

Date:

11/05/11

Exhibit Number:

337

Oaths Act 1867

Statutory Declaration

QUEENSLAND
TO WIT

I, Stuart Mark Holley, of [REDACTED] Mackay, in the State of Queensland do solemnly and sincerely declare that:-

The following answers are submitted in relation to the questions raised by the Commission.

Question 1.

Provides details of the accredited training provided to Council staff referred to under point 1 and any relevant document. In particular, who provided the training?

The accredited training refers to courses accredited by Emergency Management Queensland and the courses were delivered by Emergency Management Queensland staff with the assistance of Council's Emergency Management staff.

The courses delivered were:-

SEM2101	Introduction to Disaster Management
SEM2015	Introduction to Disaster Coordination Centres.

The achieved learning outcomes of each of the courses is summarize as:-

SEM2101 Introduction to Disaster Management

- Understanding of the Qld Disaster Management System as outlined in the *Disaster Management Act 2003*
- Knowledge of the nationally accepted disaster management concepts and principles
- The purpose and function of the Local, District, and State Disaster Management Groups and functioning agencies.
- Knowledge of State Disaster Declaration arrangements.
- Knowledge of Natural Disaster Relief and Recovery Arrangements and State Disaster Relief Funding.
- Disaster Management Planning.
- The principles of command and control and coordination.

SEM2015 Introduction to Disaster Coordination Centres.

- Revise the Qld Disaster Management System.
- Understand the types of disasters.
- Understand the Disaster Coordination Centre Operational Plan.
- Familiarize staff with the Mackay LDCC layout.
- Identify the functions associated with the operation of a DCC.
- Identify and understand staff roles and responsibilities.
- Understand the Information Management System.

- Identify resources required.

An example copy of the 'Statement of Achievement' issued by Emergency Management Queensland is attached.

Question 2.

Provides further details of the media and public education campaign referred to under point 1, and any relevant documentation.

Emergency Action Guide

Council has produced an "Emergency Action Guide"(EAG) for the past thirteen years.

The EAG was reviewed, updated and re-printed in September 2010 with the lessons learnt from Cyclone Ului (March 2010). Additional lessons in the 2010/11 edition included, having a backup landline telephone (as cordless phones require electricity), consider having an alternate power supply such as a generator, not purchasing large amount of perishable foods prior to cyclones, preparing for events and being more self resilient and roles of SES etc.

The EAG was made available in hard copy at all council's customer service centres and libraries in the lead-up to the storm season (Nov 2010) and is available on Council's website.

The EAG was also advertised in the lead up to the storm season and distributed at open days. Copy attached.

Bruce Hwy Billboards

Council also hired a billboard on the Bruce Hwy for six months advertising the EAG. Copy enclosed.

Council also utilized the two Department of Transport electronic billboards to broadcast safety messages in the lead up to the storm season and events.

Surviving Emergencies Guide

As per previous years, in conjunction with the Daily Mercury, assisted in producing the "Surviving Emergencies 2010/11" which was circulated in the local paper in November 2010. Council provided information to produce the guide and purchased advertising space (last page) promoting the Emergency Action Guide, the key messages for this season and the Cyclone Saturday event on 27 November 2010. Copy attached.

In Focus Newsletter

Council's November edition of "In Focus" which is distributed to residents focused on being prepared this storm season and reinforced the key messages to the public. Copy attached.

Public displays

As previously stated, in addition to the above Council conducted a Cyclone Saturday public displays at Mt Pleasant Shopping Centre and Bunning Warehouse in the lead-up to the season.

Community Attitudes Survey

During September 2009, Council conducted a "Community Attitudes Survey" which included questions regarding emergency management and resident's knowledge and preparedness.

The survey indicated of the 807 residents surveyed 95 percent of residents ranked emergency management as "important" and about two-thirds of residents had a "high" satisfaction rating for how Council handles emergencies.

Seven out of 10 residents had prepared an emergency kit.

The survey also showed an ongoing concern of low level of awareness of their colour for storm surge evacuation zones and this was the focus of additional public education in 2009/10 and 2010/11. Copy of survey results attached.

Question 3.

Provides particulars or examples of the observation that 'there is some misperception in the roles of the Queensland Police Service and the role of Local Governments in events' under point 1.

Under the Queensland Disaster Management Arrangements (www.disaster.qld.gov.au/about) it states :-

"Local government is best situated to provide first-hand knowledge and understanding of social, economic, infrastructure and environmental issues within their respective communities and are ideally placed to support their community from a disaster management perspective. This is achieved through the Local Disaster Management Group (LDMG) where Local Governments coordinate their response to a disaster."

"Local Groups are established to support local government disaster management activities."

"The Local Group is supported by the relevant District Group if and when disaster management activities exceed the capacity of a Local Group."

The observations taken during the lead-up to the cyclone events was the non inclusion of Local Governments in some state disaster teleconferences, when asked should we be logging in, the reply given from the State via District was that local government was not required, if local government are the best placed to coordinate response in their local community we need to be aware of the current weather information and on pre-planning.

Other examples, included the requirement by the State for DDC's to do media briefings when this should be from the local level and some of the questions issued in relation to evacuation centres requiring individual telephone contacts for key holders was something that should not be driven by State but managed at a local level.

Another example was the Premiers' Department directly contacting caravan parks and directing them to accept incoming guests when we had evacuated local residents/tourists telling them to leave the area and we were still in the cyclone warning zone.

The confusion seems to be created with the changes to the *Local Government Act 2003*, and the error in perception that the Qld Police Service now runs the response and recovery. Whilst the QPS have new key positions at State and District levels, the fact remains that District and State are there to support the LDMG's and that LDMG still coordinates and manages the response and recovery. When the LDMG, either exhausts resources or is overwhelmed, then they will request additional assistance/resources from District/ State but they still continue to manage the event.

It should be noted that in our case the perception of confusion was not generated at the District level, but filtering down from State. In fact the manner in which the DDMG operated in Mackay was entirely in accordance with Queensland Disaster Management arrangements. Joint press conferences convened by the Mayor were a prime example of this cooperation and arrangement.

The problem can be simply resolved with training to ensure that QPS are aware of the Qld Disaster Management Arrangements.

It would seem that there was some sensitivity at a state level as a result of the recent Brisbane floods that impacted upon their role in the lead up to and subsequent response to both Cyclone Yasi and Cyclone Anthony.

Question 4.

Provides details of the deployment of disaster coordination staff to Emerald and any relevant documentation under point 7. In particular, details are sought as to how the deployment was arranged, including whether any 'strategic partnership' was or might be put in place either with Central Highlands Regional Council or elsewhere.

The Emerald deployment was the result of initially a verbal offer of assistance from the MRC Mayor to the CHRC Mayor and from the MRC CEO to the CHRC CEO offering any MRC resources to assist their community (this occurred on or about 29 December 2010 - this offer was also extended to Isaac Regional Council and Rockhampton Regional Council at this stage and after the Cyclone Yasi to northern Councils).

This offer was also communicated to MRC Emergency Management Technical Officer by the MRC CEO on 29 December.

On the evening of the 30th December 2010, a discussion was held between MRC Technical Officer Emergency Management and the EMQ representative in the CHRC Disaster Coordination Centre regarding DCC staffing.

A formal request for assistance was issued by CHRC LGMD to the Rockhampton DDC requesting additional DCC staffing assistance on 31.12.10, which was subsequently approved.

On Saturday morning at approximately 10.45am (1.1.11), CHRC Peter Day made contact with MRC Technical Officer Emergency Management to arrange the deployment of the MRC DCC staff.

There are no formal strategic partnerships as such, at present, other than Council's management's links and both Councils utilize the same "Guardian" Disaster Management

Software System. MRC staff have core skills in the use of the DM software and were very experienced in DCC operations.

MRC has raised the idea of the formation of a "Guardian User Group" with the software company QIT Plus and a meeting is scheduled to occur in July 2011, in conjunction with the LGAQ Disaster Management Conference in Bundaberg, to discuss this.

One of the ideas being put forward is the formation of strategic partnerships between some of the 20+ Councils currently using the software. (Note :- that most Council's have only started using the software over the past 6 to 12 months).

Given the nature of disasters and that Council staff can also be personally adversely affected, MRC would be very interested in forming strategic partnerships with other Councils to provide a core of experienced staff that can be called upon as and when required.


CHRC has indicated that their staff would be interested in returning the favour should MRC or other Council need assistance.

I am also aware that some councils such as Cairns and Townsville which have been using the software longer than most other councils either have or intend to have property data backups located at alternate councils to operate the DM software.


Additional information

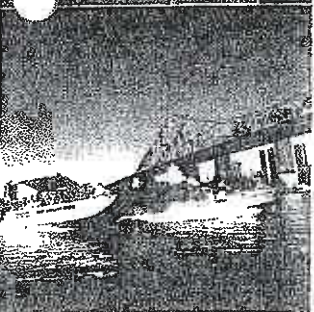
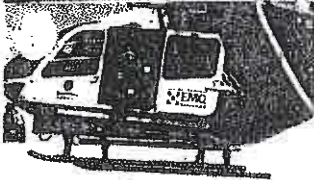
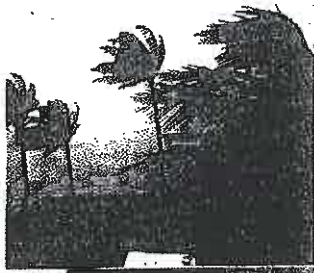
Please also find attached the correspondence referred to in item 21 of the original submission in relation to concerns previously raised about cyclone shelters.

And I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Oaths Act 1867.


Declarer

Taken and declared before me at Mackay this fourth day of May 2011, before me.


Lawyer/Justice of the Peace/
Commissioner for Declarations



STATEMENT OF ACHIEVEMENT

Awarded to

Denise A Holley

On successful completion of

**SEM2101 Introduction to
Disaster Management**

Frank Pagano AFSM
Executive Director
Emergency Management Queensland
Department of Emergency Services
National Provider Number 4338
GPO Box 1425
Brisbane Q4001

Date Award Issued: 24 March 2009

Award Number: 66825

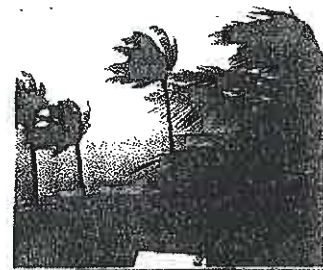
STATEMENT OF ACHIEVEMENT

Awarded to

Denise A Holley

On successful completion of

**SEM2015 Introduction to Disaster
Coordination Centres**



Frank Pagano AFSM
Executive Director
Emergency Management Queensland
Department of Emergency Services
National Provider Number 4338
GPO Box 1425
Brisbane Q4001

Date Award Issued: 24 March 2009

Award Number: 66842

EMERGENCY ACTION GUIDE

For surviving natural disasters

2010 - 2011 Edition



Mackay REGIONAL COUNCIL

authority

This Emergency Action Guide has been produced by the Mackay Local Disaster Management Group as an annexure to the Mackay Local Disaster Management Plan (A requirement of the *Disaster Management Act-2003*.)

Each year from November to May, our region is in its cyclone season. It is important to remain vigilant and be prepared for emergency situations such as cyclones, storm surge, floods, major urban and rural fires, industrial accidents/hazardous material accidents/spills, etc.

introduction

Local Government in the Mackay Region has always and will continue to play a critical role in emergency management. Flooding and tropical cyclones are an inevitable part of living in the tropics and you cannot afford to become complacent about the dangers they present.

To assist you in preparing for such events and to protect yourself and your family, this Action Guide has been produced for the Mackay Regional Council area.

Please take the time to read it, and then store it where it is readily accessible.

This Action Guide is an update to the previous releases and contains storm surge inundation maps produced in accordance with the current State Government Mapping Guidelines.

Please note that the Mackay Regional Council **does not have certified shelters** available for use during a cyclone and you should pre-arrange your self-evacuation in preparation, should the authorities order you to do so.

People are required to self-evacuate if ordered, however if you or someone you know, are unable to do so due to a special need (wheelchair reliant, house bound etc.) and have no relatives or friends who can assist -

YOU SHOULD REGISTER WITH COUNCIL NOW.

