



WEIPA
TOWN AUTHORITY

**STORM SURGE SHELTER
MANAGEMENT
OPERATIONAL PLAN**

4.1

2024

Note: This document must be read in conjunction with the Weipa Local Disaster Management Plan and any relevant operational sub plans.

Public Storm Surge Shelters are constructed to provide shelter for people during a severe tropical cyclone and associated storm surge. They have been constructed to address life safety and provide basic needs of people who have had to evacuate, prior to the impact of a severe tropical cyclone or storm surge and have nowhere else to go.

A Public Storm Surge Shelter is not an Evacuation Centre or Welfare Centre. However, with appropriate planning and approvals, the shelter may be used for those purposes after the severe tropical cyclone has passed; and if sufficient staffing and resources are brought in to change its role from one of protecting lives to providing welfare and support.

1 Foreword

The *Disaster Management Act 2003* outlines the framework for the State's disaster management arrangements and the functions of LDMGs. The WLDMG is responsible for the operation of the Weipa Storm Surge Shelter. Part of the function of disaster operations by the WLDMG, is the management of evacuation and to ensure the community can relocate, seek emergency assistance and ideally return to their homes once the event has passed.

The WLDMG has plans in place to commit resources to support evacuations that may include the provision of shelter. While the Weipa LDMG encourages people to move from the danger zones to safer areas well away from the hazard or to friends and relatives in safer areas, it is accepted that some people may not have anywhere to go or have left their actions too late and will need to be provided with a place to shelter.

The Weipa Storm Surge Shelter is provided by the Weipa Town Authority for use by the Weipa LDMG.

Geoffrey Robins

Chair

Weipa Local Disaster Management Group

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3 Introduction

3.1 Purpose

To outline the intent of the Weipa Town Authority (through the Weipa Local Disaster Management Group) in the development of operational processes to be applied at the Weipa Storm Surge Shelter and to provide effective and coordinated management of a Storm Surge Shelter before during and after the impact of a severe tropical cyclone and associated storm surge.

3.2 Scope

The Weipa Storm Surge Shelter Management Operational sub plan forms part of the Weipa LDMGs evacuation strategy and should be read and applied in conjunction with the Weipa Evacuation Operational sub plan. This plan specifically addresses the procedures that will be used in managing the operations of the Weipa Storm Surge Shelter during and after the impact of a severe tropical cyclone and associated storm surge.

3.3 Objectives of the plan

- Outline the tasks required to activate the Weipa Storm Surge Shelter
- Outline the triggers and levels of activation of the Weipa Storm Surge Shelter
- Outline the processes involved in the operation of the Weipa Storm Surge Shelter
- Outline the tasks required to decommission the Weipa Storm Surge Shelter post impact of a severe tropical cyclone and associated storm surge.

4 Authority

The activation of the Weipa Storm Surge Shelter during and after the impact of a severe tropical cyclone and associated storm surge may be required to preserve life and provide shelter for persons whose property is in direct threat of being impacted by the storm surge and who have no alternative safe place to shelter. The decision to activate is dependent upon several factors, including the perceived level of threat, the category of the cyclone, and the height of the predicted storm surge and the location of the predicted inundation.

There is a need to balance operational requirements with corporate acceptance - the unnecessary' activation of the Weipa Storm Surge Shelter (with its associated time and cost considerations) may result in diminished credibility of the disaster management arrangements, both within Weipa Town Authority and other participating organisations. Conversely, an inappropriate decision to not activate the Weipa Storm Surge Shelter may have life threatening, social/community and political ramifications.

5 The Weipa Storm Surge Shelter

5.1 Purpose

The primary purpose of the Weipa Public Storm Surge Shelter is to provide shelter for people evacuated from storm surge evacuation zones or wind vulnerable accommodation who have not been able to leave the cyclone warning zone or shelter with friends or family in modern houses (built since 1982) outside the evacuation zone.

The Weipa Storm Surge Shelter is not intended to store property or accommodate pets or personal property/bedding during a cyclone or storm surge event.

The expectation of the Weipa LDMG is that the Weipa Storm Surge Shelter will be opened in time for these vulnerable people to evacuate or be evacuated to the shelter and remain in use as a shelter until the severe tropical cyclone has passed.

5.2 Occupancy level

The Weipa Storm Surge Shelter occupancy level during a severe tropical cyclone is based upon the available floor area with a space allocation of 1.2m² for each person.

The space allocation is based on most people being able to sit with occasional periods of standing, a limited number of people (1 in 5) able to lie for a period of time and for some people who may, for physical disability or other medical reason, require additional space.

Basic building services of amenities and ventilation are based upon the occupancy level.

5.3 Occupancy duration

The Weipa Storm Surge Shelter is designed for a total maximum occupancy period of 36 hours. This period comprises:

- reception period of possibly 6 -12 hours when people are arriving at the shelter
- lockdown period, of less than 18 hours, doors and windows bolted with no persons allowed/permitted to leave or enter the building, (this is when wind speed exceeds 100 km/hr); and
- opening period, the cyclone has passed, and winds are less than 100 km/hr, initial assessments being conducted but no decision have been made as whether it is safe to leave the shelter

The Weipa Storm Surge Shelter is not intended to provide temporary short-term accommodation for people whose houses have been damaged or destroyed during the event.

5.4 Location of the Weipa Storm Surge Shelter

The Weipa Storm Surge Shelter is located at Hibberd Drive, Rocky Point QLD 4874.

5.5 Maintenance

All Maintenance currently lies with the Department of Housing and Public Works or its agent/s.

Storm Surge Shelters are to be maintained in accordance with the Queensland Public Cyclone Shelters – Maintenance Guidelines which are developed and maintained by the DHPW in accordance with the Disaster Management Act 2003. These guidelines define the organisations responsible for programmed maintenance and maintenance funding and require the building to be maintained in good condition. The DPHW is responsible for the programmed maintenance on State owned and managed Cyclone Shelters.

