



Prepare your home



We enjoy a wonderful climate and lifestyle in Queensland. However, natural hazards such as cyclone, storm, and flood are an inevitable part of our environment. History has shown that we cannot afford to be complacent about the dangers they present.

Take time now to prepare for emergencies by:

- Preparing your Emergency Plan;
- Preparing your Emergency Kit,
- Preparing your home; and
- Tune into warnings.

These simple tasks can help you prepare for, survive, and minimise the impact of natural disasters.

The best time to take action to prepare your home is before storm, cyclone and monsoon season.

Here is a range of suggested tasks to assist you in preparing your home and property to minimise potential damage.

1. General home maintenance

- Check the condition of the roof and repair loose tiles, eaves and roof screws;
- Clean gutters and downpipes so water can drain away as quickly as possible;
- Trim trees and overhanging branches (be aware of any overhead power lines); and
- Secure loose items around your property and garden that could cause damage if blown around in high winds (such as garden furniture and toys).

2. General home preparations

- Ensure your home, contents and car insurance is current and covers your assets adequately – check your policy includes debris clean up and disposal;

- Identify which room is the strongest part of the house, in case you need to shelter in your home during severe storm or cyclone. Usually this would be the smallest room in the house, with the least windows;
- Identify where and how to turn off the mains supply for water, power and gas;
- Be aware of any manufacturer’s shutdown procedures for solar power systems; and
- Purchase emergency essentials to have on hand, such as:
 - containers to store drinking water supplies,
 - spare supply of fuel for use in your vehicle (ensure you store safely),
 - wide masking tape for windows, and
 - hessian bags and sand for sandbagging indoor drains to prevent sewerage backwash from flooding.

3. If you live in a flood-prone area:

- Store all poisons well above ground level in case of flash flooding
- Identify which indoor items you will need to raise or empty if flooding threatens your home; and
- Consider the following:
 - alternatives to carpet floor coverings,
 - relocating electrical sockets and power-points to well above floor level, using a licensed electrical contractor.

4. If you live in an area prone to cyclone or severe storm:

- Fit windows with shutters or metal screens for added protection during high winds; and
- Arrange a professional builder to check your building and identify measures to increase the structural security of your home to withstand high winds.

5. When weather warnings for cyclone or severe storm are issued:

- Disconnect electrical appliances and all external television and radio aerials;
- Turn off electricity and gas main supplies if instructed by emergency authorities;
- Secure outdoor furniture and other garden items;
- Fill buckets and bath with clean water in case of interruptions to main water supply;

- Close windows with shutters or tape windows in a criss-crossing pattern using strong tape and draw curtains;
- Park vehicles under cover, away from trees, powerlines and waterways;
- If you cannot access undercover shelter for your vehicles, secure with firmly tied blankets to minimise hail damage;
- Check all household members are safe and are sheltering in the strongest room in the house;
- Take your Emergency Kit in with you whilst sheltering from the storm or cyclone; and
- Listen to your local radio station for updates on the event and further warnings and safety messages.

always remember
Preparing your home is an important step towards your family being prepared for, surviving and coping with emergencies.

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Prepare your Household Emergency Kit



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Take time now to prepare for emergencies by:

- Preparing your Emergency Plan;
- Preparing your Emergency Kit,
- Preparing your home; and
- Tune into warnings

These simple tasks can help you prepare for, survive, and minimise the impact of natural disasters.

Here is a range of suggested tips to help prepare your Emergency Kit and ensure everyone in your household is prepared:

- Store your Emergency Kit in a safe, accessible place.
- Ensure householders are all aware of the location of your Emergency Kit.
- Keep a copy of this Emergency Kit Checklist in your kit.
- Check the contents of your kit regularly to ensure items are in working order and have not expired.
- Discuss the contents of the kit with your household and make sure everyone knows what to do if an emergency occurs.

The following lists include items to have in your kit at all times and extra essentials to add to your kit during the storm and cyclone seasons for when weather warnings are issued.

Items to include in your Emergency Kit at all times

Food and water

Range of non-perishable food items

Bottled water

Medical and sanitation supplies

First Aid Kit and manual

Essential medications, prescriptions and dosage

Toilet paper

Toothbrush/toothpaste

Soap/shampoo

Personal hygiene items

Light

Flashlight/torch with extra batteries

Battery powered lantern

Communications

Battery powered radio with extra batteries

Traditional wired telephone

Prepaid phone cards and coins for phone calls

Clothing and footwear

Warm jumper, waterproof jacket, hat and gloves for everyone

Closed-toed shoes or boots for everyone

Tools and supplies

Whistle, utility knife, duct/masking tape

Plastic garbage bags, ties

Safety Glasses and sun glasses

Miscellaneous items

Special Items for Infants (nappies, formula etc)

Special items needed by elderly or people with special needs

Spare house and car keys

Pet food, water and other animal needs

Important documents

Keep original or certified copies of the following documents in your Emergency Kit. Scan copies of these documents and save on a USB memory stick or CD to include in your kit. Keep all these items in sealed plastic bags.