Call the Customer Service Centre on 1300 622 529

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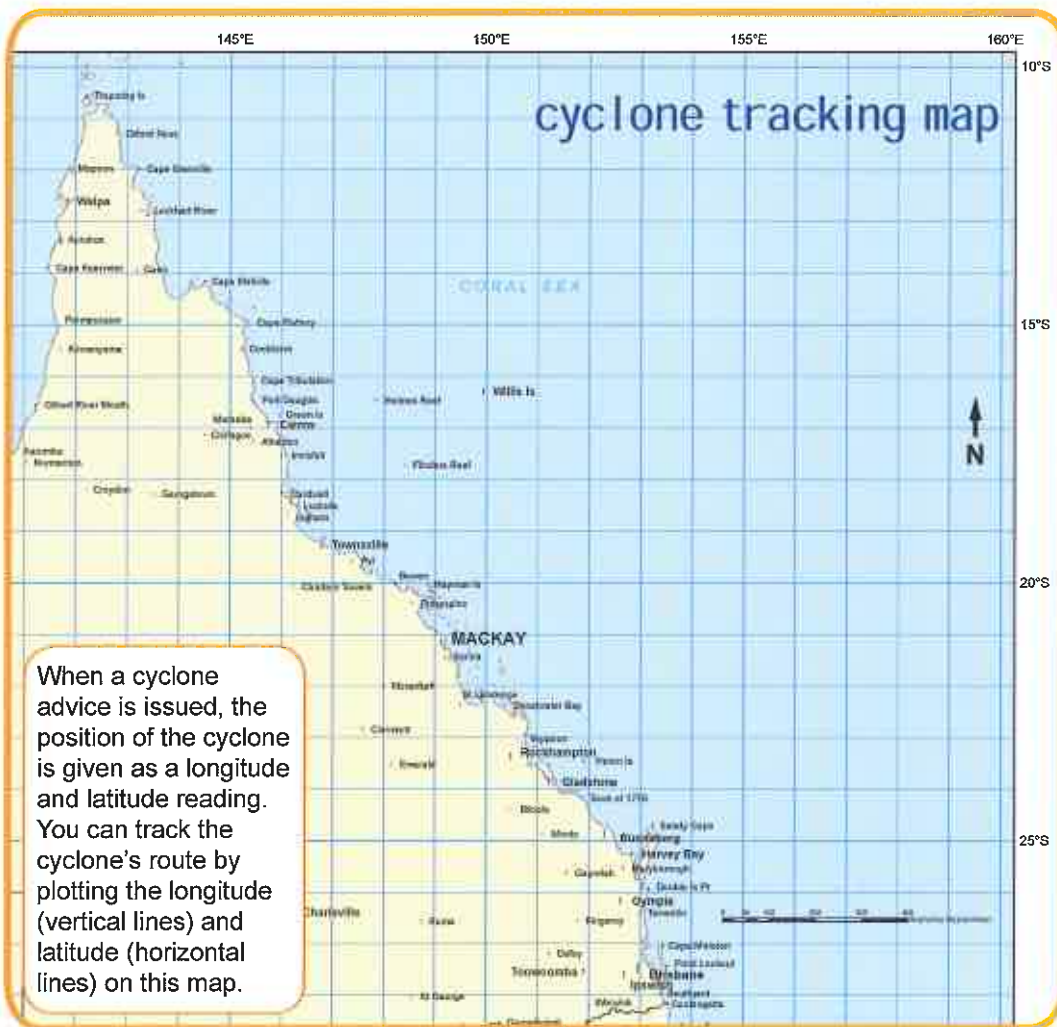


CYCLONES

Tropical Cyclones are the most severe storms with strong winds, heavy rain and ocean storm surge, which have the potential to cause extensive property damage. Cyclones vary greatly in character but the one feature they all have in common is a calm centre. This centre or "eye" is an area made up of light winds and often-clear skies.

However beware, this is not the end of the Cyclone as very destructive winds from the other direction can follow. **Remain inside until it has passed.**

The cyclone season extends from around November to May.



CYCLONE ADVICES

These 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 issued every three hours 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.

IMPORTANT

Listen to your radio; heed all warnings and advice.

Cyclone Ului Category 3 crossed the coast at Proserpine in March 2010, causing major damage to the Mackay Region.

Cyclone Hamish Category 5 narrowly missed Mackay in March, 2009.

Tropical Cyclone Larry struck Innisfail in March 2006. The Category 4 storm caused widespread destruction.

Mackay experienced a devastating Cyclone in 1918, which caused widespread destruction and claimed 30 lives.

Keep calm, stay inside.

SES
 FLOOD STORM EMERGENCY
132 500
 CALL FOR:
 - STORM DAMAGE
 - RISING FLOOD WATER
 - FALLEN TREES ON BUILDINGS
 - DAMAGED ROOF

Keep the SES Emergency number handy. Store it in your mobile phone!



CYCLONE CATEGORIES

Category:	Strongest Wind Gust	Typical Effect - indicative only
1	less than 125 km/hour	Negligible house damage. Damage to some crops, trees and caravans. Small craft may drag moorings.
2	125-170 km/hour	Minor house damage. Significant damage to signs, trees, caravans. Heavy damage to crops. Risk of power failure. Small craft may break moorings.
3	170-225 km/hour	Some roof and structural damage. Some caravan destruction. Power failure likely.
4	225-280 km/hour	Significant roof loss and structural damage to buildings Caravans destroyed. Dangerous airborne debris. Widespread power failure.
5	greater than 280 km/hour	Extremely dangerous with widespread destruction.

Only in life threatening emergencies should the 000 number be used.

IMPORTANT PHONE NUMBERS

DISASTER CO-ORDINATION CENTRE (when activated)	4951 2466
EMERGENCY – Police/Fire/Ambulance	000
EMERGENCY – Electricity (Ergon Energy)	131 670
Faults – Ergon Energy.....	132 296
State Emergency Service.....	132 500
Mackay Police Station.....	4968 3444
Queensland Ambulance Service.....	131 233
Fire Brigade (City).....	4944 8000
(North Mackay).....	4965 6671
(Sarina).....	4956 1607
Rural Fire Service.....	4965 6641



SURVIVING CYCLONES

When you hear a cyclone 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.

STEP 1 (about 24 hours away)

- > Listen to your preferred local Radio Station
- > Fill as many water containers as possible, including bath and tubs
- > Top up your car's fuel tank
- > Check elderly or disabled neighbours
- > Make sure you have adequate supplies of prescribed medicine
- > Plan your evacuation route to high ground, in case evacuation is ordered
- > Gather personal documents, mementos and valuables place in a waterproof bag (such as garbage bag) and secure in a suitcase to avoid damage
- > Check house and yard, secure loose objects
- > Check emergency first aid kit.

STEP 2 (about 16 hours away)

- > Listen to your preferred local radio station for further information and advice
- > Ensure children are home and that they stay indoors
- > Board or tape windows where practical
- > Gather tools which may be needed for emergency repairs, including hammer, nails, rope, saw and tarpaulins
- > Place clothing in waterproof bags
- > If staying in a caravan, move to a more solid structure, if possible
- > Be prepared to evacuate if ordered.

STEP 3 (about 9 hours away)

- > Listen for further information and advice
- > Prepare safest part of the house (usually the bathroom) using strong tables and mattresses and place emergency supplies there
- > If you are unsure of the soundness of your house pre-arrange to go to a friend's house and let the Disaster Co-ordination Centre know where you are
- > Lock your pets at home, do not allow them to roam.

STEP 4 (about 6 hours away)

- > Listen to your preferred local radio station for regular updates
- > Do not make unnecessary demands on the emergency services
- > Turn off gas and electricity at the supply point
- > Turn off water mains
- > Stay inside in your prepared safe place – remain calm
- > Protect yourself with mattresses if necessary
- > Beware of the calm "eye" of the storm and do not go outside until you are advised to do so.

just visiting mackay?

- > Consider leaving town to a location away from the path of the cyclone
- > Remain indoors with a supply of non-perishable food and water and follow instructions from your accommodation manager
- > Caravaners should endeavour to secure their van.

IMPORTANT

When disaster threatens, listen to your local radio station and follow all official warnings and advice.

Frequencies:

**ABC Tropical
North 101.1FM**

**ZINC
101.9FM**

**HOTFM
100.3FM**

**SEAFM
98.7 FM**

**4MK AM
1026AM**

**4CRMFM
107.5 FM**

**MY 105FM
105.9FM**

**Check the
batteries in
your radio and
carry spares.**



Keep the SES Emergency number handy.
Store it in your mobile phone!



CYCLONE PREPARATION CHECKLIST

(Information prepared by Emergency Management Queensland)



before the cyclone season

- > Check with your local council to see if your home has been built to cyclone standards
- > Check Insurance companies to insure against "Rising Sea water" - it may be possible
- > 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
- > In case of storm surge/tide warning, plan your nearest safe location on high ground and the safest route to it (Mackay does not have **Certified Shelters**)
- > Have a Cyclone Emergency Kit on hand
- > Check neighbours, especially if recent arrivals to make sure they are prepared.

when a cyclone watch is issued

- > Re-check your property for any loose material
- > Fill vehicles' fuel tanks. Check Cyclone Emergency Kit and fill water containers
- > Ensure household members know which is the strongest part of the house
- > Tune to your local radio/TV for further information or warnings
- > Check that neighbours are aware of the situation and are preparing.

prepare an emergency kit

Every family should have a fully stocked Emergency Kit stored safely in their home. Record your next of kin telephone number on your mobile phone under "ICE" (In Case of Emergency). Check your kit every three months to stock up and rotate supplies to ensure provisions are not out of date and safe to use.

Emergency Kit checklist:

- Battery-operated radio (with spare batteries)
- Torch (spare batteries)
- Candles, lighter and waterproof matches
- First Aid Kit
- Combination pocket knife
- Portable stove with fuel
- Cooking utensils
- Water in sealed containers (30L per person)
- Medications
- Toiletry and sanitary supplies
- Change of clothes and strong shoes
- Canned food – enough for 3-4 days (can opener)
- Special needs for infants, the aged and people with disabilities
- Pet food, water and other animal needs
- Tent or tarpaulin and blankets
- Money
- Personal Documents - insurance, certificates, photographs, prescription repeats etc.
- Strong plastic bags
- Emergency phone numbers
- Insect repellent and sunscreen
- Cordless phones require electricity to operate. Retain a line phone to reconnect if power is lost.



Your First Aid Kit should have:

- 1 packet of plastic strips
- 1 roll of non-allergic tape
- 2 sterile eye pads
- 4 triangular bandages
- 1 conforming gauze bandage
- 1 sterile combine dressing
- 15 safety pins in a bag
- 1 stainless steel scissors
- 2 square gauze swabs
- 1 bottle antiseptic cream
- 1 wound closure steri-strip
- 1 bottle antiseptic solution
- 5 alcohol swabs
- 2 pair of disposable gloves



FLOODING

The Mackay Local Government area is subject to extreme rainfall between the months of November and May. Due to the short, intense nature of events and the close proximity of the Pioneer River catchment, it places the City and surrounding communities in an extremely vulnerable position. At times, this may result in mass evacuations of the community.

If flooding is predicted

- > Listen to your radio
- > Heed all warnings and advice
- > Move as many household items as possible including cardboard boxes and newspaper items, to the highest possible point
- > Pile furniture on beds and personal items on to the furniture
- > Remove all drawers from built-ins
- > Tie down loose items in your yard, to prevent them from floating away
- > Ensure all chemicals that may react with water are within a water-proof container and are moved to a higher level
- > Gas cylinders and gas bottles should be disconnected and tied down or moved to above flood height
- > Close the mains water valve
- > Refer to the **Evacuation Section (page 6)** of this booklet
- > If driving, be sure of the depth of the waters before driving through it, refrain from driving if possible
- > Place a can of water displacement spray in your vehicle for the engine
- > Advise your children not to play around drains, watercourses or running water. Even shallow water can pose a danger to life.

If flooding occurs

- > Have your emergency evacuation kit on hand and listen to the radio for official advice
- > Switch OFF electricity and gas if you leave home
- > Don't drink flood water
- > Avoid entering flood waters on foot or in a vehicle.

after the flood

- > If you have to evacuate don't return home until advised, then use the route recommended
- > Do not eat food, which has been in contact with flood water
- > Boil all tap water until supplies have been declared safe
- > Do not use gas or electrical appliances, which have been flood-affected, until they have been checked for safety by qualified personnel
- > Beware of snakes, crocodiles and spiders, which may move to drier areas in your house
- > Avoid wading, even in shallow water, as it may be contaminated
- > If you must enter flood water, wear solid shoes and check the depth with a stick
- > Check with the Disaster Coordination Centre or police for safe routes before driving anywhere
- > Do not go sightseeing.

IMPORTANT

Be aware that existing river levees do not offer complete protection from riverine flooding.