Annual inspection and testing is required to be undertaken by DHPW prior to June each year, to identify maintenance required prior to the cyclone season. A pre-season test will also be undertaken by DHPW in October each year to confirm the shelter is suitable for use as a cyclone shelter. The DHPW Maintenance Program Manager is to provide the LDMG with a copy of the pre-season inspection and test report.

Building inspections after an event should be undertaken to determine what damage occurred, if any. Damage should be reported to the DHPW Maintenance Program Manager. The memorandum of agreement (MOA) between the asset owner and the LDMG for use of the building as a cyclone shelter, should define responsibilities for the cost of rectification works for damage caused while the building is being utilised as a cyclone shelter.

5.6 Storm Surge Shelter Management Team

The Weipa LDMG will provide a Storm Surge Shelter Manager and will require a team of specially selected and trained personnel. This section is to provide an overview of the roles and responsibilities of the Storm Surge Shelter Management Team (SSSMT), support agencies and others who undertake work in the Public Storm Surge Shelter.

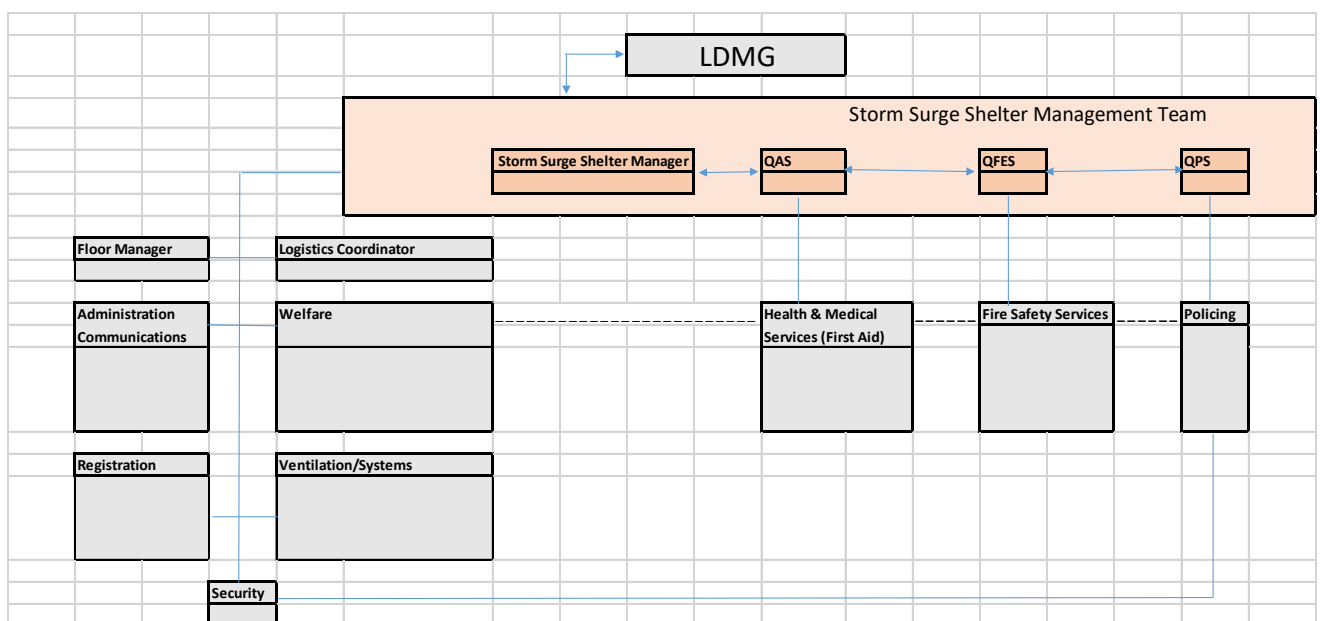
The Weipa LDMG has identified it currently does not have the capacity to fulfil the shelter management role and will request from the District Disaster Management Group a “fly in” centre management team.

Personnel	
Shelter Manager	Required during shelter lockdown
Floor Manager	Required during shelter lockdown
Logistics Coordinator	Required during shelter lockdown
Welfare Coordinator	Required during shelter lockdown
Systems & Ventilation Officer	Required during shelter lockdown
RT Fire & Rescue Officer	Required during shelter lockdown
Administration/ Comms Officer	May be required during shelter lockdown
Registration Coordinator	Required during shelter admission only
Registration Officer (1-2)	Required during shelter admission only

5.6.1 Position description or functions

Annexure E contains a position description for each of the roles noted in the table above as well as reporting responsibilities and specific tasks to be undertaken at the various levels of activations.

The roles of agencies and centre management staff during each level of activation are contained in Annexure F. A recommended organisation chart is shown below:



5.6.2 Rotation of personnel

Where possible, storm surge shelter personnel will rotate allowing for breaks meals and rest. The change-over of a shift cannot be carried out during the period of lockdown. It has been identified that given our current volunteer staffing, we have limited resources to be able to man the shelter with break periods for the expected operating times. Requests to the DDMG for additional assistance need to be made.

5.6.3 Debriefing personnel

A full operational debrief of the operation is to be conducted within 7 days of the stand down. Debriefing of operations in the Weipa Storm Surge Shelter will form a part of this event overall debrief. All members of the LDMG should be involved in a debrief of their respective organisations as soon as possible after the stand down, and should then participate in the formal debrief

There are two different levels of debriefing activity, for two distinct purposes.

- Hot Debrief
- (Post-Event) Operational Debrief

The Hot Debrief

This is a debrief undertaken immediately after operations are complete, giving participants the opportunity to share learning points while the experience is still very fresh in their minds.

Multiple hot debriefs during protracted operations may be appropriate to identify significant issues and provide prompt solutions for immediate implementation - in protracted operations, hot debriefs are to be conducted daily. Debriefs are to be conducted by the Local Disaster Coordinator.

The (Post-Event) Operational Debrief

Post events debrief is a more formalised debrief of the event by the Local Disaster Management Group, conducted days or weeks after an operation, when participants have had an opportunity to take a considered view of the effectiveness of the operation. Ideally this debrief should occur after each participating agency has had the opportunity to have a single agency debrief of the activity.