Insurance papers for your house and contents, cars, and for valuable items

Inventory of valuable household goods

Wills and life insurance documents

House deeds/mortgage documents

Birth and marriage certificates

Passports/visa details

Stocks and bonds

Medicare, pension cards, immunisation records

Bank account and credit card details

A back-up copy of important computer files

Household Emergency Plan with emergency contact phone numbers

Other emergency supplies to have ready at home:



basic tool-kit



extra supplies



Camp-oven or gas-burner

always remember

Having an Emergency Kit is an important step for your family to prepare for, survive and cope with emergencies. All householders need to know where your Emergency Kit is kept. Check and update the contents of your Emergency Kit regularly.

Emergency Kit



Extra items to include in your Emergency Kit during cyclone and storm season.

Weather warnings are issued when emergencies like floods, storms and cyclones are expected. During storm and cyclone season add the following items to your Emergency Kit.

It is preferable to keep stocks of these items in your kit all the time. However, if you do not have enough space in your kit – make a note of where to find the extra items in your home so you can collect them quickly. If you have visitors during an emergency, you will need supplies for them also.

Food and water

in kit or Location

Three days supply of non-perishable food (plus can opener, cooking gear, plates and utensils)

.....

Clean water in sealed containers

.....

(10 litres per person is recommended for three days supply)

Water purification tablets

.....

Medical and sanitation supplies

Extra supplies of medications

.....

Extra toiletry and sanitary supplies, sunscreen and

.....

Insect repellent

Prescription details for all medications

.....

Spare spectacles

.....

Tools, communications and supplies

Wide masking tapes for windows

.....

Wrench or pliers to turn off all utilities

.....

Tent or tarpaulin

.....

Woollen and thermal blankets

.....

A mobile phone, spare battery and charger

.....

Clothing and footwear

in kit or located

Change of clothes for everyone, stored in plastic bags

.....

Spare clothes and bedding

.....

Miscellaneous items

Extra supplies for infants (extra formula, nappies etc)

.....

Extra items for the elderly or people with special needs

.....

Spare cash in case electronic bank tellers don't work

.....

Pets- provisions and information, (eg vets papers, leash,

.....

food & water, collars with identification tag, pet beds,

litter pan & scooper, carrier or harness, medication)

In an emergency, there may be interruptions to power and water supplies.

Ensure that you have adequate stocks of the following supplies on hand:

Barbeque or portable stove with fuel

.....

Fully charged batteries for mobile phone

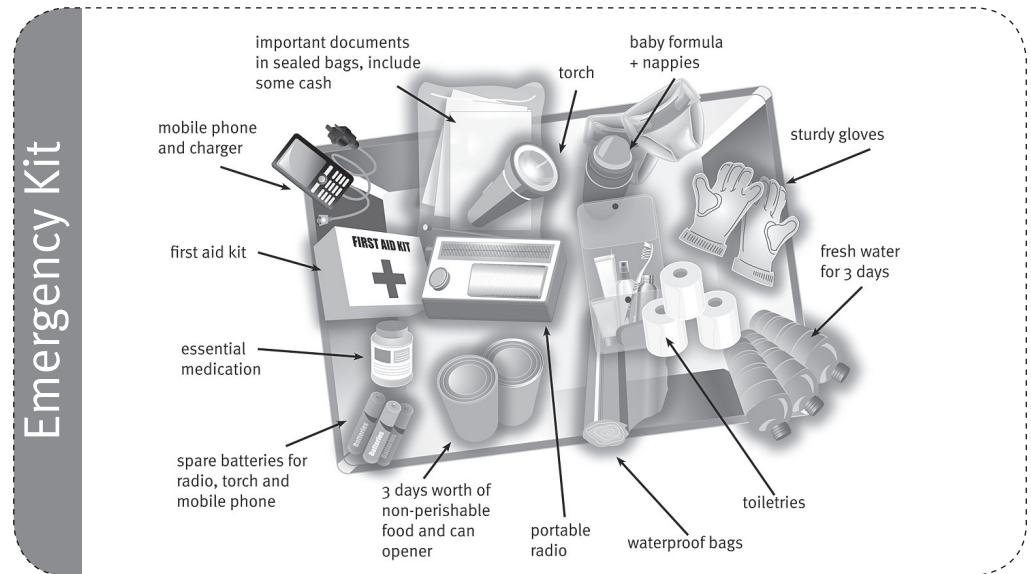
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Spare batteries for torch and radio

.....

Esky or gas / battery powered refrigerator

.....