SES
 FLOOD STORM
 EMERGENCY
132 500
 CALL FOR:
 - STORM DAMAGE
 - RISING FLOOD WATER
 - FALLEN TREES
 ON BUILDINGS
 - DAMAGED ROOF

Keep the SES Emergency number handy. Store it in your mobile phone!

IMPORTANT

Listen to your radio; heed all warnings and advice.

Following evacuation, and after the cyclone has passed and the "all clear" given, if necessary Welfare Centres will be opened with provision for emergency food and clothing.

If an evacuation is ordered, the evacuation zone colour will be broadcast over the radio.

Are you prepared to lose electrical power for 4 - 6 days? Consider purchasing a generator to run essential appliances during disasters.



EVACUATION

Many threats that the Plan deals with may require partial or total relocation of the population.

preparation

- > Consult the inundation maps in this booklet
- > Find out what inundation area your residence is in
- > Check with relatives and friends who are out of the inundation area, to ensure prior arrangements are still OK
- > Familiarise yourself with the route you should take
- > Prepare an evacuation kit - refer to page 4
- > Think about treasured family memorabilia (eg photo albums) and other items such as passports, licences, important documents, jewellery etc.. What are you going to do?
 - Secure these items prior to the cyclone season (eg. in a bank)
 - Take these items with you if you evacuate. If so, in what?
- > Make sure your vehicle's fuel tank is full
- > If you don't have transport or are disabled, make arrangements NOW with relatives, friends or neighbours.

when told to evacuate

- > Switch off electricity, gas etc
- > Take your prepared emergency evacuation kit
- > Dress appropriately – jeans, skivvies, etc, strong footwear and a raincoat
- > Load your car quickly
- > Lock up your house
- > **LISTEN TO YOUR RADIO AT ALL TIMES**
- > **DO NOT IGNORE WARNINGS OR ADVICE**
- > **HOUSEHOLD PETS** should be taken to your predetermined location; don't forget to take pet food as well. Think about how you are going to control your pets
- > Remain calm
- > Beware of fallen power lines
- > Act quickly
- > Drive to your pre-arranged location, and advise the **Disaster Co-ordination Centre** where you are (Ph. No 4951 2466).



Disaster Co-ordination Centre Ph: 4951 2466



if you decide to evacuate prior to being asked

- > Phone the **Disaster Co-ordination Centre (Ph. No 4951 2466)**, identify yourself and tell them where you are going.
- > Registering with the **Disaster Co-ordination Centre** is important. This way, your friends and relatives can check your safety
- > or inform your friends and relatives of your movements.

SES

FLOOD STORM
EMERGENCY

132 500

CALL FOR:

- STORM DAMAGE
- RISING FLOOD WATER
- FALLEN TREES
ON BUILDINGS
- DAMAGED ROOF

Keep the SES Emergency number handy.
Store it in your mobile phone!



WHAT IS A STORM SURGE?

Along with high winds and flooding rains, cyclones produce storm surges, (a raised dome of water) stretching up to 100kms long, 50kms wide and typically 2 – 5 metres higher than the normal tide level.

All cyclones produce storm surges but not all are dangerous. If the surge occurs at the same time as a high tide then the area inundated can be quite extensive, particularly in low-lying areas.

what can you do?

Living in a low-lying area such as along the Mackay coastline comes with responsibilities. You can do a lot to help yourself and you must plan ahead for cyclones and possible storm surges.

- > Throughout the cyclone, listen to your radio. It will give authorised advance warnings of possible levels of flooding by sea water if a storm surge is expected
- > Be prepared to evacuate immediately if you are advised to do so by the authorities
- > Know your evacuation route
- > If you are prepared to evacuate to relatives, friends or another town which is not likely to be affected by the storm surge, then it would be very wise to go there without waiting for official orders to evacuate
- > Check RACQ for road closures 1300 130 595
- > Emergency Services cease operation when winds exceed 100km/hr
- > Find out NOW what you need to consider prior to evacuating your home
 - eg. Essential medications, pets, transport, documents. This guide outlines such things.



IMPORTANT

If an evacuation is ordered, the colour will be broadcast over the radio.

Check the inundation maps included in this booklet to see what 'colour' area your place of residence corresponds with.

Please help friends and neighbours, particularly the elderly, deaf and blind by passing on the warnings and their meaning.

You need "friends in high places" **LOOK NOW!**



do you have to go?

Yes!

Once an evacuation order has been issued, Police and Emergency Services have the authority to remove you from the Evacuation Zone.

storm surge inundation maps

The following maps have been prepared, based on *Australian Height Datum* and approximate *storm surge* inundation limits, depending on the severity of the cyclone and the time it crosses the coast.

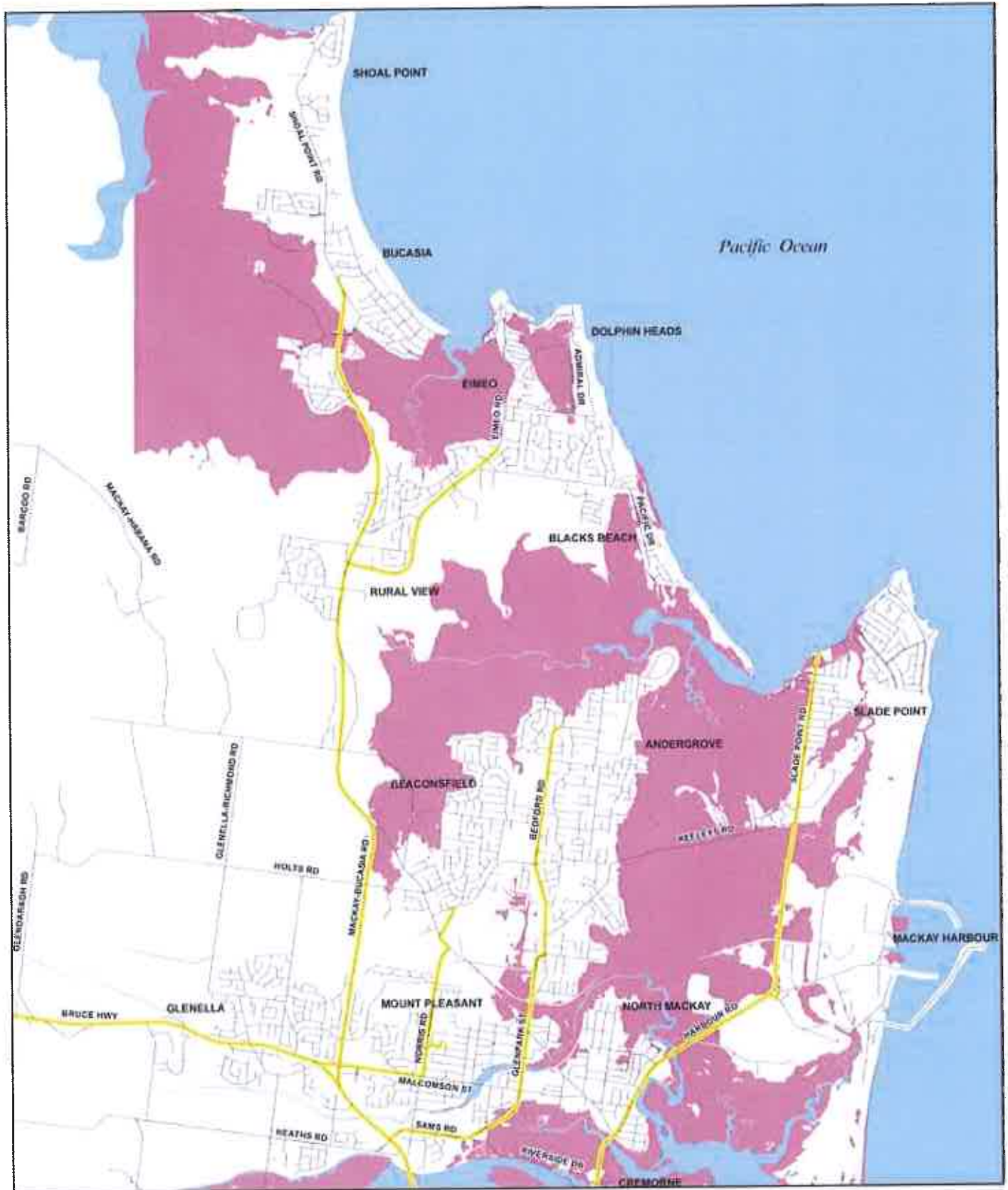
The colours are at 0.5 metre intervals above "Highest Astronomical Tide" (King Tide). The Local Disaster Management Group recommends that you find alternative shelter from storm surge inundation by checking with relatives or friends on higher ground.

Storm surge maps are also available on council's website: www.mackay.qld.gov.au



Keep the SES Emergency number handy. Store it in your mobile phone!

EVACUATION ZONE: **PURPLE**



PRODUCED BY MACKAY REGIONAL COUNCIL - GIS SECTION
(Current as at Nov 2007)

While every care is taken to ensure the accuracy of this data, Mackay Regional Council gives no warranty in relation to the data (including accuracy, reliability, completeness or suitability) and accepts no liability (including without limitation, liability in negligence) for any expenses, 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 Zone
- Above Evacuation Zone
- Evacuation Routes



EVACUATION ZONE: **PURPLE**



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(Current as at Nov 2007)

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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes






EVACUATION ZONE: GREY



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-  Evacuation Zone
-  Above Evacuation Zone
-  Evacuation Routes



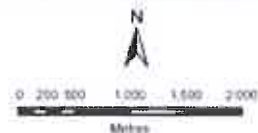
EVACUATION ZONE: GREY



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes



EVACUATION ZONE: **ORANGE**



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes



EVACUATION ZONE: **ORANGE**



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes



STORM SURGE INUNDATION MAP

EVACUATION ZONE: PINK



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes

N


0 250 500 1000 1500 2000
Metres



EVACUATION ZONE: *PINK*



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes

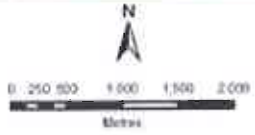


EVACUATION ZONE: *BROWN*



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes



EVACUATION ZONE: *BROWN*



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- Evacuation Zone
- Above Evacuation Zone
- Evacuation Routes



EVACUATION ZONES



EVACUATION ZONE: PURPLE



EVACUATION ZONE: GREY



EVACUATION ZONE: ORANGE



EVACUATION ZONE: PINK



EVACUATION ZONE: BROWN

**STORM SURGE INUNDATION
MIDGE POINT**



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EVACUATION ZONES



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**



EVACUATION ZONE: **ORANGE**



EVACUATION ZONE: **PINK**



EVACUATION ZONE: **BROWN**

STORM SURGE INUNDATION ST HELENS BEACH



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EVACUATION ZONES



EVACUATION ZONE: PURPLE



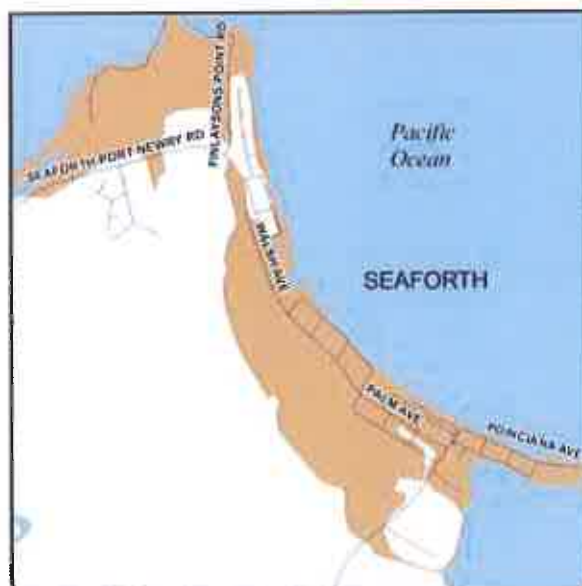
EVACUATION ZONE: GREY



EVACUATION ZONE: ORANGE



EVACUATION ZONE: PINK



EVACUATION ZONE: BROWN

**STORM SURGE INUNDATION
SEAFORTH**



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EVACUATION ZONES



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**



EVACUATION ZONE: **ORANGE**



EVACUATION ZONE: **PINK**



EVACUATION ZONE: **BROWN**

STORM SURGE INUNDATION HALIDAY BAY & BALL BAY



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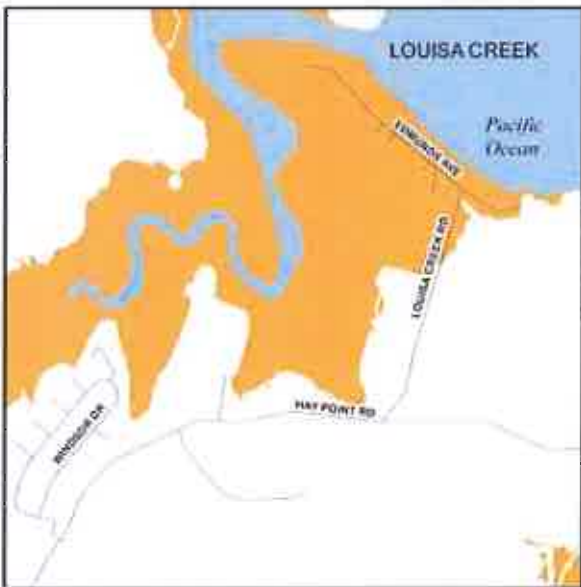
EVACUATION ZONES