The LDMG may consider having the debrief facilitated by an independent person or organisation. The formal debrief will address:

- Initial information
- Activation, notification and warning processes
- Operations at Storm Surge Shelters and Evacuation Shelters
- Staffing and resourcing issues
- Information management
- Operational decision making
- LDMG internal liaison
- LDMG external liaison, including to DDC / DDMG
- Media liaison
- Specific issues identified for further attention

A Post Event Operational Review Report should be completed in association with Queensland Fire Department, and any perceived gaps in capacity or process should be addressed in the ongoing disaster management program.

6 Decision to open the Weipa Storm Surge Shelter

The decision to open the Weipa Storm Surge Shelter will be made by the Weipa LDMG.

7 Activation of Public Storm Surge Shelter Sub-Plan

7.1 Activation

The QDMA are activated using an escalation model based on the following levels:

- **Alert** – A heightened level of vigilance due to the possibility of an event in responsibility. Situational reports to be discussed with the DDC. No further action is required; however, the situation should be monitored by someone capable of assessing the potential of the threat.
- **Lean forward** – An operational state characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on standby and prepared but not activated. Situational reports to DDC should continue as arranged.
- **Stand up** – An operational state where resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated. Situational reports to DDMG continue according to agreed timelines.
- **Stand down** – Transition from responding to an event back to normal core business and/or continuance of recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.

7.1.1 Trigger points

	Triggers	Actions	Communications
Alert	<ul style="list-style-type: none"> • Awareness of a hazard that has the potential to affect the local government area 	<ul style="list-style-type: none"> • Hazard & risks identified • Information sharing with warning agency • LDC contacts QPS • Initial advice to all stakeholders 	<ul style="list-style-type: none"> • Chair and LDC on mobile remotely
Lean Forward	<ul style="list-style-type: none"> • There is a likelihood that threat may affect local government area • Threat is quantified but may not yet be imminent • Need for public awareness • LDMG is now to manage the Event • Consideration should be considered of notifying the DDMG that support for the WSSS will be required if the LDMG moves to Stand Up. 	<ul style="list-style-type: none"> • QPS and LDC conduct analysis of predictions • Chair and LDC on watching brief • Confirm level & potential of threat • Check all contact details • Commence cost capturing • Conduct meeting with available LDMG • Council staff prepare for operations • Determine trigger point to stand up • Prepare LDCC for operations • Establish regular communications with warning agency • First briefing core members of LDMG • LDC advises DDC of lean forward & establishes regular contact • Warning orders to response agencies • Public information & warning initiated 	<ul style="list-style-type: none"> • Chair, LDC and LDMG members on mobile and monitoring email remotely • Ad-hoc reporting

Stand Up	<ul style="list-style-type: none"> • Threat is imminent • Community will be or has been impacted • Need for coordination in LDCC • Requests for support received by LDMG agencies or to the LDCC • The response requires coordination 	<ul style="list-style-type: none"> • Meeting of LDMG Core Group • LDCC activated • Rosters for LDCC planned & implemented • Commence operational plans • Local government shifts to disaster operations • LDMG takes full control • SOPs activated • Core group of LDMG located in LDCC • Commence SITREPs to DDMG • Distribute contact details • DDMG advised of potential requests for support 	<ul style="list-style-type: none"> • LDCC contact through established land lines and generic email addresses • Chair, LDC and LDMG members present at LDCC, on established land lines and/or mobiles, monitoring emails
Stand Down	<ul style="list-style-type: none"> • No requirement for coordinated response • Community has returned to normal function • Recovery taking place 	<ul style="list-style-type: none"> • Final checks for outstanding requests • Implement plan to transition to recovery • Debrief of staff in LDCC • Debrief with LDMG members • Consolidate financial records • Hand over to Recovery Coordinator for reporting • Return to local government core business • Final situation report sent to DDMG 	<ul style="list-style-type: none"> • LDMG members not involved in recovery operations resume standard business and after hours contact arrangements

7.1.2 Storm Surge Shelter Intake Priorities

Consideration	Points to consider	Estimated Numbers	Suggested Priority
Risk of Storm Surge Inundation	Weipa houses are built over 5m AHD. Weipa HAT is 1.63 m above AHD. The DM Portal maps indicate some inundation occurs at 3.0 above HAT, or higher Low lying areas of Rocky Point and Trunding affected first	100 persons	1
Residents or visitors in temporary accommodation, i.e. Weipa Caravan Park, marine vessels, dongas or caravans	All people residing in such accommodation may choose to attend	100 - 150 persons	2
Special Needs Groups, i.e. aged care, specific health needs	Aged people in facilities or homes within Napranum and Weipa People with Community Care arrangements (Hospital)	50 persons	3
People living alone or without friends/family	All people living alone or without friends and family may choose to attend (excludes Evans Landing SPQ)	50 persons	4
Weipa homes built before 1982 or those that are not well maintained or constructed	Houses in Rocky Point and Trunding are pre-1982	Rocky Point (1200 persons) Trunding (700 persons)	5
Napranum and Mapoon Residents/Visitors	Napranum and Mapoon residents may choose to attend. QFES estimate 10% of populations for shelters	200 persons	6
Western Cape Residential College	Students from the College may need to be accommodated.	Maximum number of 120 students	7

7.1.3 Activation of the cyclone shelter personnel

The roles of agencies and Centre Management staff during each level of activation are contained in Annexure F.

7.2 Shelter lockdown

The Weipa Storm Surge Shelter will be locked down in accordance with the processes described in Annexure F & P. Fire safety requirements during lockdown are contained in Annexure D.

7.2.1 Code of Conduct

A Code of Conduct has been developed for the Weipa Storm Surge Shelter and is contained within the "Storm Surge Shelter and Evacuation Options for residents of the Greater Weipa Region" see Annexure G.