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Take time now to prepare for emergencies by:

- Preparing your Emergency Plan;
- Preparing your Emergency Kit,
- Preparing your home; and
- Tune into warnings

These simple tasks can help you prepare for, survive, and minimise the impact of natural disasters.

Here are four steps to help prepare your Emergency Plan:

1. Research hazards and disaster management arrangements in your community.

- What potential hazards could impact your community? Is there any information on Disaster Management Plans for these hazards?
 - Check with your local library and local council for information and plans.
 - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
- Ask about emergency and evacuation plans at your workplace, school, and childcare providers. Check if they need details of your household emergency contacts.
- What local support is available to you and your household in case of an emergency?
 - Ask for contact details of local support agencies and record these on your Emergency Plan.
 - If your household will need support to evacuate, find out what assistance is available from local council and support agencies.

Prepare your Household Emergency Plan



- Become familiar with weather warnings issued by the Bureau of Meteorology (www.bom.gov.au and phone services).

2. Discuss possible scenarios and responses with your household.

- Discuss each hazard and potential scenarios.
- What would you do in the event of each emergency?
- Where might you be when an emergency occurs?
- Depending on the type of emergency, decide how you would keep in touch and where you would meet.
- Does everyone know the Standard Emergency Warning Signal (SEWS) and what to do when this warning is issued? To learn more about SEWS visit www.disaster.qld.gov.au
- Does everyone know to tune into your local radio station to hear updates and warnings?
- You may also need to prepare for evacuation. Discuss where to go if you weren't able to return home or if you have to leave your home.
- Nominate two meeting places in case of an emergency, one near your home and another outside your neighbourhood that everyone can easily get to.
- Nominate two family members or friends who do not live with you (one local and one interstate) to be household emergency contacts in case you and your family become separated. Ensure all household members know how to contact these people.
- Discuss medical conditions of household members. Include essential medications and dosages in your Emergency Kit.
- Discuss what preparation needs to be done for your pets.

3. Record important details on your Emergency Plan, such as:

- Emergency and related phone numbers: Triple Zero (000); 132 500 (SES); medical services; local council; electricity and other service providers; insurance providers; relatives and friends in your Emergency Plan.
- All householder mobile phones, other numbers such as work, school, childcare providers, friends, neighbours and your household emergency contacts.
- Details of the two meeting places you have nominated.
- Any specific medical conditions, essential medications and dosage.
- Details for your pets - description, photo, veterinarian contact details, medication.
- Radio frequency of your local radio station (www.abc.net.au/local), Bureau of Meteorology website (www.bom.gov.au) and telephone weather services for local warnings.

4. Ensure everyone in your household is prepared.

- Prepare an Emergency Kit and store in a safe, accessible place.
- Review and practise your Emergency Plan regularly (three times per year).
- Teach children how and when to call Triple Zero (000) in an emergency (use 112 from mobile phones). Only call Triple Zero (000) if you believe the emergency is life threatening, critical or serious.
- Ensure householders have current First Aid certification. Include a fully stocked First Aid Kit in your Emergency Kit. First aid training and equipment is provided by the Queensland Ambulance Service (www.ambulance.qld.gov.au).
- *Ensure everyone knows how to tune into warnings.*
- Create wallet emergency cards for all household members to refer to when activating your Emergency Plan.

- Ensure everyone knows where, how and when to turn off the main power, water and gas supply in case of evacuation.
- Display your Emergency Plan on the fridge or household notice board, provide copies to household members, relevant friends, family and neighbours and keep a copy in your Emergency Kit.
- Consider joining a community emergency service organisation such as the State Emergency Service (SES) to learn more and help your community prepare for and respond to natural disasters (www.emergency.qld.gov.au/ses).

always remember

Involve all householders in your disaster preparations so all understand risks and appropriate actions required in an emergency.

Having an Emergency Plan is an important step towards preparing your family to prepare for, survive and cope with emergencies.

All householders need to know where your Emergency Plan is kept.

Practice your Emergency Plan with all householders every few months to make sure everyone knows what to do if an emergency occurs.

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Emergency Plan



Household Contact Details

Name	Mobile Number	Email Address

Meeting places in case you become separated or need to evacuate

Nearby meeting place	
Address	
Phone number	
Email address	
Further away meeting place	
Address	
Contact phone number	
Email address	

Nominated Household Emergency Contacts

Nearby contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	
Out-of-town contact name	
Address	
Home / work phone numbers	
Mobile phone number	
Email address	

Main Service Supplies – how to switch off supply and location

Electricity		
Gas		
Water		

Important phone numbers

Police, Fire and Ambulance	000 Triple Zero (112 from mobile)
State Emergency Service (SES)	132 500
Local Council	1300 188 505
Electricity provider	
Local GP or doctors' surgery	
Hospital	
Veterinary practice	
Insurance provider	
Childcare provider	
Local primary school	
Local high school	
Workplace	
Workplace	
Bureau of Meteorology phone service (http://www.bom.gov.au/other/voice.shtml)	
Friends	
Friends	
Neighbours	
Neighbours	

Medical information

Medication	Who needs it and at what dosage?