EVACUATION ZONE: PURPLE



EVACUATION ZONE: GREY



EVACUATION ZONE: ORANGE



EVACUATION ZONE: PINK



EVACUATION ZONE: BROWN

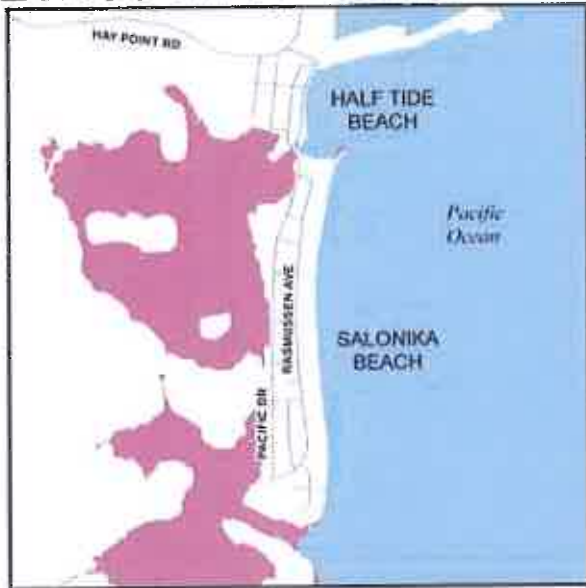
**STORM SURGE INUNDATION
LOUISA CREEK**



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EVACUATION ZONES



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**



EVACUATION ZONE: **ORANGE**

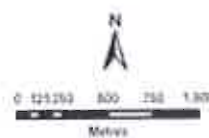


EVACUATION ZONE: **PINK**



EVACUATION ZONE: **BROWN**

STORM SURGE INUNDATION HALF TIDE & SALONIKA BEACHES



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EVACUATION ZONES



EVACUATION ZONE: PURPLE



EVACUATION ZONE: GREY



EVACUATION ZONE: ORANGE



EVACUATION ZONE: PINK



EVACUATION ZONE: BROWN

**STORM SURGE INUNDATION
GRASSTREE, CAMPWIN
& SARINA BEACHES**



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EVACUATION ZONES



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**



EVACUATION ZONE: **ORANGE**



EVACUATION ZONE: **PINK**



EVACUATION ZONE: **BROWN**

STORM SURGE INUNDATION ARMSTRONG BEACH



PRODUCED BY MACKAY REGIONAL COUNCIL - GIS SECTION
(Current as at Nov 2007)

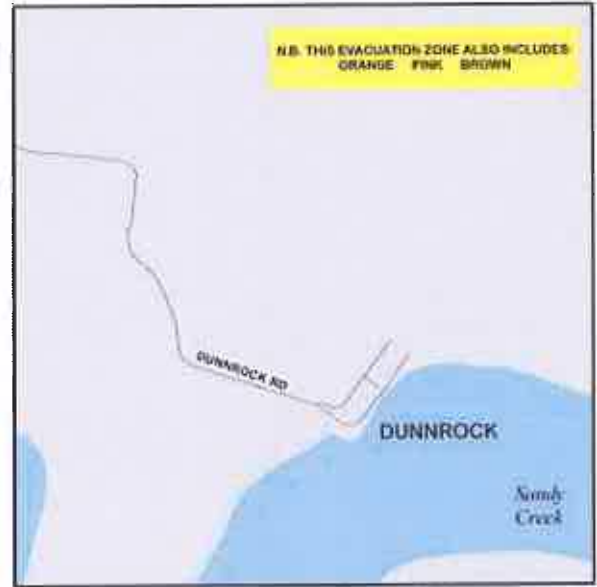
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EVACUATION ZONES

STORM SURGE INUNDATION *DUNNROCK*



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**

STORM SURGE INUNDATION *McEwens Beach*



EVACUATION ZONE: **PURPLE**



EVACUATION ZONE: **GREY**

acknowledgement:

Some advice in this booklet is from Emergency Management Queensland Fact Sheets and the Bureau of Meteorology. For further information on emergency management and disaster preparation, visit the following websites:

- Mackay Regional Council - www.mackay.qld.gov.au
- Emergency Management Queensland
www.emergency.qld.gov.au
- Emergency Management Australia
www.ema.gov.au
- Bureau of Meteorology - www.bom.gov.au



An Australian Government Initiative

Working Together to Manage Emergencies
This project funded through the
Local Grants Scheme

2010



ELECTRICAL SAFETY

- > Always remember that powerlines are live and potentially lethal
- > Remember that fallen powerlines do not need to be sparking to indicate that they are live.
- > If you know that a powerline has fallen to the ground or been damaged, phone Ergon Energy immediately on the emergency service telephone number 13 16 70
- > If you cannot get through to Ergon Energy notify the Police.



Ergon Energy Emergency Phone Number: 13 16 70

- > Switch off your power at the switchboard if any wire is short-circuiting or if water enters your ceiling
- > Stay well clear of the fallen lines and warn other people of the danger. Always assume that fallen powerlines are live
- > Be aware of fallen powerlines in water as the water could be live and contact with it could cause death
- > Do not use electrical appliances while barefoot or in wet conditions.

IMPORTANT

Listen to your radio; heed all warnings and advice

Take care when cleaning up. If you find a fallen powerline always assume it is "live".

Are you prepared to lose electrical power for 4 - 6 days? Consider purchasing a generator to run essential appliances during disasters.

SES

FLOOD STORM
EMERGENCY

132 500

CALL FOR:

- STORM DAMAGE
- RISING FLOOD WATER
- FALLEN TREES ON BUILDINGS
- DAMAGED ROOF

Keep the SES Emergency number handy. Store it in your mobile phone!



CYCLONE SAFETY



cyclone safety - be prepared spring clean

Check to ensure that trees or branches are clear from overhead powerlines. Trees and branches that come down in a cyclone – or even a storm – pose a real hazard to powerlines and can cause widespread interruptions. Do not attempt to clear trees from powerlines yourself – Call Ergon Energy for advice. While you are spring cleaning, you may want to remove any debris that has accumulated over the year. A harmless pile of rubbish can be transformed into flying missiles when a cyclone hits.

Unless it's an emergency (eg. trees on house or roof damage) the community is required to attend to and arrange private damage clean-up. SES (Volunteers) are only required to attend to emergency situations.



if you go away on holidays

If you are going on holidays in the cyclone season, it is a good idea to:

- > Empty, and unplug the refrigerator and freezer and leave their doors open. This would avoid food spoilage problems if the power fails
- > Switch off the hot water system at the main switchboard
- > Unplug your electrical equipment to avoid damage caused by possible power surges.

If you live in rural areas and there is a chance your property could become isolated, paint your name on the roof. This will assist the emergency services in locating you.

protect your pets

Remember, Public Welfare centres will not take pets. Think about moving your pets to friends or relatives in higher places.

Make sure you have:

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

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

IMPORTANT - AFTER A CYCLONE

Following a cyclone, inspect ceiling insulation to ensure that batts are still in place (not over downlights - as this can cause electrical fires).





INDUSTRIAL/CHEMICAL SPILL ACCIDENT

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

- > Beware! An unplanned approach could result in being exposed to hazardous materials
- > Stay upwind and on high ground
- > Notify the Police and/or Fire Services
- > Avoid contact with the material
- > Stay well away.

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

- > Stay indoors
- > Close doors and windows
- > Listen to the radio for further advice
- > Evacuate only when advised by Police or Fire Service
- > Turn off all power.



URBAN AND RURAL FIRES

What to do in Urban & Rural Fires.

Fires should be treated similar to flooding, and may require evacuation.

Prepare, Act, Survive.

It is essential you have a plan in case you or your family are ever at risk.

"Prepare, Act, Survive" is 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.

For further information about fire safety, visit www.ruralfires.qld.gov.au or www.fire.qld.gov.au

If requested by the authorities to evacuate your residence, you should follow the evacuation procedure listed in this ACTION GUIDE.

>>REMEMBER – LATE EVACUATION IS A DEADLY OPTION

- > Switch off electricity, gas, etc.
- > Close doors and windows
- > Lock up your house
- > Follow the evacuation routes or as advised.

IMPORTANT

Listen to your radio; heed all warnings and advice.

Evacuate immediately when advised by Police or Fire Service

Prepare, Act, Survive.



Keep the SES Emergency number handy. Store it in your mobile phone!

SES

STATE EMERGENCY SERVICE

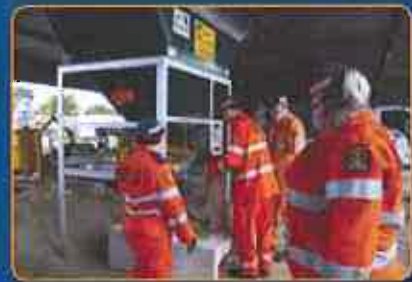
Always There. Always Aware

**FLOOD STORM
EMERGENCY
132 500**

Call for:

- STORM DAMAGE
- RISING FLOOD WATER
- FALLEN TREES
ON BUILDINGS
- DAMAGED ROOF

Help your community - **volunteer today!**



The Mackay Regional Unit has groups in Armstrong Beach, Calen, Finch Hatton, Koumala, Mackay, Midge Point, Mirani, Sarina and Sarina/Campwin Beach.

Phone **4957 6963** for more information
www.emergency.qld.gov.au/ses

Bevee Hovv Billboards

CYCLONE SEASON

Be aware, be prepared

Listen and respond to Radio and TV advice.

<< Get your **Emergency Action Guide** from



Mackay REGIONAL COUNCIL



Surviving Emergencies

2010/2011

Daily Mercury





Know which number to call in emergencies

Who do you call in an emergency?
In an emergency call Triple Zero (000) for:

- Fire
- Cyclone
- Land, Search & Rescue
- Road Crash Rescue
- Tsunami
- Earthquake

Dialing Triple Zero (000) could save lives, however, this vital number should only be used for life threatening, critical or serious situations.



In an emergency, call State Emergency Service on 132 500 for:

- Severe storms
- Floods

You can call 132 500 for severe flood and storm emergency assistance in the incident of:

- Rising flood water
- Damaged roof
- Fallen trees on buildings
- Storm damage

Other important numbers:

- Disaster Co-ordination Centre (when activated) Ph: 4951 2466

- Electrical emergency calls (Ergon Energy): 131 670
- Mackay Police Station Ph: 4968 3444
- Queensland Ambulance Service Ph: 131 233
- Fire Brigade - Mackay City Ph: 4944 8000
- North Mackay Ph: 4965 6671
- Sarina Ph: 4956 1607
- Mackay Regional Council -

To register someone you know would have difficulty getting out of their home in an emergency - Ph: 1300 822 529

Weather Warnings

The Bureau of Meteorology (BOM) provides warnings of dangerous weather to the Australian community.

This information is transmitted to authorities such as Police, Emergency Management Queensland, State Emergency Service (SES).

Visit the Bureau of Meteorology web site at www.bom.gov.au for weather warnings including those for a tsunami.

Telephone Weather Services (TWS) Directory Queensland:

- Full State Service Ph: 1900 955 360
- Brisbane Metropolitan Service Ph: 1900 926 114
- QLD Coastal Waters Service Ph: 1900 969 923
- QLD General Warnings Ph: 1900 969 922

- QLD Tropical Cyclone Warnings Ph: 1300 659 212
- QLD Land Weather and Flood Warnings - Ph: 1300 659 219
- QLD Coastal Marine Warnings Ph: 1300 360 427
- Australian Tsunami Threat Information (1300 TSUNAMI) Ph: 1300 878 6264



Separate Regional Weather Services Forecasts for Council Queensland:

- QLD Northern Districts Service Ph: 1900 969 925
- QLD Central Districts Service Ph: 1900 969 926
- QLD Western Districts Service Ph: 1900 969 927
- QLD Southeast Districts Service (except Southeast Coast) Ph: 1900 969 928
- QLD Southeast Coast Service Ph: 1900 969 929

Surviving Emergencies 2010/2011



Know your emergency ...