7.3 Administration

7.3.1 Documents

All documents that are required to be taken to the centre and used during activation can be found in the appendices of this document

7.3.2 Reporting

The Storm Surge Shelter Manager will be responsible for the completion of reports in relation to the operations of the Weipa Storm Surge Shelter. This may include the following:

- Pre-Cyclone Season, Shelter Readiness Report (see below)
- Requests for assistance
- Sitreps
- Incident Reports
- Debriefings
- Hot debrief
- Post-event Operational Debrief

Operational reporting will occur as per the operational sub plan: 2.2 Local Disaster Coordination Centre.

8 Setup of the Weipa Storm Surge Shelter

8.1 Resource planning

The Storm Surge Shelter Manager will ensure all equipment and resources detailed on the resources checklist are set up at the Weipa Storm Surge Shelter.

The Weipa LDMG or their agent/s will arrange for the Weipa Storm Surge Shelter to be resources with necessary supplies and logistics required relevant to the activation of the Storm Surge Shelter. (See Folio 4.1)

8.2 Operations Checklist

The shelter manager will ensure all activities nominated on the Shelter Operations Checklist - prior to reception are completed prior to receiving evacuees. (See Appendix P)

8.3 Design and usage of space

The Weipa Storm Surge Shelter operational spaces should be arranged as shown on the Storm Surge Shelter Floor Plan.

8.4 Building Occupants

The Weipa Storm Surge Shelter Community Meeting room/ Disaster Coordination Centre room is currently occupied by Steve and Darlene Orchard for a private fitness centre. Upon activation of the LDCC, the occupants are required to move all equipment and furniture from the building. Contact number 0427 758 607

8.5 Water supply

The Weipa LDMG or their agent/s will arrange for the Weipa Storm Surge Shelter to be resources with necessary supplies and logistics required relevant to the activation of the Storm Surge Shelter.

8.6 Electricity

The Weipa LDMG or their agent/s will arrange for the Weipa Storm Surge Shelter to be resources with necessary supplies and logistics required relevant to the activation of the Storm Surge Shelter.

8.7 Vehicle access and parking

The Weipa Storm Surge Shelter operational spaces should be arranged as shown on the Storm Surge Shelter Floor Plan.

9 Evacuee Procedures

9.1 Evacuee acceptance

The Weipa LDMG following advice from the shelter manager will announce to the general community the time when the Weipa Storm Surge Shelter will be open.

The primary message to all residents in the Greater Weipa Area is wherever possible to shelter in place.

Priority will be given to:

- Persons in low lying areas threaten by Storm surge inundation
- Persons in caravan parks and camping areas who cannot move to shelter with friends or family in safe locations.

Persons who are not in a threat area and/or can shelter in place in a secure home or structure **should not** present to the Weipa Storm Surge Shelter.

9.2 Evacuee registration

See Appendix L

9.3 Pets

No pets will be permitted to enter the cyclone shelter. Assistance animals will be permitted.

10 Communications

10.1 Community awareness

The community awareness required for the Weipa Storm Surge Shelter will be in accordance with the following references:

- Appendix H

- Operational sub plan Public Information and Warnings

10.2 Media

Media templates required for the Weipa Storm Surge Shelter will be in accordance with the following references:

- Appendix H, I, J, & K
- Operational sub plan Public Information and Warnings

11 Shelter Lockdown

The lockdown of the Weipa Storm Surge Shelter will be conducted in accordance with the Guidelines set by the Department of Housing and Public Works. (See Annexure M)

This will be conducted by the “Fly In” Centre Management Team.

12 Fire and Evacuation Plan

Under the *Fire and Rescue Act 1990*, the occupier of a building must:

- always maintain a plan of the action to be taken by people within the building in the event of fire threatening the building adequate to ensure their own and other people’s safety (a ***Fire and Evacuation Plan***); and
- provide adequate instructions to prescribed people in the building concerning the action to be taken by them in the event of fire threatening the building to ensure their own and other person’s safety.

A copy of the Fire and Evacuation Plan is contained in Annexure D.

13 Shelter Closure

13.1 Transformation to Evacuation Centre

The transformation of the Weipa Storm Surge Shelter will be conducted by the “fly in” centre management team.

The Weipa LDMG or their agent/s will reinstate the Weipa Storm Surge Shelter to the standard as it was at the time of taking possession.

13.2 Stand down of Public Storm Surge Shelter personnel

The stand down of the Weipa Storm Surge Shelter will be conducted by the “fly in” Centre Management Team.

The Weipa LDMG or their agent/s will reinstate the Weipa Storm Surge Shelter to the standard as it was at the time of taking possession.

13.3 Financial records

The maintenance of Financial Records required for the Weipa Storm Surge Shelter will be in accordance with the following references operation sub plan 2.6 - Financial Management

13.4 Hot debrief

(See Section 4.10 of this Plan)

13.5 Appendices

Appendix A - Public Storm Surge Shelter Details

Appendix B - Site Plan

Appendix C - Public Storm Surge Shelter Floor Plan

Appendix D - Fire and Evacuation Plan

Appendix E - Example Role Descriptions

Appendix F - Roles of agencies and Centre Management Staff during Activations

Appendix G - Public Storm Surge Shelter Code of Conduct & Conditions of Entry

Appendix H - Community Awareness Messages

Appendix I - Draft Media Release Template 1: Public Storm Surge Shelter “a last resort”

Appendix J - Draft Media Release Template 2: Public Storm Surge Shelter “friends in safer places”

Appendix K - Draft Media Release Template 3: Public Storm Surge Shelter “shelter in place” (no storm-tide threat)

Appendix L - Evacuee Registration Form

Appendix M - Checklist for ‘Incoming’ Storm Surge Shelter Manger

Appendix N - Shelter Operations Checklist (example)