Where we will shelter if we are staying in the house? Where will our pets shelter?

Emergency Plan practise dates (three times per year): Frequency of local radio station:

1. _____
2. _____
3. _____





Prepare your household for evacuation



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These simple tasks can help you prepare for, survive, and minimise the impact of natural disasters.

If you live in an area prone to flood or storm surge, planning for an evacuation now can save you time and stress in the event of such an emergency.

Here are three steps to help prepare evacuation arrangements for your Emergency Plan.

1. Research evacuation requirements

- Is your home in an area prone to flood, storm surge or tsunami inundation?
 - Check with your local library and council for information on potential hazards.
 - Check with your local council about local warning systems, evacuation process and nominated evacuation routes.
- What support is available to you and your household in case of emergency?
 - Ask for contact details of local support agencies.
 - If your household will need support to evacuate, find out what assistance is available from local council and support agencies.
 - Decide how you will look after your pets if you cannot take them with you.

2. Record evacuation details on your Household Emergency Plan

- Identify a safe place to evacuate to if storm surge or floods are threatening.
 - Family or friends who live in secure accommodation that is further inland and on higher ground are the best option.
 - Record the contact and location details of your evacuation options on your Emergency Plan.
- Identify and document all tasks required prior to evacuating and ensure household members know how to complete each task (e.g. storing electrical items off the ground, switching off water, power and gas at the mains, sandbagging drains)

3. Ensure your household is prepared and remains informed

- Make a list of personal and household items to take with you in your Evacuation Kit (see overleaf for suggested Evacuation Kit contents)
- Review and practise your Emergency Plan regularly (three times per year) to ensure everyone is familiar with required tasks for evacuation.
- Ensure you have a supply of fuel stored safely in your garage in case you need to evacuate at short notice.
- Listen to local community safety announcements (on radio and television) to identify the preferred evacuation routes for your area.
- Help your friends and neighbours, particularly the elderly and those who need special assistance, by helping them to prepare and passing on information on warnings.
- If you are visiting or holidaying in Queensland, or interstate, and do not have family or friends to shelter with, contact your accommodation manager to identify options for evacuation.

Checklist for Evacuation

- Has official advice been given to evacuate?
- Do you know where you will be evacuating to?
- Is your evacuation point further inland, on higher ground and secure?
- Do you know the preferred route for evacuation?
- Is your vehicle full of fuel?
- Have you packed an Evacuation Kit?
- Have you included your Emergency Kit and a copy of your Emergency Plan?
- Do you have essential medications for your family?
- Have you packed important documents and valuables?
- Have you turned off all the power, gas and water mains to your home?
- Are your pets safe and secure?
- Have you secured and locked your home?
- Have you packed emergency water supplies?
- Have you checked on neighbours who are elderly or disabled?
- If you have completed the items above, then ensure you have your Emergency Kit and Evacuation Kit and commence your Evacuation Plan.

always remember

Having an Emergency Plan is an important step for your family to prepare for, survive and cope with emergencies.

All householders need to know where your Emergency Plan is kept.

Practise your Emergency Plan and evacuation arrangements every few months to make sure everyone knows what to do if an emergency occurs.

Evacuation Kit



Your Evacuation Kit should be kept in a sturdy, easy to carry bag or waterproof storage box and stored in a safe place that is easy to access.

Your Evacuation Kit is designed to be an addition to your Emergency Kit. If you evacuate, when activating your Emergency Plan take your Emergency Kit, your Emergency Plan, and your Evacuation Kit with you.