■ **Southeast Queensland Boating Weather Service:** Ph: 1900 926 115
Telephone Weather Services Call charges:

1900 numbers: 77c per minute incl. GST; 1300 numbers: Low call cost, around 27.5c incl. GST. (More from international, satellite, mobile or public phones)

■ **Emergency Alert information:** Details of any current alerts for Queensland are available through the Queensland's Disaster Management Services website: www.disaster.qld.gov.au

■ **Fire contacts:** To report a fire - Phone triple zero (000).

For information on fire bans visit www.ruralfire.qld.gov.au or contact Rural Fire Service Mackay

Ph: 4965 6641.

■ **Health, hospital information –** Contact Queensland Health
Ph: 13 HEALTH (13 43 25 84) or visit www.health.qld.gov.au

■ **Road conditions and closures –** 24-hour state-wide road reports – Ph: 13 19 40

Road conditions for Brisbane Metropolitan, Gold and Sunshine Coasts areas only – Ph: 1300 130 595

For state-wide details online visit <http://131940.qld.gov.au>

■ **Power supply/outages:** Dangerous situations and/or downed power lines:

Ph: 13 16 70 (Ergon Energy)

To report loss of supply:

Ph: 13 22 96 (Ergon Energy)



PREPARE YOURSELF WITH

LifeAid

SKILLS



PROVIDING QUALITY INTEGRATED MEDICAL SERVICES

Onsite Paramedics, Fire, Rescue, Security & Healthcare Professionals.

Nationally Registered Training Organisation in areas of:

- + First Aid
- + Advanced Care
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- + Fire
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- + Emergency Care manual
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1300 LIFE AID

(1300 5433 243)

www.lifeaid.com.au - lifeaid@lifeaid.com.au

 **LifeAid**
Emergency Care



Be prepared ...



DESTRUCTIVE: Cyclones are devastating, but residents can prepare for them.

Cyclone season is now in full swing throughout Central Queensland

WHILE Queenslanders rejoice that summer is almost upon us, November to May also signals the start of cyclone season – and Mackay Regional Council is urging residents not to be complacent.

Cyclones can generate winds in excess of 200km/h and storm surges with severe flooding.

More than 200 cyclones have impacted the east coast of Australia since the mid 1800s, with the vast majority making an impact in Queensland.

Although cyclones are unavoidable, residents can take measures to ensure their family and property stays safe this storm and cyclone season.

Some planning now can save a lot of grief later. Create a 'cyclone smart system' for your family which should include a cyclone preparation checklist, an emergency or first-aid kit, evacuation plan and an emergency contact list.

While emergency services were there to help Queenslanders in times of need, residents were also warned that being ready was their own responsibility.

State Emergency Service (SES) Queensland central regional director Robbie Medlan said it was essential that residents knew what to do *before* an emergency struck.

"When disaster strikes, our resources are often kept extremely busy helping Queenslanders in a myriad of situations like sandbagging flood affected areas, replacing or fixing roofs and rescuing stranded motorists.

"All households should have an emergency evacuation plan ... knowing where to go in a disaster like cyclone and storm season is vital to the safety of you and your family," he said.



GET READY FOR THE CYCLONE SEASON

STIHL

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CHAINSAWS From

\$399



MS 170 | MiniBoss®

The serious pruner

Ideal for around the home, you can take charge of occasional pruning and firewood preparation yourself.

- 1.3 kW engine power
- 3.9 kg dry weight
- 30.1 cc engine capacity
- 14" (35 cm) bar length

The 2010 - 2011 storm and cyclone season is with us and your local STIHL Dealer has you covered with everything you need to clean up around your home and property. Whether it be pre-storm and cyclone season maintenance or cleaning up after the event your local STIHL Dealer can provide you with all aspects of sales and backup support.

5 SERIOUS REASONS TO BUY FROM A STIHL SPECIALIST



1. Expert advice for pro and amateur users alike
2. High quality products are sold with expert advice
3. Pre-buyer maintenance and lubrication program
4. All tools available ready to run with a full warranty and first service is free
5. Trained workshop technicians can maintain your investment

Airlie Beach	Stihl Shop Whitsunday	Ph 07 49466505	Proserpine	Proserpine Home Hardware	Ph 07 49455511
Mackay	Jacksons Mower Centre	Ph 07 49575459	Proserpine	Proserpine Motorcycles	Ph 07 49453787
Mackay	The Saw Shop	Ph 07 43526100			

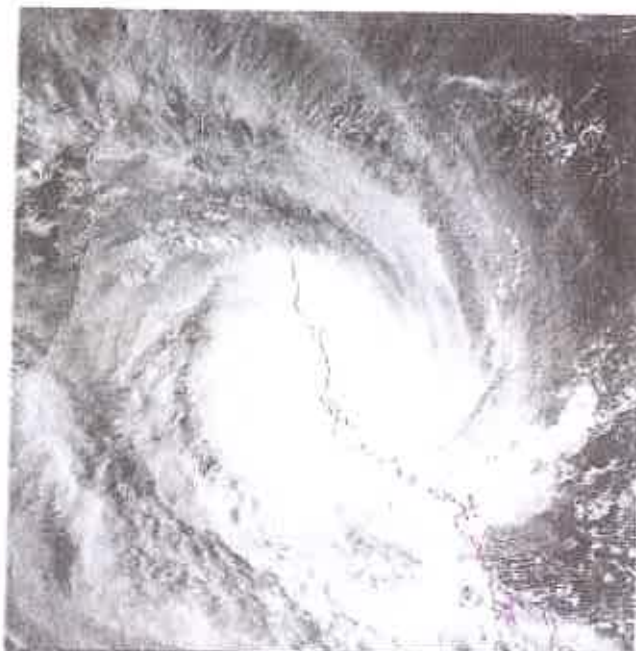
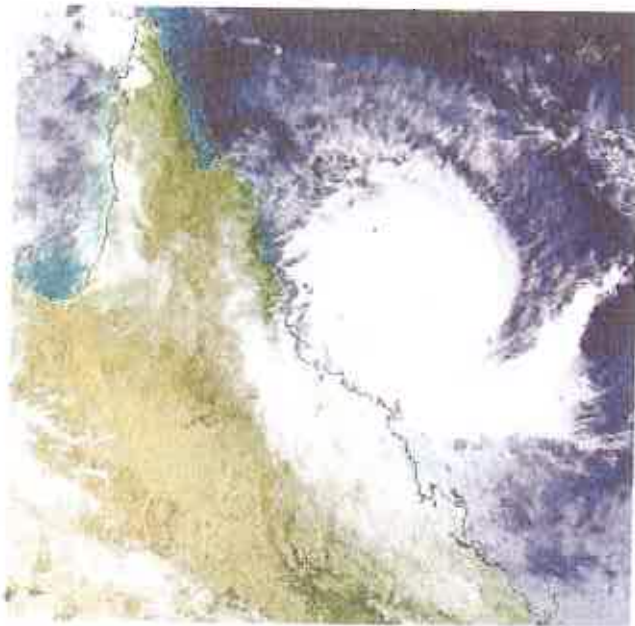
call **13 11 97** for your nearest dealer www.stihl.com.au

SPECIALIST DEALER NETWORK

STIHL



How to prepare



What to do in a cyclone?

- Listen to your radio; heed all warnings and advice
- Keep calm and stay inside – do not venture out in a cyclone's calm centre

Tropical cyclones are the most severe storms with strong winds, heavy rain and ocean storm surges. One feature all cyclones have in common is a calm centre or "eye" – an area made up of light winds and often-clear skies.

It is critical to note this is not the end of the cyclone as destructive winds from the other direction can follow. Remain inside until it has passed.

Cyclone advice

Cyclone advice can be issued as a "watch" or "warning".

■ 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 issued every three hours, 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.

Preparing for a cyclone

Before the event:

While every cyclone is different, you can plan to be as prepared as possible by following the tips below.

Before the cyclone season

- ◆ Check with your council to see if your home has been built to cyclone standards

- ◆ Check your insurance and if possible, insure against "Rising Sea water"

- ◆ Check that the walls, roof eaves of your home are secure
- ◆ Trim treetops and branches well clear of your home

- ◆ Preferably fit shutters, least metal screens to all areas

- ◆ Clear your property of material that could blow away and possibly cause injury or damage

- ◆ In case of storm surge warning, plan your nearest location on high ground as safest route to it (note: Most does not have certified shelter)

- ◆ Have a Cyclone Emergency kit on hand

- ◆ Check neighbours, especially recent arrivals, to make sure they are prepared.

In the event of a cyclone

Some tips on how to prepare when you've been notified of a cyclone are below.

- ◆ Listen to your local radio station

- ◆ Check your home and yard and secure loose objects

- ◆ Fill as many water containers as possible, including bath tubs

- ◆ Top up your car's fuel tank

- ◆ Check elderly or disabled neighbours

- ◆ Make sure you have adequate supplies of prescribed medication

- ◆ Plan your evacuation route to high ground, in case evacuation is ordered

- ◆ Gather personal documents, mementos and valuables in a waterproof bag (such as a bag bag) and secure in a safe case to avoid damage

- ◆ Check emergency first aid kit

- ◆ Ensure children are home that they stay indoors



for a cyclone

- ◆ Board or tape windows where practical
- ◆ Gather tools which may be needed for emergency repairs, including hammer, nails, rope, saw and tarpaulins
- ◆ Lock your pets at home and do not allow them to roam.
- ◆ Turn off the water mains
- ◆ Stay inside in your prepared safe place – remain calm
- ◆ Use the mattresses for protection, if necessary
- ◆ Beware of the calm "eye" of the storm and do not go outside until you are advised to do so.

■ When you know the cyclone will hit:

- ◆ Prepare safest part of the house (usually the bathroom) mattresses and place your emergency supplies there
- ◆ Turn off gas and electricity at the supply point

■ Local radio frequencies:

- ◆ ABC Tropical North: 101.1FM
- ◆ ZINC: 101.9FM
- ◆ HOTFM: 100.3FM
- ◆ SEAFM: 98.7 FM
- ◆ 4MK AM: 1026AM
- ◆ 4CRMFM: 107.5 FM
- ◆ MY 105FM: 105.9FM



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Flood safety for you

Deep floodwater at the Bunnings car park.

Evacuations are necessary at times during severe floods

THE Mackay Local Government area is subject to extreme rainfall between the months of November and May. Due to the short, intense nature of events and the close proximity of the Pioneer River catchment, it places the city and surrounding communities in an extremely vulnerable position. At times, this may result in mass evacuations of the community.

Flooding

Be aware that existing river levees do not offer complete protection from river flooding.

If flooding is predicted:

- ◆ Listen to your radio
- ◆ Heed all warnings and advice
- ◆ Move as many household items as possible including cardboard boxes and newspaper items, to the highest possible point
- ◆ Pile furniture on beds and personal items on to the furniture
- ◆ Remove all drawers from built ins
- ◆ Tie down loose items in your yard, to prevent them from float-



A hairdressing salon on Victoria Street.

ing away

- ◆ Ensure all chemicals that may react with water are within a water proof container and are moved to a higher level
- ◆ Gas cylinders and gas bottles should be disconnected and tied down or moved to above flood height
- ◆ Close the mains water valve
- ◆ If driving, be sure of the depth

of the waters before driving through it. Refrain from driving if possible:

- ◆ Place a can of 'water displacement spray' in your vehicle, for the engine
- ◆ Do not let children play around drains, watercourses or running water. Even shallow water can pose a danger to life

If flooding occurs:

- ◆ Have your emergency evacuation kit on hand and listen to radio for official advice
- ◆ Switch OFF electricity and if you leave home
- ◆ Never drink flood water
- ◆ Boil all tap water until plies have been declared safe
- ◆ Do not eat food which has been in contact with flood water
- ◆ Avoid entering flood water on foot or in a vehicle after flood
- ◆ If you have to evacuate or return home until advised, use the recommended route
- ◆ Do not use gas or electrical appliances, which have been flood affected, until they have been checked for safety by qualified personnel
- ◆ Beware of snakes, crocodiles and spiders, which may move into drier areas in your house
- ◆ Avoid wading, even in shallow water, as it may be contaminated
- ◆ If you must enter flood water wear solid shoes and check depth with a stick as you wade
- ◆ Check with the Disaster Coordination Centre or police for safe routes before driving anywhere
- ◆ Do not go sightseeing



Plan for storm season

EMERGENCY Management Queensland (EMQ) is urging all Queensland households to ensure they have prepared and practised an emergency plan in time for the storm season.