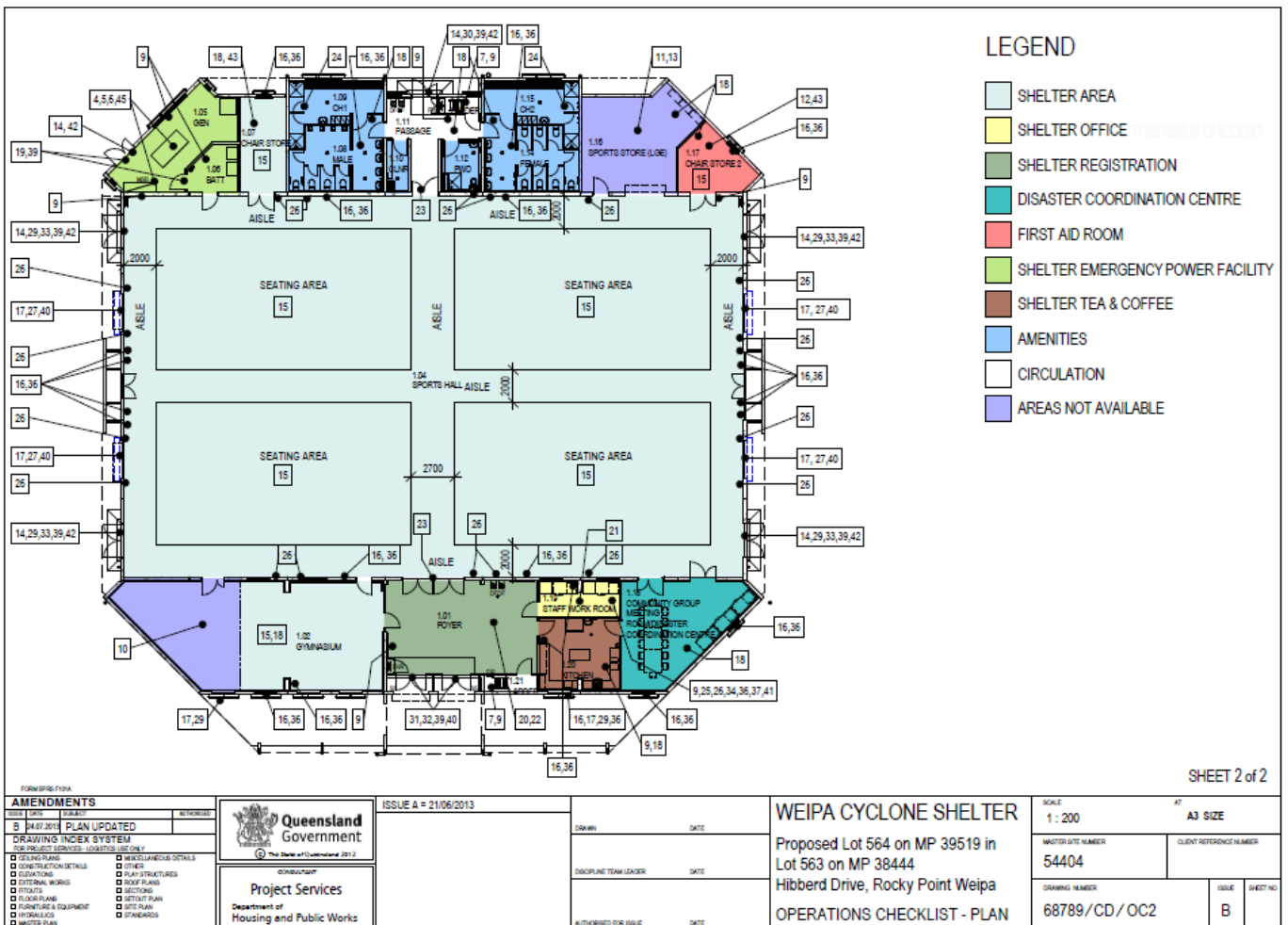
13.6 Appendix A - Public Storm Surge Shelter Details

Facility name:	Weipa Storm Surge Shelter
Asset Owner:	The State Government represented by the Department of Housing and Public Works
Address:	Hibberd Drive, Rocky Point WEIPA Qld 4874
GPS coordinates:	Lat-12.623113 long 141.877801
Contact person:	Geoffrey Hughes GPO Box 2457 Brisbane QLD 4001 07 3008 2825 Geoffrey.hughes@hpw.qld.gov.au
Second contact person:	Tobais Rissman
Key holder:	Weipa Town Authority
Design capacity:	780 Persons plus management staff
Projected set up time of shelter	3 hours