Items to include in your Evacuation Kit

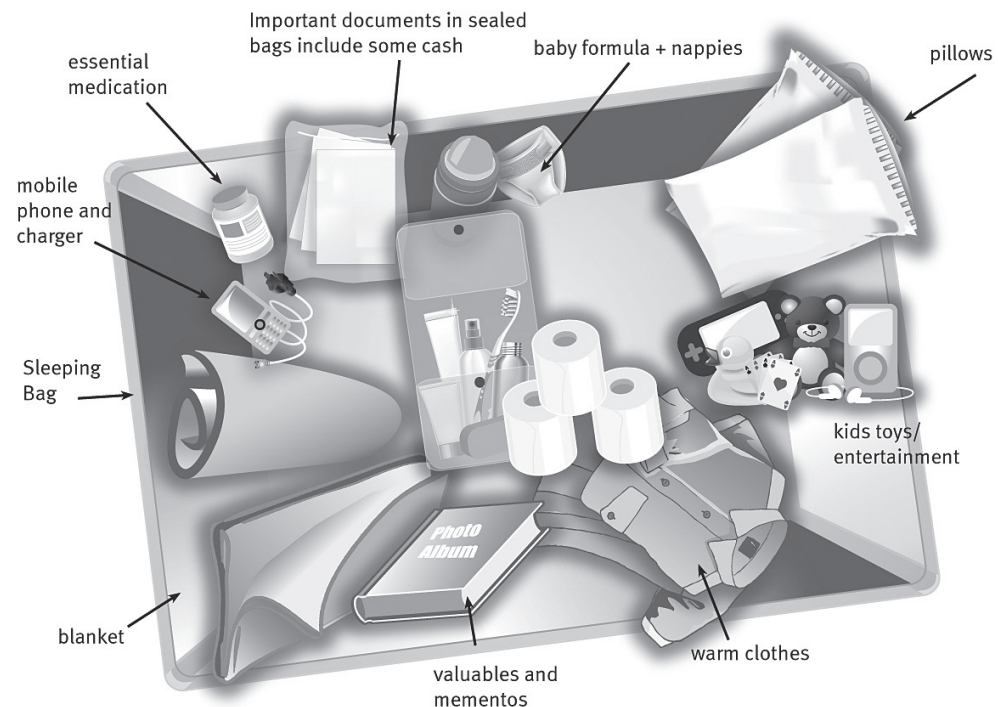
- Multiple changes of clothes for all household members, stored in watertight plastic bags (long pants, long sleeved shirts, hats and strong shoes are recommended)
- Extra essential medicines and repeat prescriptions
- Extra First Aid supplies, sunscreen, insect repellent
- Extra toiletry and sanitary supplies
- Pillows, sleeping bags and blankets for each household member
- Books and games for children
- Extra baby formula, food and nappies (if required)
- Valuables, photos (prints, compact disks, USB data stick) and mementos in waterproof plastic bags
- Extra money as cash
- Mobile phone, spare battery and charger

Important documents

- Keep original or certified copies of all the following documents in your Emergency Kit and your Evacuation Kit.
- Scan copies of these documents and save on a USB memory stick or CD to include in your kit as well. Keep all these items in sealed plastic bags.

- Insurance papers for house and contents
- Insurance papers for vehicles and valuable items
- Inventory of valuable household goods
- Wills and life insurance documents
- House deeds/mortgage documents
- Birth and marriage certificates
- Passports/visa details
- Stocks and bonds
- Medicare and pension cards
- Immunisation records
- Bank account and credit card details
- Back-up copies of important computer files
- Copy of household Emergency Plan
- Emergency contact telephone numbers

Evacuation Kit



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Check your Neighbours



We enjoy a wonderful climate and lifestyle in Queensland. However, natural hazards such as cyclone, storm and flood are an inevitable part of our environment. History has shown that we cannot afford to be complacent about the dangers they present.

Getting to know your neighbours is an important part of preparing your household. Neighbours can help each other in many ways and can include people in your street or community.

Take the time now to prepare for emergencies and:

- Prepare an Emergency Plan
- Prepare an Emergency Kit
- Prepare your home
- Tune into Warnings
- Check on your Neighbours.

These simple tasks can help you prepare for, survive and minimise the impacts of natural disasters.

Don't be caught out by a storm, cyclone or flood this season. Take steps to prepare now!

For more information on preparing for emergencies – visit: www.disaster.qld.gov.au

Know your neighbours

Queenslanders have a rich history of rallying together to help one another out and neighbours can help each other in many ways. Neighbours can include people in your street or people in your community.

There may be people in your community who could need more help than others in the case of an emergency - help that can often be provided by neighbours.

Think about people in your neighbourhood who may need your help; for example:

- Older people living at home by themselves.
- People with physical or sensory disabilities.
- People with a chronic illness or with a mental illness.
- Single parents with young children.
- Large families.
- People newly arrived to the area, including tourists, refugees or newly arrived immigrants.

What can you do?

- Talk to your neighbours to identify those who may need assistance – remember that many people value their privacy.
- Make a list of tasks neighbours can help each other. Does anyone have special skills; e.g. medical, technical, trade?
- Plan how the neighbourhood could work together after a disaster.
- Organise a community working bee - it's a great way to get to know your neighbours.
- Examples of ways in which you may be able to help others; e.g.
 - Bill has a sensory disability and needs someone to let him know when weather warnings are issued and cancelled.
 - Joan is unable to lift heavy objects and will need help to raise her furniture when flooding is imminent.
 - If the power is disrupted, Jack will need assistance to prepare meals and to contact his family.
 - Sally is in a wheel chair and will need assistance to secure loose items around her property.
- Sit down with your neighbours and have a cup of tea and chat about what has happened.