Regional director Robbie Medlin said there were four easy steps householders needed to take to make an emergency plan.

"Preparing your household emergency plan is something which all residents need to do," Mr Medlin said.

"The first step involves researching hazards and disaster management arrangements in your community.

"This involves considering po-



tential hazards which may impact your community.

"You can find this information through contacting your local council.

"The second step involves discussing possible scenarios and responses with your household – for example, what you'll all do in the event of each emergency, how you'll keep in touch if family members are apart and how you'll all prepare for evacuation.

"The third step is all important and relates to the recording of important details for your emergency plan.

"This should include emergency and related numbers, medical services, local council, electricity and other service providers, insurance providers, relatives, friends and each of the householders' personal contact details.

"It should also include two

nominated meeting places.

"The fourth step involves ensuring everyone in your household is prepared.

"This involves preparing an emergency kit and storing in a safe and accessible place.

"All households should review and practise their plan three times a year, taking into account the changing needs of all members of the family."

Mr Medlin said preparing and practising a household emergency plan placed residents in good stead.

"If you haven't made an emergency plan, do it today," he said.

Visit www.emergency.qld.gov.au for more details.



What to watch to stay safe this storm season.

This storm season, keep yourself and your loved ones safe by visiting our website and watching our quick Storm Safety Video. Aaron, our presenter, will show you what to do before, during and after a storm.

You can also call 13 10 46 and we'll send you a 'Who are you keeping safe' guide, which is packed with even more helpful safety advice.

Remember, during storm season, we're always here to help.

ergon.com.au





Plan for safe



Council has the region colour-coded for safety

MANY emergencies including severe weather events which trigger storm surges and flooding may require partial or total relocation of the population.

The Mackay region does not have certified shelters available for use during a cyclone and you should pre-arrange your self-evacuation in preparation, should the authorities order you to do so.

People are required to self-evacuate if ordered, however if you or someone you know, are unable to do so due to a special need (wheelchair reliant or housebound) and have no relatives or friends who can assist you should register with Mackay Regional Council Ph: 1300 622 529.

What can you do to prepare for evacuation?

Know where your property lies and find out what inundation area your residence is in. Contact Mackay Regional Council to find out what colour "evacuation area" your home is in. Mackay areas have been classed into purple, grey, orange, pink and brown zones. In an emergency, if an evacuation is ordered, the colour will be broadcast over the radio. Visit www.mackay.qld.gov.au/services/emergency_management to find a map of your area; or pick one up from council at Sir Albert Abbott Administration Building, 73 Gordon St, Mackay (Monday to Friday, 8.30am to

4.30pm).

✓ Find a 'high place'

Have an area on high ground, out of the inundation area, in mind to make your way to. Find a friend, relative or work place on high ground and a range to go there in an emergency, in advance of the event. B



Be prepared to evacuate immediately if you are advised to do so...

aware of friends and neighbours particularly the elderly, deaf or blind, or those with English as second language. Assist them making an evacuation plan and pass on any warnings and the meaning.

✓ Be ready

Be prepared to evacuate immediately if you are advised to do so by the authorities. Find out NOW what you need to consider prior to evacuating your home for example, essential medications, pets, transport, documents and treasured family memorabilia. Prepare an evacuation kit and know your evacuation route. Be aware you must evacuate or an evacuation order has been issued and Police and Emerger



evacuation

Services have the authority to remove you from the Evacuation Zone.

✓ Consider registering with the Disaster Co-ordination Centre

When you're registered, your friends and relatives can check your safety or inform your friends and relatives of your movements. Contact the Disaster Co-ordination Centre. Ph: 4951 2466

Other evacuation tips:

✓ Make sure your vehicle's fuel tank is full

✓ If you don't have transport or are disabled, make arrangements NOW with relatives, friends or neighbours

✓ Switch off electricity or gas

✓ If you are prepared to evacuate to relatives, friends or another town which is not likely to be affected, it is often wiser to leave without waiting for official evacuation orders. In this instance contact the Disaster Co-ordination Centre (Ph: 4951 2466) to advise of your movements

✓ Check RACQ for road clo-

sures 1300 130 595 and be aware Emergency Services cease operation when winds exceed 100km/hr

✓ Take your prepared emergency evacuation kit

✓ Dress appropriately - jeans, skivvies, etc, strong footwear and a raincoat

✓ Load your car quickly

✓ Lock up your house

✓ Listen to your radio at all times and do not ignore warnings or advice

✓ Household pets should be taken to your predetermined location; don't forget to take pet food as well.

✓ Beware of fallen power lines

✓ Consider purchasing a generator to run essential appliances during and after disasters, as you may lose electrical power for some days after the event.

■ *Following evacuation, and after the cyclone has passed and the "all clear" given, if necessary Welfare Centres will be opened with provision for emergency food and clothing.*



Floods can be devastating on so many levels.



Cooperating with the authorities is essential.

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Be prepared and live

Good decisions safeguard home and family

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. For Queensland residents, that can be just about anywhere.

In 2009 Queensland experienced one of its worst bushfire seasons on record and at one point firefighters attended 4491 vegetation fires across the state over a 36-day period. In many cases homes and lives were at risk and residents were faced with the decision to stay with their property or leave the area early.

It is important that your home and family are ready for the bushfire season. It will assist you in making the decision to stay or to leave and will outline the steps you need to take as a result of your decision.

Take time to sit down with your family and discuss your bushfire survival plan and what steps you will take to prepare, act and sur-

vive this bushfire season.

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

If your answer is "yes" then the first step is to reduce the risk to your property with these basic steps.

Prepare Property

- ✓ Clear space around buildings
- ✓ Clear and remove undergrowth
- ✓ Fill any gaps in the eaves, around windows and door frames
- ✓ Protect larger under-deck areas with non flammable screens
- ✓ Remove any fire hazards from around the house
- ✓ Rake up bark, leaves and twigs
- ✓ Make sure you have appro-

priate water and firefighting equipment

- ✓ Make sure your property has cleared access for fire trucks

Prepare to leave

If you plan to leave you should leave early, before a fire reaches your area, even the night before or early in the morning. Listen to your local radio station for community messages or warnings.

Prepare yourself


In the event of a fire, you should wear:

- ✓ natural fabrics such as cotton, denim or wool
- ✓ sturdy work boots (non-metal caps) and a pair of wool socks to prevent burns to your feet and support your ankles
- ✓ a wide-brimmed hat to stop embers dropping onto your head or down the back of your shirt
- ✓ work gloves to protect your hands
- ✓ a good pair of safety goggles to safeguard your eyes against smoke, embers and debris in the air



- ✓ a smoke mask or damp cloth (non-synthetic) to cover your nose and mouth to protect you from inhaling smoke and ember

More tips for preparing yourself are available in your Bushfire Survival Plan at www.rural.qld.gov.au.



Thank you for your support!

**The RACQ-CQ
Rescue Annual
Appeal - it's never
too late to donate!**

It's never too late to make a donation. Operational costs amount to \$4.9 million per year to keep the helicopter in the air, so please help us by contributing through:

- **Payroll Deduction**
- **Sponsorship**
- **Rescue 100 Club Membership**

Donations can be made

- over the phone by credit card;
- posting a cheque to PO Box 1850 Mackay;
- Paypal at www.cqrescue.com.au
- Internet transfer to BSB 124-001, Account Number 100007968

Enquiries: 4998 5232



Your lifeline when you need it most.



Preparing your emergency kit

■ Top emergency tips:

In an emergency tune into your local radio station for official warnings and advice.

Check the batteries in your radio, and always have spares available.

Local radio frequencies:

- ABC Tropical North: 101.1FM
- ZINC: 101.9FM
- HOTFM: 100.3FM
- SEAFM: 98.7 FM
- 4MK AM: 1026AM
- 4CRMFM: 107.5 FM
- MY 105FM: 105.9FM

Preparing your emergency kit – emergency kit checklist:

- ✓ Battery-operated radio (with spare batteries)
- ✓ Torch (with spare batteries)
- ✓ Candles, lighter and waterproof matches
- ✓ First aid kit and manual
- ✓ Combination pocket knife
- ✓ Portable stove with fuel
- ✓ Cooking utensils
- ✓ Water in sealed containers (30 litres per person)
- ✓ Medications
- ✓ Toiletry and sanitary supplies
- ✓ Change of clothes and strong shoes

- ✓ Canned food – enough for 3-4 days minimum (plus can opener and utensils)
- ✓ Special needs for infants, the aged and people with disabilities
- ✓ Pet food, water and other animal needs
- ✓ Tent or tarpaulin and blankets
- ✓ Money (including change for phones)
- ✓ Personal Documents – insurance, certificates, photographs, and prescription repeats etc.
- ✓ Strong plastic bags
- ✓ Emergency phone numbers
- ✓ Insect repellent and sunscreen.
- ✓ Consider a portable stove with fuel, or a generator
- ✓ Remember cordless phones require electricity to operate. Retain a line phone to reconnect if power is lost.

(Information prepared by Emergency Management Queensland) Your first-aid kit should have:

- ✓ 1 packet of plastic strips – 1 stainless steel scissors
- ✓ 1 roll of non-allergic tape – 2 square gauze swabs
- ✓ 2 sterile eye pads – 1 bottle antiseptic cream
- ✓ 4 triangular bandages – 1 wound closure steri-strip
- ✓ 1 conforming gauze bandage – 1 bottle antiseptic solution
- ✓ 1 sterile combine dressing – 5 alcohol swabs
- ✓ 15 safety pins in a bag – 2 pair of disposable gloves
- ✓ A first aid manual





Safeguard your pets in a time of crisis

In the event of a serious disaster or weather incident, what happens to your pets?

According to the RSPCA, the most important thing to remember is to keep animals in shelter and close to you. Keeping dogs or cats in the backyard is not an option. If an animal is not contained, even in the event of a large storm, they are likely to become distressed and leave your home.

It is advisable to have a lead for your dog stored away for emergencies, and a secure cage on hand for cats, as your pet may be slower to respond to commands when frightened. Think about how you are going to control your pets.

Have a predetermined location in mind for both your pet and yourself to go in the case of evacuation.

As with humans, it is important to have emergency food and water for your pet stored away, in case you are enclosed for a large period of time. About one to two weeks of supply on hand is recommended because you may not have access to shops or power following an emergency event.

The RSPCA also has a "lost and found" website which you can use should your pet go missing in an emergency. Visit <http://lost-found.rspcaqld.org.au/>

Phone Contacts:

- ✓ RSPCA lost and found Ph: 1300 363 736
- ✓ The RSPCA's 24 hour call centre can also be contacted on Ph: 07 3426 9999
- ✓ Visit the RSPCA website: www.rspcaqld.org.au

For other animal emergencies:

Wildlife Hotline Ph 1300 130 372 to report wildlife emergencies, marine strandings and pollution incidents.

To report an act of animal cruelty or neglect, or if you have concerns for the welfare of an animal, please call:

- ✓ RSPCA Inspectorate: 07 3426 9971 or 1300 852 188. DPI call centre: 3239 3111
- ✓ Your local police station
- ✓ For emergency animal disease and biosecurity matters refer to the Queensland Department of Primary Industries and Fisheries Ph: 13 25 23 or call the Animal Disease Watch Hotline Ph: 1800 675 888.



It's cyclone season...don't risk...

...damage and injury to you or your neighbours by leaving it too late to have it done

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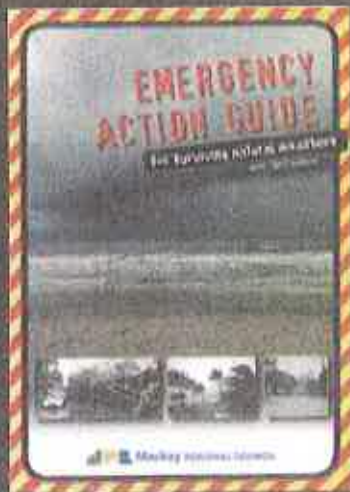
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CYCLONE SEASON



BE PREPARED -
ensure you have a
copy of the **Emergency
Action Guide** handy.

> Copies are available at Sarina, Mackay and Mirani customer service centres, Gordon White Library or you can download the guide from the website: www.mackay.qld.gov.au

Some important tips for the upcoming storm season...