13.7 Appendix B - Site Plan



13.8 Appendix C – Storm Surge Shelter Floor Plan



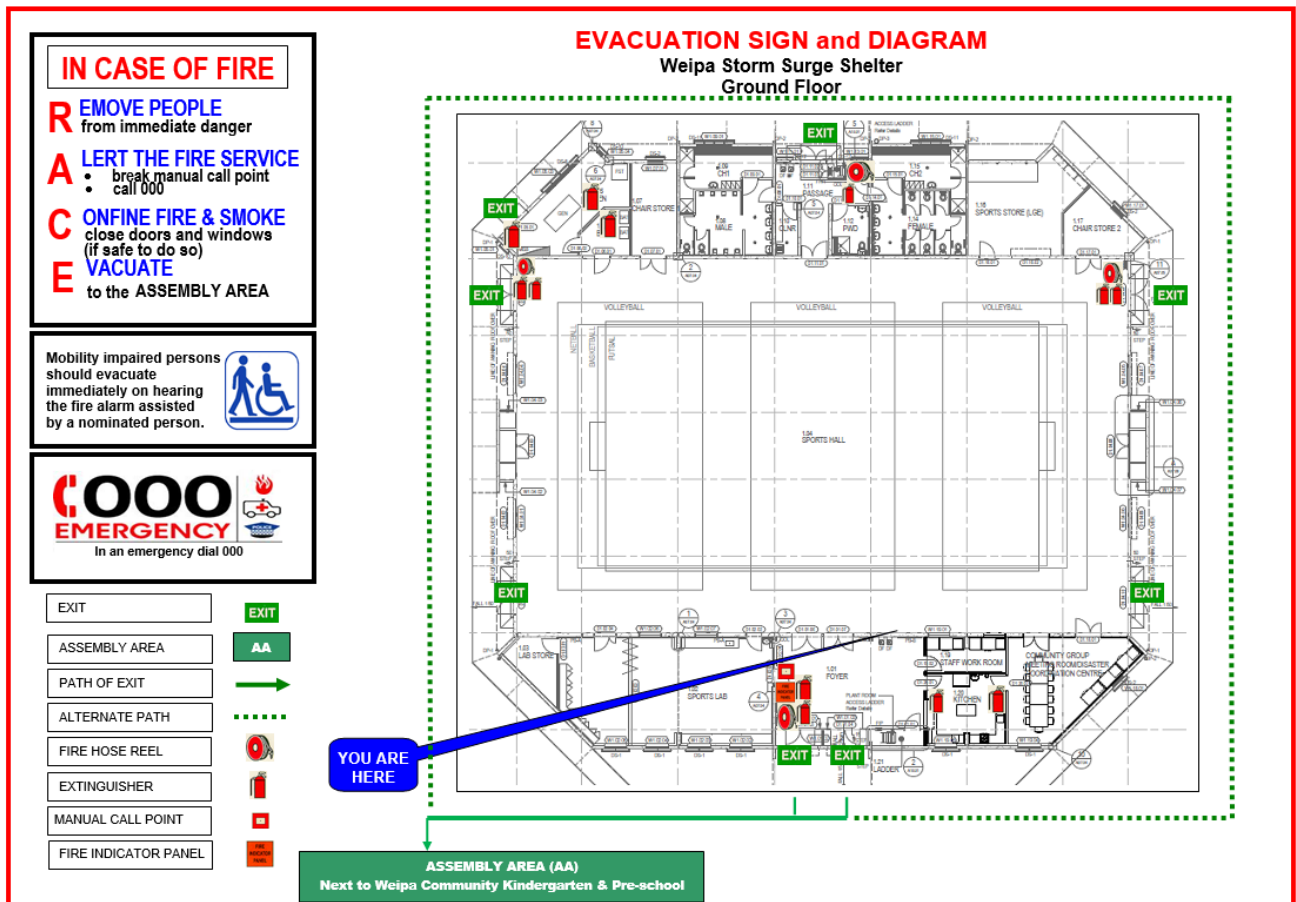
FOOTNOTE to 13.8 Appendix C -

- a) Pictured location of the **Disaster Coordination Centre (1.18)** is the actual current location of the **Gymnasium (1.02)**.
- b) Pictured location of the **Gymnasium (1.02)** is the actual current location of the **Disaster Coordination Centre (1.18)**.
- c) When activated, the Pictured location of the **Disaster Coordination Centre (1.18)** becomes the QAS Operations Centre.
- d) Area identified as **'Area not Available'** forms part of the **Disaster Coordination Centre** during activation.

Appendix D - Fire and Evacuation Plan



Weipa Storm Surge Shelter Fire Evac Pla



13.9 Appendix E - Example Role Descriptions

Shelter Manager	
Key responsibility	Responsible for all aspects of Storm Surge Shelter management including ensuring the Shelter Operations Checklist (Annexure S) is completed
Reporting responsibility	Position reports to the Local Disaster Management Group
Level of activation	Key Tasks
Alert	Meet with key shelter management staff and advise of the details associated with the alert phase
Lean Forward – (cyclone watch period)	Check and confirm availability of shelter and move to lean forward
	Advise shelter management staff of the move to lean forward
	Advise chair of the LDMG of the move to lean forward
	Conduct visual inspection of shelter with Floor Manager to confirm general state of readiness
Stand Up – (cyclone warning and impact period)	Stand up shelter staff and provide approvals to enable them to be able to perform their roles
	Advise chair of the LDMG of the move to stand up
	Maintain an operations log to record any incidents that occur within the shelter
	Manage and support shelter staff in their position description
	Manage all reporting and communication to shelter occupants, SMT and LDMG
Stand Down (post cyclone)	Initiates stand down/withdrawal plan
	Advise chair of the LDMG of the move to stand down
	Complete reporting procedures
	Conduct for SMT and participate in LDMG after action reviews

Floor Manager	
Key responsibility	Management of the floor space within the Storm Surge Shelter
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
	Follow direction of Shelter Manager
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Place support staff who will assist in setting up the shelter on lean forward
	Conduct visual inspection of shelter with the Shelter Manager to confirm general state of readiness
	Review establishment floor plan for shelter
Stand Up – (cyclone warning and impact period)	Activate support staff to assist in the setup of the shelter
	Coordinate the setup of the shelter in accordance with floor plan
	Advise Shelter Manager when set up is complete
	Liaise with the Logistics Coordinator for the storage of resources
	Monitor workplace health & safety: <ul style="list-style-type: none"> • keep walkways clear • keep emergency exits clear and access to toilets areas
	Coordinate the collection and temporary storage of waste
	Maintain a record of any incidents that occur within the shelter including human social, workplace health & safety and maintenance issues
	Manage seating arrangements and adjustment of floor space to meet specific needs
	Brief Shelter Manager on establishment progress and readiness
Stand Down - (post cyclone)	Assist Shelter Manager with stand-down procedures
	Participate in after action reviews

Logistics Coordinator	
Key responsibility	Coordinate the provisioning, management and resupply of resources for use within the Storm Surge Shelter
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Place suppliers on lean forward and confirm pre-established orders with suppliers for each shelter
	Confirm availability of administrative and communication resources to support shelter management
Stand up – (cyclone warning and impact period)	Place orders with suppliers
	Deliver administrative and communication resources to shelter
	Receive resources at shelter and liaise with the Floor Manager for the storage of resources in designated areas
	Coordinate distribution of bedding at the time of registration <ul style="list-style-type: none"> • brief registration staff - stretchers & linen for bedridden and wheelchair bound persons only
	Coordinate the distribution of resources during operations
	Brief Shelter Manager on establishment progress and readiness
Stand Down - (post cyclone)	Assist Shelter Manager with stand-down procedures
	Participate in after action reviews