Help your neighbours?

- Help to evaluate and prepare the home for an emergency by:
 - Helping to prepare a household emergency plan;
 - Helping to prepare an emergency kit;
 - Helping to prepare an emergency plan for pets or assistance dogs.
- Assist in identifying and obtaining the resources needed to cope effectively with an emergency.
- Assist in moving furniture and valuables out of the way of flood water.
- Provide information about what is happening.
- Help to secure a property prior to a cyclone or storm.
- Provide a place to shelter while an emergency occurs.
- Help in the clean up after a disaster.



132 500 is the only number to call if you require the assistance of the State Emergency Service with storm damage, rising flood water, fallen trees on buildings and damage to your roof.

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Check your Neighbours



Remember – be sensitive to your neighbour’s privacy

Neighbour details

House number		Family Surname	
Family Members			
Pets (Type & Names)			
Phone Numbers			
Email address			
Emergency Contact Phone Numbers			
Relationship			
Notes (eg assistance required)			

House number		Family Surname	
Family Members			
Pets (Type & Names)			
Phone Numbers			
Email address			
Emergency Contact Phone Numbers			
Relationship			
Notes (eg assistance required)			

House number		Family Surname	
Family Members			
Pets (Type & Names)			
Phone Numbers			
Email address			
Emergency Contact Phone Numbers			
Relationship			
Notes (eg assistance required)			

Important telephone numbers

Police, Fire and Ambulance (only call if you believe the emergency is life threatening, critical or serious)	Emergencies: 000 Triple Zero (112 from a mobile)
State Emergency Service (SES)	132 500
Local Council	
RSPCA 1300 363 736 to report a lost or found animal	
Help for injured or trapped native animals	1300 animal 1300 264 625
Local animal welfare agency	



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Take the time now to prepare for emergencies and:

- Prepare your Home;
- Prepare your Pets Emergency Plan and Pet Emergency Kit;
- Prepare your Household Emergency Plan;
- Prepare your Household for Evacuation and your Evacuation Kit; and
- Tune into Warnings.

Just as we need to prepare our family and our home for times of emergency or disaster, we also need to prepare our pets. Your pets are part of your household; by taking time to prepare now you can improve the safety and well being of your family pets by ensuring their needs are included in your household preparedness planning.

Although individual needs will vary, you need to decide on the best plan for your circumstances and region.

Check with your local council and other agencies on possible hazards, local emergency plans and what arrangements are in place regarding temporary animal shelters during times of major emergencies or disasters.

Prepare your Pet Emergency Plan



Be prepared

If considering moving animals to a safer place, do so early to avoid unnecessary risk. It may not be possible to take your pet with you to a temporary evacuation shelter - plan ahead and be prepared.

- Secure animals inside before an emergency event, so that they do not take flight or run away.
- Use a secure pet carrier/cage, leash or harness to move any animals to safety.
- Ensure all vaccinations remain current.
- It may be possible for your pet to be boarded in a safe environment away from the emergency zone.
- If you are able to house your animal in a temporary foster home, ensure your pet's medical and feeding information, food, medicine and other supplies accompany them to the foster home.
- Ensure all pets are properly identified. Remember – during times of disaster, telephones may not be available and it is important any registered method includes your current address.
- Have a current photograph. This may assist in easily identifying you as the legal owner.

Trained assistance dogs

In most cases, trained assistance dogs will be allowed to stay in emergency shelters with their owners. Those that are accepted may require proper identification and proof of vaccination. Check with local council for more information.

What if your pet is not a dog or cat?

Although the majority of household's companion pets are commonly dogs, cats and birds; the suggested information can be applied to all household pet emergency planning.

Should your companion pet not fall within this category, e.g. aquariums, reptiles, small livestock (pigs, fowls, goats, horses, cattle, sheep), it is suggested you contact specialised agencies, e.g. Queensland Primary Industry and Fisheries (livestock), the RSPCA, your animal's veterinarian or local pet shop for specialised advice in planning for emergencies.

Pet Emergency Kit

Ensure your Pet Emergency Kit is easily accessible and includes:

- Pet medications (for up to two weeks), medical and vaccination records and veterinarian details.
- Sufficient food (including treats) and water (e.g. bottled) for each animal - for up to a two week period. Don't forget the can opener if you have tinned food.
- A familiar pet blanket or bedding, toys, grooming equipment.
- A secure pet carrier, leash or harness to move any animals to safety.
- Consider your animal's sanitation needs, which is important for their (and your) health; e.g. newspaper, paper towels disinfectant, rubbish bags.
- Birds must eat daily - put special food and water dispensers in bird cages and have a cover for the cage.
- Important telephone numbers; e.g. your veterinarian, pet information and advisory services.
- Details of identification methods.
- A current photograph for identification purposes.

