)

☐

Hammer, nails, masking tape, combination pocket knife/utility knife

☐

Waterproof bags or containers for important documents

☐

Portable power pack for charging phones

☐


IF ORDERED, DO I HAVE TO GO?

YES! Once an evacuation order has been issued, police and Emergency Services have the authority to direct you from the Evacuation Zone, under the Disaster Management Act – 2003.

FIRST AID KIT CHECKLIST

1 x packet of band aids	<input type="checkbox"/>
1 x roll of non-allergic tape	<input type="checkbox"/>
2 x sterile eye pads	<input type="checkbox"/>
4 x triangular bandages	<input type="checkbox"/>
1 x conforming gauze bandage	<input type="checkbox"/>
1 x sterile combine dressing	<input type="checkbox"/>
1 x pair of stainless steel scissors	<input type="checkbox"/>
2 x square gauze swabs	<input type="checkbox"/>
1 x bottle antiseptic cream	<input type="checkbox"/>
1 x bottle antiseptic solution	<input type="checkbox"/>
1 x wound closure steri-strip	<input type="checkbox"/>
15 x safety pins in a bag	<input type="checkbox"/>
5 x alcohol swabs	<input type="checkbox"/>
2 x pairs of disposable gloves	<input type="checkbox"/>



IMPORTANT!

- Do you know what storm tide evacuation zones you live in?
- Have you got friends or relatives who live in zones outside the evacuation zone?

Now is the time to get prepared!

During an event you should never drive through floodwaters. Even vehicles moving in shallow water can cause bow waves, which can result in further inundation and property damage.
Find an alternate route.

Remember: If it's flooded, forget it.



SAVE THE APP THAT COULD SAVE YOUR LIFE



Download the free app from the following stores:



HANDY TIP

- A complete First Aid Kit can be purchased from chemists, hardware stores and other retailers. Remember – first aid items have expiry dates so it pays to check your kit regularly.

ARE YOU READY FOR EMERGENCIES SUCH AS CYCLONES, FLOODS AND FIRES?

Make sure you have these items
handy at all times

- ✓ Emergency Action Guide
- ✓ Emergency Kit
- ✓ Evacuation Kit
- ✓ Pet Emergency Plan

For more information on how to be prepared,
log on to disaster.mackay.qld.gov.au

1300 MACKAY (622 529)



/mackayregionalcouncil



/mackaycouncil



Queensland
Government