Welfare Officer	
Key responsibility	Support the welfare of Storm Surge Shelter occupants
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Contact support staff and advise them of the move to lean forward
Stand Up – (cyclone warning period)	Establish a welfare area in conjunction with Floor Manager
	Brief Shelter Manager on establishment progress and readiness
	Escort special needs individuals to appropriate areas e.g. bedridden persons to allocated area for stretchers
	Provide regular updates to the Shelter Manager on the wellbeing of the shelter occupants
	Provide the Shelter Manager with recommendations to address issues
	Brief Shelter Manager on establishment progress
Stand Down - (post cyclone)	Assist persons transitioning to other assistance centres (e.g. relief and recovery centres)
	Participate in after action reviews

Registration Coordinator	
Key responsibility	Register all persons entering and leaving the Storm Surge Shelter
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Contact support staff and advise them of the move to lean forward
Stand Up – (cyclone warning period)	Establish registration area in conjunction with the Floor Manager
	Ensure resources for registration process are operationally ready
	Brief Shelter Manager on establishment progress and readiness
	Register all persons entering or leaving the shelter in accordance with standard registration procedures
	Maintain an operations log to record any incidents that occur within the shelter
Stand Down - (post cyclone)	Assist Shelter Manager with stand-down procedures
	Participate in after action reviews

Ventilation and Systems Officer	
Key responsibility	Monitoring of key Storm Surge Shelter systems including generators, water supply and ventilation
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Open windows and natural ventilation baffles to ventilate the building
Stand Up – (cyclone warning period)	Check system readiness (please note an audit will have been completed by DHPW on the shelter readiness immediately prior to the cyclone season)
	Ensure ongoing functionality of key systems in line with DHPW system manuals
Stand Down - (post cyclone)	Assist Shelter Manager with stand-down procedures
	Participate in after action reviews

Administration / Communications Officer

Key responsibility	Support the Shelter Manager in documenting and recording actions, timelines, key decisions, and communications logs
Reporting responsibility	Position reports to the Shelter Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Contact support staff and advise them of the move to lean forward
	Prepare resources to undertake role
Stand Up – (cyclone warning and impact period)	Maintain operations log to record and document actions, timelines, key decisions and communication logs
	Assist Shelter Manager in reporting and communication
Stand Down - (post cyclone)	Assist Shelter Manager with stand-down procedures

Registration Officer

Key responsibility	Support the registration of all persons entering and leaving a Storm Surge Shelter
Reporting responsibility	Position reports to the Registration Coordinator
Level of activation	Key Tasks
Alert	Follow direction from Registration Coordinator
Lean Forward – cyclone watch	Assist the Reception Coordinator in preparations
Stand Up – cyclone warning	Establish registration area in conjunction with the Registration Coordinator
	Ensure resources for registration process are operationally ready
	Register all persons entering or leaving the shelter in accordance with standard registration procedures
Stand-Down	Assist Shelter Manager with stand-down procedures
	Participate in after action reviews

Fire Safety Officer **	
Key responsibility	Monitor the risk of fire
Reporting responsibility	Position reports to the Floor Manager
Level of activation	Key Tasks
Alert	Monitor situation and advise additional staff (if required) of status
Lean Forward – (cyclone watch period)	Prepare resources to undertake role
Stand Up – (cyclone warning period)	Check location of all fire extinguishers
	Management of the emergency evacuation plan for the building including briefing shelter staff on evacuation procedures
	Check exits for any obstructions
	Brief Shelter Manager on establishment progress and readiness
	Monitor fire hazards
	Report any issues immediately to the Shelter Manager
	Provide the Shelter Manager with recommendations to address issues
Stand Down - (post cyclone)	Provision of incident report/s to Shelter Manager (if appropriate).
	Participate in after action review
	**Note: The position of Fire Safety Officer should be performed by an officer who has completed and is accredited as a Fire Safety Advisor under Section 34, <i>Building Fire Safety Regulations 2008</i> .

13.10 Appendix F – Roles of Agencies and Centre Management Staff during activation

Table 1: Agency Roles and Responsibilities							
Public Cyclone Shelter Operations Sub-Plan Activation Level							Critical Incident/ Lockdown
Agency	Function	Alert	Lean Forward	Stand Up	Stand Down		
State Government	Police	Policing	<ul style="list-style-type: none"> Identified Officer(s)/Disaster Management Group member notified of Sub-Plan 'Alert' status 		<ul style="list-style-type: none"> Maintain peace and order Ensure occupant compliance with the Code of Conduct and Conditions of Entry (see Annexure H and I) 	<ul style="list-style-type: none"> Maintain peace and orders Provision of incident briefing to CSM (if appropriate/required) Participation in After Action Review 	<ul style="list-style-type: none"> Overall coordination and management of critical incidents Actions to preserve peace and good order
	QAS	Health and Medical Services (First Aid)	<ul style="list-style-type: none"> Identified Officer(s)/Disaster Management Group member notified of Sub-Plan 'Alert' status 		<ul style="list-style-type: none"> Provision of medical services and health/medical advice (first aid) to CSM 	<ul style="list-style-type: none"> Ongoing management and transport of patients to alternate facilities (if required) Provision of incident report(s) to CSM (if appropriate) Participation in After Action Review 	<ul style="list-style-type: none"> Provision of emergency medical care
Local Government / State Government	Local Government/ QFRS	Fire Safety	<ul style="list-style-type: none"> Identified Officer(s)/Disaster Management Group member notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles (Fire Warden) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT role (Fire Warden) in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT role (Fire Warden) in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Fire-fighting Activation of evacuation / fire safety plan Maintain clear exit routes and access to fire escape doors
	Local Government/ EMQ	Cyclone Shelter Management	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status. Request for additional CSMT personnel/State agency support 	<ul style="list-style-type: none"> Performance of CSMT roles (Cyclone Shelter Manager) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Opening / Closure of Public Cyclone Shelter Ensuring appropriate handover Financial record keeping 	<ul style="list-style-type: none"> Submission of financial records to LDMG Ensuring appropriate hand-back Provision of Cyclone Shelter Operation Report(s) to LDC. Facilitation of After Action Review 	<ul style="list-style-type: none"> Ensure lockdown procedure is completed and remains in place