ALWAYS ENSURE

- **Your pet has access to plenty of food and fresh water.**
- **Your pet has shelter and bedding.**
- **All animals under your care can be properly and easily identified.**
- **You have telephone numbers for your veterinarian/local animal welfare agency included in your household emergency kit.**
- **You never leave an animal tied-up or chained without shelter and bedding.**
- **You never leave an animal in a motor vehicle.**



Prepare your Pet Emergency Plan



Pet Emergency Kit checklist (for each animal)

Identification details		Bedding, toys	
Medications		Grooming equipment	
		Food, can opener	
		Water and bowl	
Vaccination records		Secure carrier/cage, lease, harness	
Veterinarian details		Sanitation needs	

Pet medical information

Name	Medication	Dosage and how often

Important telephone numbers

Animal medical emergency centre	
RSPCA 1300 363 736 to report a lost or found animal	1300 animal 1300 264 625
Local animal welfare agency	
Veterinarian	
Police, Fire and Ambulance (only call if you believe the emergency is life threatening, critical or serious)	Emergencies: 000 Triple Zero (112 from mobile)
State Emergency Services (SES)	132 500
Local Council	
Pet insurance provider	
Pet information and advisory services	
Workplace	
Workplace	
Neighbours	
Neighbours	

Household contact details

Name	Mobile Number	Email Address

Nominated household emergency contact

Nearby contact name	
Address	
Home/work phone numbers	
Email address	
Out of town contact name	
Address	
Landline/mobile numbers	
Email address	

This brochure is for information only and is provided in good faith. The Department of Community Safety, Emergency Management Queensland and the State Emergency Service are under no liability to any person in respect of any loss or damage (including consequential loss or damage) which may be suffered or incurred, or which may arise directly or indirectly, in respect of reliance by any person on the information contained in this brochure.

For more information on preparing for emergencies – visit: www.disaster.qld.gov.au



Tune into Warnings!



We enjoy a wonderful climate and lifestyle in Queensland. However, natural hazards such as cyclone, storm, flood and tsunami are an inevitable part of our environment. Recent events have shown us that we cannot afford to be complacent about the dangers they present.

Take time to prepare for emergencies by:

- Preparing your Emergency Plan
- Preparing your Emergency Kit
- Preparing your home
- Tuning into warnings

Emergency Services use a range of methods to warn the community about severe weather and other emergencies that require preparation and action at the household level. When warnings are issued you may be directed to:

- Finalise preparations
- Secure items around your home
- Activate your Emergency Plan
- Shelter in place, or
- Commence evacuation to your predetermined safer location

Warnings are urgent - you will need to act immediately on the information provided

1. Tune in:

- Tune your battery powered radio to your local ABC radio station or your local commercial radio station to listen for weather and warning updates.
- Turn your television to your local station to watch and listen for warning updates.

Warnings are urgent -
 you will need to act immediately on the information provided.
 Whatever the emergency, you need to...
Tune in...Log on...Listen out and Act!

2. Log on:

- Bureau of Meteorology website for weather updates, weather warning and tsunami warning information. www.bom.gov.au.
- Queensland Disaster Management Services website for information on preparing, Emergency Alerts issued and current information on disaster events. www.disaster.qld.gov.au
- Your local council website for information on local emergency management plans and arrangements including evacuation information and routes. www.cassowarycoast.qld.gov.au

3. Listen out:

- For the Standard Emergency Warning Signal (SEWS) used at the beginning of serious warnings.
- For Emergency Alert voice messages to your landline and text messages to your mobile telephone.
- For local community safety announcements (on radio and television) for advice and updates.
- For sirens and loud-hailer announcements, that Emergency Services may use in certain circumstances.
- For Emergency Services personnel who may door-knock your local area to pass on warnings.
- For more information on Weather Warnings phone:

QLD Tropical Cyclone Warnings:
1300 659 212

QLD Land Weather and Flood Warnings:
1300 659 219

QLD Coastal Marine Warnings:
1300 360 427

Australian Tsunami Threat Information:
(1300 TSUNAMI)


1300 878 6264
QLD General Warnings

1900 969 922 (call costs apply)

4. and Act:

- Act immediately on the advice provided
- Ensure all householders are aware of the warning and advice provided. Check on neighbours and friends who may need special assistance
- Activate your Household Emergency Plan
- Locate and collect your Emergency Kit
- Activate your evacuation arrangements if required.

If you are visiting or holidaying in Queensland or interstate, and do not have family or friends to shelter with, contact your accommodation manager to identify options for evacuation.



EMERGENCY ALERT.
BE WARNED. BE INFORMED.

Emergency Alert is a telephone warning system that authorities can use to provide warnings to communities.

Emergency Alert can be used to send voice alerts via landline telephones based on the location of the handset, and text alerts to mobile phones based on the billing address.