- > **Be aware of what colour zone you are located in.** If you live in a low lying area, plan ahead for a possible storm surge.
- > **Do not purchase large amounts of perishable items.** Buy non-perishable food that does not require refrigeration.
- > **Are you prepared to lose electrical power for four to six days?** Consider purchasing a generator to run essential appliances during disasters.

Come along to **Cyclone Saturday**

- > November 27 from 9am to 12noon
- > Mount Pleasant Shopping Centre

All the latest information on how to prepare and survive during an emergency.



in focus

Be prepared this storm season

Living in our part of the world comes with responsibilities and every resident needs a plan to ensure they are adequately prepared for the summer storm season.

A few hours spent working through simple planning tasks with your household, putting aside supplies and securing your home could mean the difference between life and death.

Over the past two years, our region has felt the brunt of floods, cyclones and unseasonal rain - don't take anything by chance - **PREPARE NOW!**

THERE ARE NO EVACUATION SHELTERS - YOU ARE RESPONSIBLE FOR YOUR SAFETY!

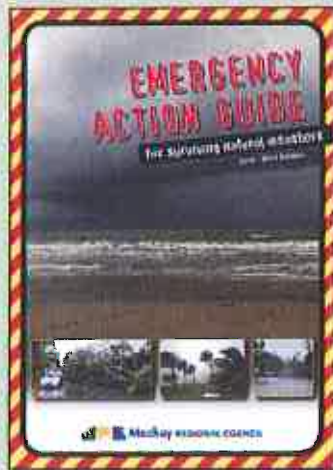
"It is the same message every year, but we can ill afford to ignore it," Mayor Col Meng said.

"We need to be ready and help our neighbours be ready."

People with special needs should register with council's Customer Service Centre on 1300 MACKAY (622 529).



Mackay's City Centre felt the destruction of Cyclone Ului in March this year.



Council's Emergency Action Guide provides valuable information on how to best prepare for the storm season and also includes information on cyclones, floods, storm surges and rural bush fires.

Collect a copy from council's Customer Service Centres or download a copy at council's website.

Check out the Storm season feature on pages 6 & 7 for more information on how to prepare.



If you wish to receive information in an alternative format or require an interpreter for any council-related business, contact 1300 MACKAY (1300 622 529).

what's
inside



3
Australia Day
nominations
open



4
Rural roads
given priority



11
Cool down
this summer



A message from the Mayor Col Meng

Where has the year gone?

As we prepare for the festive season, I would like to take this opportunity to wish everyone a happy, safe, healthy and enjoyable Christmas/New Year break.

Council has made some significant achievements in another challenging year and our commitment as councillors is to continue to deliver for the entire region.

There are many reasons to celebrate and I trust you will take time to enjoy the Christmas Carols that are planned around the region. Council has arranged a number of Community Carols in Sarina, Mirani, Calen and Walkerston.

Obviously, at this time of the year, we must also be mindful of cyclones, storms and floods.

The past three years have certainly tested our community's resilience and hopefully we can escape the summer storm season without experiencing a natural disaster.

I urge every resident to take the necessary steps to safeguard your home, property and family. Prepare now and be ready for what may occur (refer to pages 6 and 7 for tips).

Enjoy the holiday season and I look forward to continuing to work with this wonderful community in 2011.



Events light up council's Christmas calendar

One and all are invited to celebrate Christmas with Mackay Regional Council at a variety of Community Christmas Tree events, Carols in the Gardens, markets and more.

Residents will enjoy the annual Christmas carol launch at the Mackay Civic Precinct lawn, Gordon Street, on December 4 from 5.30pm.

There will be plenty of food and drink stalls for carollers, an exciting line-up of local and visiting performers, an appearance by Santa Claus and the magical lighting of the Christmas tree.

To spread the festive spirit region-wide, council has once again organised four lighting of the Christmas tree celebrations at the following locations:

> Sarina

Wednesday, December 8, on Broad St from 5.30pm

> Mirani

Thursday, December 9, on Victoria St from 6.30pm

> Calen

Saturday, December 11, on McIntyre St from 5.30pm

> Walkerston

Saturday, December 11, at Anzac Park from 5.30pm

Mackay Regional Botanic Gardens will once again host Christmas in the Gardens on Saturday, December 18, at the venue in Lagoon Street from 5.30pm.

Please note: these events are family friendly and alcohol free.

Save the date:

This year's Christmas Markets is on Sunday, December 19 where Santa will be making a special appearance for the last City Centre Markets for 2010.

Get a taste of local delights this Christmas

Sarina Sugar Shed's delectable delights are sure to impress this Christmas. Surprise your loved ones, friends, colleagues or workers with a goodies box that will satisfy their sweet tooth.

Beautifully hand-packed in stylish boxes with ribbons, you can choose and create personalised hampers from treats such as gourmet sauces, liqueurs, homemade sweets and much more.

Gift boxes, ranging from \$44 to \$200, can be delivered throughout the region.



Check out their catalogue and order online by visiting: www.sarinasugarshed.com.au or drop into the Sugar Shed at the Field of Dreams Parkland, Railway Square.

Looking for someone... to fill these shoes

We want you to help council recognise a true tireless volunteer who has made a significant contribution to the local region.

Nominations are now open for the Mackay Regional Council's 2011 Australia Day Awards.

Mayor Col Meng said recognition on Australia Day is the most prestigious local award possible.

"We have so many wonderful individuals who thoroughly deserve to be recognised," he said.

The two major award categories are: *Citizen of the Year* and *Young Citizen of the Year*.

Community awards will be presented in Mackay, Sarina and Pioneer Valley in the following categories:

- > Volunteer of the Year
- > Community Event of the Year
- > Sportsperson of the Year
- > Young Sportsperson of the Year
- > Cultural Award

To nominate, visit council's website or collect a nomination form from any council library or customer service centre. **Nominations will close Monday, January 10.**

The region will again celebrate Australia Day with three community style celebrations at Mackay, Sarina and Pioneer Valley.



Australia Day is proudly sponsored by P. Comino & Sons and Mackay Regional Council. A number of unique entertainment events are being planned, so keep an eye on council's website for details.

Your link to council happenings



Council provides about 150 different services every day – these can range from installing new water pipes to line marking or teaching a child to swim.

To keep across everything your council is doing for the region, visit the new section 'What's happening in council' at www.mackay.qld.gov.au.

Go to the 'About council' link and click on the section.

There you will find the monthly Director's Reports for the five departments in council. This gives you a snapshot of what is going on in each of the areas and what work is underway or has been completed.

Did you know?
Council provides
**84 barbecues and
108 picnic shelters
in the region.**

Celebrate New Year's in style

When the sun goes down this New Year's Eve, the popular lifestyle precinct – the Bluewater Quay, will come to life!

There will be children's amusements, food stalls and an electrifying concert from the Australian U2 Show Band, along with live stage entertainment from 5.30pm until midnight.

Get dressed up as your favourite U2 band member for the chance to win prizes for best-dressed male and female on the night.

Once again revellers will enjoy the ever-popular New Year's Eve fireworks displays, scheduled for 9pm and midnight down by the river.

For more information on the free event log onto Mackay Regional Council's website (www.mackay.qld.gov.au).

Make your BIG SPLASH!



The Big Splash Swimathon is taking place again on Saturday, January 29, at Pioneer Swim Centre from 11am.

The water family fun day, in its second year, comprises of sponsored lap swims (individual or teams), relay races, novelty relays (best costume), treasure dive, kickboard races, pool party and more.

Health, Sport and Recreation portfolio Councillor Paul Steindl is encouraging everyone to come along either as a spectator or to join in on the activities.

"So far we have had some great entries from those keen to participate in the event races however it's not too late to take part as we are taking registrations for relay and individual events on the day as well," he said.

Entry to the facility is by gold coin donation and activities are open to all members of the public.

The Mission Inflatable will be in action from 5pm to 7pm as part of the pool party, plus there will be prizes and giveaways, amusements for the kids, an evening sausage sizzle, and refreshments available at the kiosk throughout the event.

Come on down, be part of the family fun day and help raise funds for the Royal Life Saving Society (Prevention of Drowning Program) and the Life Stream Foundation (a local charity that work with intellectually disabled).

To register before the day please phone Rhona on 4957 5767; alternatively just turn up!

This event is proudly sponsored by Mackay Regional Council and Dalrymple Bay Coal Terminal.

Rural roads given priority

There are many competing interests in council's annual budget ... and road construction remains a key focus of this council.

Roads and Infrastructure portfolio councillor Kevin Casey said council had 2700 kilometres of roads to maintain and was continually looking at ways to improve service delivery to all parts of the region.

A councillor's workshop will investigate the best way to prioritise rural road improvements in a tightening budget. A great deal of work has been done over the past year, particularly considering the challenge of dealing with a cyclone and an active wet season earlier this year.

"Current calculations estimate we have \$100 million in road works that require attention, but we simply do not have access to those types of funds," Cr Casey said.

Some of the notable work completed is:

> Gorge Road (Finch Hatton), West Plane Creek Road (Sarina), Sarina Beach Road-Eversleigh Road, Rifle Range Road (Sarina), Kinchant Dam Road, Conder Parade (Midge Point) and Rogers Road (Gargett).



Rifle Range Road, Sarina



Conder Parade, Midge Point

"Road construction is one of about 100 different services provided by council every day," Cr Casey lamented.

Significant flood damage work has also been carried out. Ongoing maintenance is also important – In August this year, council completed maintenance work on 54 different rural roads across the region.

COMMUNITY ATTITUDE SURVEY

RESULTS AND FINDINGS

www.mackay.qld.gov.au

Message from CEO

The results from the 2009 Community Attitude Survey paint a positive picture for council staff and are a testament to your commitment and willingness to serve the community.

This survey was conducted 15 months after amalgamation and judging by the community's response, it shows a strong sense of satisfaction with the staff and how we handle enquiries.

It is never easy when change occurs, however the response from staff has been exceptional and we are certainly on track to build a "service-orientated" culture.

Improving organisational efficiency continues to be one of our main corporate objectives and I encourage everyone to continually evaluate what we do and how we may improve things.

I thank everyone for their efforts and am justifiably proud in the direction we are heading. Keep up the good work.

Overview

Judging by the findings, a majority of 807 residents surveyed in the region are satisfied with the overall performance of council as an organisation in the past 12 months.

Most regionally based telephone surveys are in the vicinity of between 500 and 600 people. So the sample size for this survey can be considered comprehensive and rigorous.

About 71.6 per cent of residents indicated a satisfaction with council, resulting in a mean score of 6.5 out of 10. This is considered to be in the "medium" range of satisfaction.

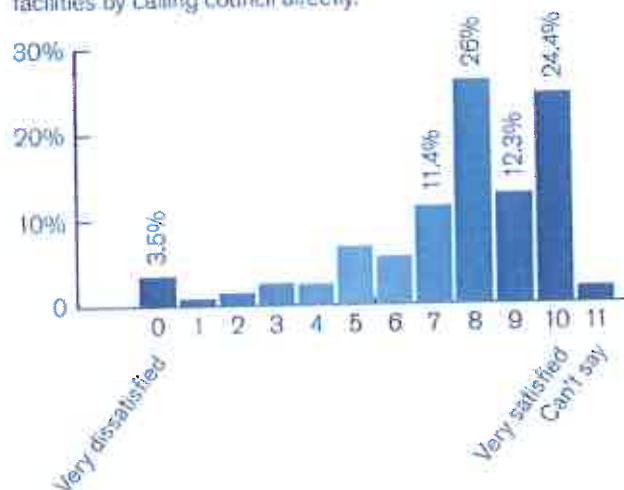
A particular issue tends to have an influence on a resident's level of satisfaction with council. More than 40 per cent provided a negative response because of a particular issue.

About 12 per cent identified an issue which had a positive influence on their satisfaction.

What we do well

About 80 per cent of residents, who have had contact with council staff have been happy with the performance of staff. Overall, the mean satisfaction score was 7.5 out of 10, which is in the "high range".

The survey revealed that nearly half (46 per cent) of residents source their information about council, its services and facilities by calling council directly.



COMMUNITY ATTITUDE SURVEY

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What we do well (cont.)

Outstanding service performance areas are:

- General waste collection and recycling
- Operation of libraries
- Provision of sewerage and septic services

Residents rated their satisfaction with each of the 34 council services and facilities on a scale of 0 to 10, where 0 means 'very dissatisfied' and 10 means 'very satisfied'.

About 77 per cent of residents are 'highly' satisfied with their waste and recycling collection as well as the operation of our library services. The provision of sewerage and septic services was another strong performer at 67 per cent.

Generally anything above a mean score of 7 is considered in the high range of satisfaction, while 5 to 6 is in the medium range. Those below 5 are considered areas of low satisfaction or perception.