It is for use in a range of emergency situations, including extreme weather events and bushfires. You are not charged and will not have to pay for the alert. Importantly, you cannot opt out of receiving emergency alerts.

If you receive an Emergency Alert, you need to listen carefully to the advice provided and act immediately. Voice messages will be repeated if you hold the line. You may be directed to finalise preparations, secure items around your home, shelter in place or commence evacuation to your predetermined safer location. For further information go to: www.disaster.qld.gov.au/ea/emergencyalert.asp

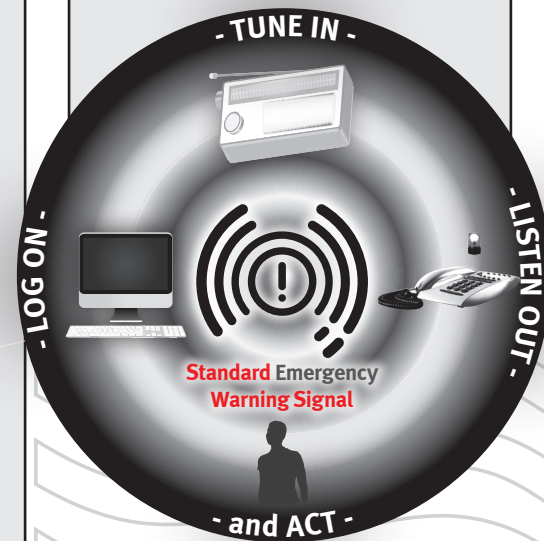


When warnings are issued for major emergencies, relevant authorities may use the Standard Emergency Warning Signal (SEWS) prior to providing information on the emergency.

SEWS is a wailing siren sound used throughout Australia for serious emergency events such as severe cyclone, bushfire, flood and storm. When you hear the signal on radio, television or over the phone via Emergency Alert messages, pay careful attention to the information that follows and act immediately on the advice given.

To listen to the SEWS go to:

www.disaster.qld.gov.au/disasters/warning.asp



Tune into Warnings!

TUNE IN, LOG ON, LISTEN AND ACT

Tune in:

My Local Radio Station: ABC Far North 106.7FM / 801AM
Kool FM 98.3FM / 4KZ 531AM

My Local TV Station: _____

Log on:

Bureau of Meteorology (BoM) www.bom.gov.au
The Bureau - My Local Page:

Queensland Disaster Management Services
www.disaster.qld.gov.au

My Local Council website:
www.cassowarycoast.qld.gov.au

Listen out:

www.disaster.qld.gov.au/disasters/warning.asp
www.disaster.qld.gov.au/EA/Emergencyalert.asp

The Bureau - My Local Number:

Tsunami Information
1300 TSUNAMI (1300 878 6264)

Act:

Warnings are urgent
Act immediately on the information provided.

For more information on preparing for emergencies visit:

www.disaster.qld.gov.au

Emergency Contact Information

Police – Fire – Ambulance	Triple Zero (000) (112 from mobiles)	www.safer.qld.gov.au/Emergencies/Triple_Zero
Bureau of Meteorology		
QLD General Warnings	1900 969 922 (call costs apply)	www.bom.gov.au
QLD Tropical Cyclone Warnings	1300 659 212	www.bom.gov.au/cyclone
QLD Land Weather and Flood Warnings	1300 659 219	www.bom.gov.au/hydro/flood/qld
QLD Coastal Marine Warnings	1300 360 427	www.bom.gov.au/marine
Australian Tsunami Threat Information	1300 TSUNAMI 1300 878 6264	www.bom.gov.au/tsunami
Standard Emergency Warning Signal (SEWS)		www.disaster.qld.gov.au/disasters/warning.asp
Cassowary Coast Regional Council	1300 188 505	www.cassowarycoast.qld.gov.au
Health & Hospitals	13 HEALTH (13 43 25 84)	www.health.qld.gov.au
Schools		www.education.qld.gov.au
Power Supply / Outages - Downed power lines South East QLD:	Energex: 13 19 62	www.energex.com.au
All other QLD:	Ergon Energy: 13 16 70	www.ergon.com.au
- Supply and outages South East QLD:	Energex: 13 62 62	
All other QLD:	Ergon Energy: 13 22 96	
Road Closures - South East QLD:	13 19 40	www.131940.qld.gov.au
All other QLD:	1300 130 595	
Telephone Telstra:	132 203	www.telstra.com.au
Optus:	1300 307 937	www.optus.com.au
Animals Wildlife Hotline	1300 130 372	
RSPCA	1300 852 188	www.rspcaqld.org.au/emergencies
Disease Watch Hotline (report Animal Diseases)	1800 675 888	www.dpi.qld.gov.au/27_127.htm
Lost / missing animals		http://lostfound.rspcaqld.org.au/

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