The chart below summarises the mean performance ratings (satisfaction) for council services and facilities:

Service/facility	Score (out of 10)
General waste collection	8.29
Operation of library service	8.13
Sewerage & septic services	7.95
Recycling collection	7.88
Operation of MEC	7.52
Provision of water services	7.48
Management of emergency events	7.31
Running of festivals and events	7.20
Operation of Bluewater Lagoon	7.18
Sarina Sugar Shed	7.10
Provision of community centres and community halls	7.06
Operation of swimming pools	7.06
Condition of playgrounds	6.97
Operation of Artspace Mackay and Sarina Art gallery	6.96
Support of local sporting groups	6.96



Standard of waste facilities	6.95
Support for community groups	6.88
Maintenance of parks/reserves	6.76
Encouraging local industry and business	6.71
Promotion of tourism	6.70
Informing the community of council services and facilities	6.48
Beach foreshore protection	6.39
Provision of youth services and facilities	6.13
Control of dogs	6.09
Consulting the community	5.97
Planning for regional infrastructure	5.93
Condition of footpaths	5.83
Managing residential development	5.81
Condition of public toilets	5.73
Maintenance of drainage network	5.57
Development application process	5.47
Construction roads & drainage	5.30
Maintenance of unsealed roads	4.86
Maintenance of sealed roads	4.67

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What is considered important

The survey asked residents to rate the importance they place on 34 services and facilities provided by council.

Apart from emergency management and general waste collection, which were the two most important services, the community felt strongly about the following (listed in descending order of importance):

Service/facility (in order)	Score (out of 10)
Management of emergency events	9.27
General waste collection	9.04
Maintenance of sealed roads	8.88
Recycling collection	8.80
Consulting the community	8.72
Encouraging local industry & business	8.72
Planning for regional infrastructure	8.65
Construction of local roads & drainage	8.56
Sewerage & septic services	8.54
Beach foreshore protection	8.41
Provision of water services	8.39
Informing the community about council services and facilities	8.36
Managing residential development	8.34
Maintenance of drainage network	8.21
Operation of library service	8.20

Emergency management

Considering what has happened over the past two years, it is pleasing to note that the management of emergency services (floods, cyclones) is ranked as the highest of the 34 individual services and facilities in terms of importance.

From the 95 per cent of respondents ranking it "important", about two thirds of residents have a "high" satisfaction rating for how council handles emergencies. Seven out of ten households have prepared an emergency kit.

The ongoing issue of concern is the low level of awareness of their colour in the storm surge evacuation maps. Only a quarter of residents surveyed know the colour of their household evacuation zone.

What residents feel should be given a higher priority

The survey asked residents whether they could think of any activities that council should place a higher priority.

60 per cent of those surveyed provided an opinion:

Council activity	Percentage
Road maintenance	17.0%
Youth services and facilities	8.6%
Activities for families and children	5.5%
Sports facilities and activities	4.1%
Development planning/infrastructure	2.9%
Waste and recycling services	2.6%
Other services and facilities	2.3%
Promoting tourism	1.9%
Drainage and flood prevention	1.8%
Facilities for the elderly and disabled	1.6%

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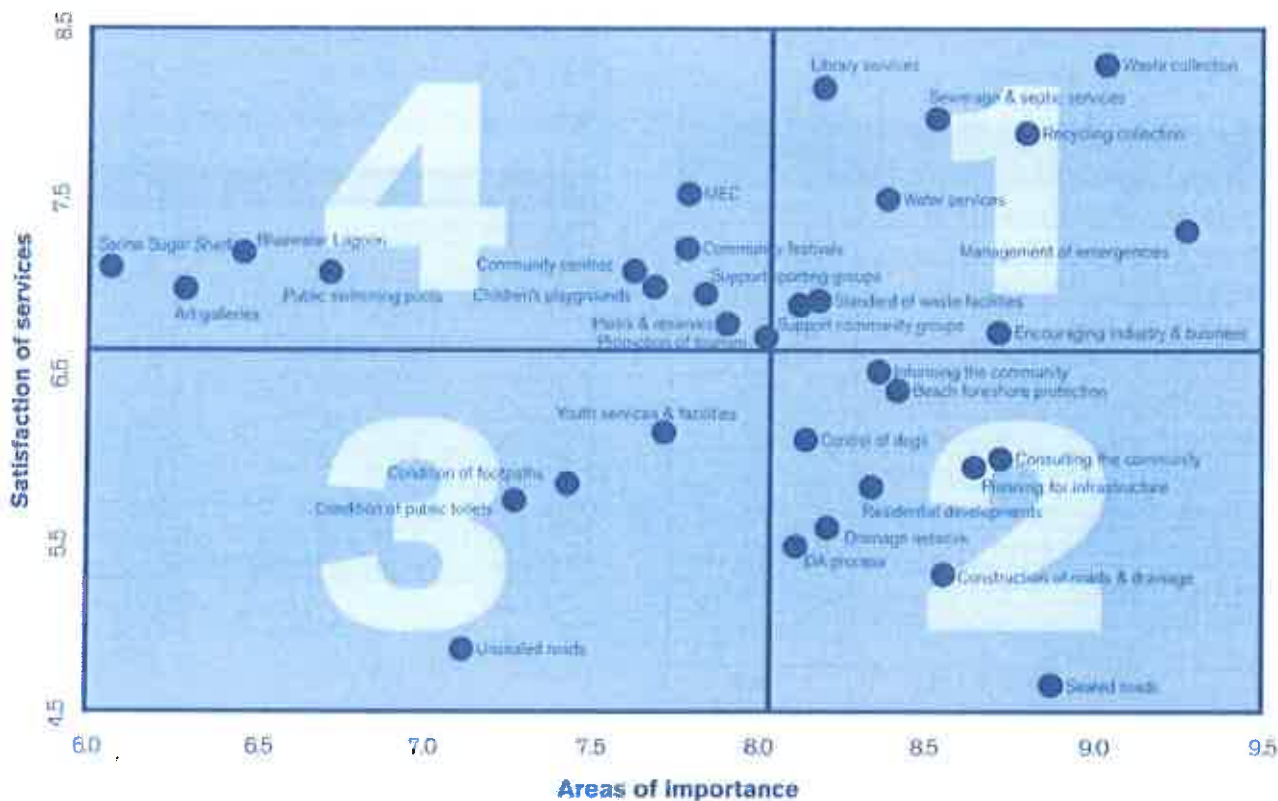
Where we can improve

The survey aimed to identify the key drivers for resident satisfaction by analysing the results from the individual service areas.

This was done by plotting the satisfaction scores with what the residents considered were their areas of importance.

Our current service strengths are those in quadrant 1. Quadrant 4 also shows "good service levels".

The service areas in quadrant 2 are regarded as "immediate attention" areas as residents consider these of "high importance" but not overly satisfied with what's being delivered. Those in quadrant 3 represent other areas for improvement.





COPY
QUEENSLAND POLICE SERVICE

CER 04/2253

Mackay Police District Office
57 Sydney Street, Mackay. 4740.
P.O. Box 261, Mackay. 4740

TELEPHONE (07) 49683555 FACSIMILE (07) 49683566

Our Ref:

Your
Ref:

December 16, 2004

TO: Minister for Emergency Services
Hon. Paul (Chris) CUMMINS
Westpac Building 4B/3 Nicklin Way
MINYAMA Q 4575

FROM: District Disaster Co-Ordinator
MACKAY

SUBJECT: Certified Cyclone Shelters

1. At a recent meeting of the Mackay District Disaster Management Group, concern was again expressed about the vulnerability of the community to Storm Surge inundation as a result of complacency developed within communities since the 1918 Cyclone which crossed the coast with a surge inundation of 1.8 metres and the loss of 30 human lives. There is also a large number of people who by their lifestyle will always be vulnerable.

This Group strongly believes that two mitigation strategies should be pursued as a matter of urgency in the interests of protecting lives and removing the enormous strain on the community resulting from such loss, as well as the burden placed on emergency response agencies.

(1) Due to the almost non existence of certified Cyclone Shelters along the Queensland Coast for use as a refuge in the event of an evacuation being ordered prior to a predicted Storm Surge, the Group strongly recommends the reintroduction of the Government initiated program to upgrade government-owned or sponsored buildings to certified shelter status. An investigation study carried out in 1998 concluded that upgrading of identified buildings in the Whitsunday region would cost approximately \$2 Million.

(2) Complacency within the community could be dramatically reduced to assist emergency service operations and evacuations if a State Government promoted awareness campaign was run regularly throughout the cyclone season, across the whole East coast of Queensland to highlight the dangers of complacency. Regular TV presentations showing the effects of cyclones and storm surge is considered the only way to drive home the seriousness of the situation. This procedure is adopted in the Florida region of the United States and has proved effective as up to 2 million people evacuate at first notice (some even prior to this).

We hope you and the Government will seriously consider these suggestions to help the community provide a safer place to live and assist emergency management during disasters

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G E HARLAND
Superintendent (DDC)
District Office
MACKAY



The Hon Chris Cummins MP
Member for Kawana

Minister for Emergency Services

Our Ref: (DES/02/0516-0021)

07 FEB 2005

Superintendent G E Harland
Disaster District Coordinator
Mackay Police District Office
PO Box 261
MACKAY QLD 4740

Dear Superintendent Harland

Thank you for your letter of 16 December 2004, regarding issues raised at the District Disaster Management Group in relation to the vulnerability of the community to storm tide hazard and mitigation strategies, particularly certified cyclone shelters and community awareness and education.

The Executive Director, Counter Disaster and Rescue Services has advised that the Department of Public Works, which is the counter disaster lead agency for Building and Engineering Services, has funds for the conduct of a study that aims to identify shelter buildings most suitable for upgrade, investigate potential costs associated with the upgrade works and potential costs associated with construction of the new shelter building, and to develop a strategy and implementation plan for the provision of cyclone shelters. The Department of Emergency Services (DES) is supporting the Department of Public Works on the project and future initiatives aimed to improve availability and conditions of shelter buildings.

In addition, DES encourages local governments and other relevant organisations to consider applying for funds under the Natural Disaster Mitigation Program (NDMP) for projects aimed to upgrade existing building shelters to an acceptable standard. The NDMP is funded on a 1:1:1 basis with the Commonwealth contributing one-third, the State contributing one-third and the organisation providing the balance of funding. The NDMP supports cost-effective natural disaster mitigation measures including shelter upgrade works. Further information can be obtained from the Commonwealth Department of Transport and Regional Services web site at: <http://www.dotars.gov.au/naturaldisasters/index.aspx>.

With respect to community awareness strategies, there have been considerable efforts made by DES to enhance community awareness and preparedness to natural hazards. During October to April, typically the period of floods, storms and cyclones, the Department adopts a multi-phased and multi-agency approach to community preparedness. In partnership with other agencies and local governments, the Department implements a number of public education and awareness activities.

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Email emergency@ministerial.qld.gov.au
Website www.emergency.qld.gov.au

Public education and awareness, pre-season meetings and preparedness activities were conducted throughout Queensland in November 2004 at the district, local government and community levels. In the Mackay Disaster District area there was a pre-cyclone season seminar delivered in Mackay for the District Disaster Management Group and a public meeting conducted in Cannonvale.


The Department implemented a statewide advertising campaign for the 2004/2005-disaster season using radio and press advertisements. This year's campaign focuses on flood, storm surge and cyclone preparedness messages. In Mackay, the messages to the community were delivered through local Radio '4MK' and the Mackay 'Daily Mercury'.

In addition to these activities, the Department, together with members of the Queensland Tropical Cyclone Committee (QTCCC), conducted a Community Awareness Workshop (November 2004) to obtain feedback from the Queensland tropical cyclone communities regarding the appropriateness and effectiveness of current awareness and education programs and to identify strategies for improving community awareness, education and warnings. A message promoted at the workshop is consistent with the Department's approach, to utilise a combination of methods for awareness and education including television, radio, internet, newspapers, public meetings and school based packages.

QTCCC is establishing a community awareness-working group that will consult with stakeholders and plan best practice community awareness, education and warning strategies and programs. Your input into the group would be valued.

I trust this information is of assistance to you. However, should further information be required, please contact Ms Alice Zamecka, Planning and Project Officer, Community Safety and Sustainability, Counter Disaster and Rescue Services on telephone number (07) 3247 8479.

Yours sincerely

A handwritten signature in black ink, appearing to read 'C Cummins', written over a horizontal line.

Hon Chris Cummins MP
Minister for Emergency Services