Local Government / Volunteers		Administration/ Registration	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Administration Coordinator, Registration Coordinator and/or Administration Officer and/or Registration Officer in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Administration Coordinator, Registration Coordinator and/or Administration Officer and/or Registration Officer in line with example role descriptions (see Annexure F)
		Logistics	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Annexure F)
	Local Government and/or SES	Welfare (to include ventilation)	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Annexure F)
		Communications	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles in line with example role descriptions (see Annexure F)
	Local Government and/or other Volunteers	Other e.g. Cleaning	<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles and key tasks in line with example role descriptions (see Annexure F)
				<ul style="list-style-type: none"> Identified Officer(s) notified of Sub-Plan 'Alert' status 	<ul style="list-style-type: none"> Performance of CSMT roles and key tasks in line with example role descriptions (see Annexure F) 	<ul style="list-style-type: none"> Performance of CSMT roles in line with example role descriptions (see Annexure F)

13.11 Appendix G - Public Storm Surge Shelter Code of Conduct & Conditions of Entry

NAME Cyclone Shelter

Conditions of Entry:

Everyone who wants to use the Shelter must agree to the conditions in the Code of Conduct. You may be here for up to 18 hours or more. During this time the building will be “locked down” for a period when the cyclone is passing. To ensure the structural integrity of the building and the safety of the occupants during this time, there will be no ability to enter or leave the Shelter.

Food and refreshments will not be provided for you in the Shelter.

If you are unable or unwilling to meet these conditions you will need to find shelter elsewhere, either by leaving the cyclone warning area or staying with family or friends outside the storm tide evacuation zone.

Shelter occupants who do not follow the Code of Conduct before lockdown may have to leave. Occupants not following the Code of Conduct after lockdown may be prosecuted. **PROHIBITED ITEMS** You cannot bring in:

- Alcohol
- Weapons including knives or similar edged items
- Non-prescription drugs and associated items
- Aerosols (except personal medications such as asthma puffers etc.)

People seeking entry to the Shelter will have to surrender any prohibited items. You and your belongings may be searched by a Queensland Police officer if officers have a reasonable belief that such items have been taken into the Shelter.

Other conditions of entry include the following:

- All personal belongings are to be kept within a backpack or small bag. Anything deemed oversized and / or unnecessary will not be permitted into the Shelter
- You need to be self-sufficient and support yourself and your family for the duration of the shelter period (this includes providing your own refreshments and food, and ensuring you have an adequate supply of your personal medications etc.)
- You cannot smoke, drink alcohol, cook food or use non-prescription drugs. **Note: Each person entering the Shelter must be given a copy of this Conditions of Entry.**

13.12 Appendix H - Community Awareness Messages

QLD Fire and Emergency Services (QFES) has compiled the following proposed key topics, talking points and seasonal preparedness campaign media release templates in response to requests from local councils for standardised content on Storm Surge Shelters.

The purpose of this resource is to:

- provide consistent primary messages regarding the appropriate public use of Public Storm Surge Shelters as a standard reference for local government and other relevant stakeholders under the Queensland Disaster Management Arrangements (QDMA) when informing and engaging with their local communities.
- provide consistent primary messages that emphasise the hierarchy of available options for persons who choose to evacuate or who are the subject of a directed evacuation in a cyclone or storm tide inundation event.
- position Public Storm Surge Shelters as a sheltering option after:
 1. sheltering in place at home; or
 2. sheltering with family or friends or in alternative accommodation; or
 3. leaving the impact area entirely.
- delineate Public Storm Surge Shelters as a short duration sheltering option during a disaster event and evacuation centres as a post-event resource.
- provide consistent primary messaging that can be contextualised for local application and inform the development of local preparedness communication campaigns, talking points and FAQs content.

The messages build on foundational information relating to:

- the use of Queensland's Public Cyclone Shelters prepared by Department of Housing and Public Works in its 2011 draft publication "Cyclone Shelters – Evacuation and Awareness Information" and are consistent with the Queensland Evacuation Guidelines for Disaster Management Groups.
- household preparedness information contained in the Get Ready Queensland printed and web-based resources prepared by QFES; and
- the proposed use of Storm Surge Shelters prepared by various state and local authorities in recent media releases.

Rationale

When these same messages are used consistently by QDMA agencies, the disaster management sector may enhance community understanding of Public Storm Surge Shelters as a resource only in the absence of alternative options.

Community safety messages will remain consistent with the *Queensland Evacuation Guidelines for Disaster Management Groups* (August 2011), namely s3.5 which states, 'Evacuation planning should encourage sheltering in place as the first option for residents, where an evacuation is not required' (2011:12).

Media release templates

The templates provided at the end of the resource are designed as example releases for use in local seasonal preparedness campaigns to support QDMA agencies proactively communicating information about the use of Public Storm Surge Shelters in advance of disaster events, to mitigate the risk of demand exceeding supply during activation.

They are not intended as event-based media release templates.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

Topic	Element	Key points
Priority messages	For all elements	<ul style="list-style-type: none"> • People should make an emergency plan before the cyclone season about where they can shelter safely, where they can shelter their pets, how they will evacuate and what personal belongings should be packed in case of evacuation. • Having prepared an emergency plan will assist you in deciding as early as possible about where you and your family will shelter during a cyclone, as you will already know your options. • If you have special needs, you should consider what support you might need and plan early for someone to help you. • Check with your local council whether you live in an evacuation zone. (LDMG to include relevant phone or web link). • If you live in an evacuation zone, establish an evacuation plan to shelter with friends or family who live in a well-maintained home, constructed after 1982, outside the evacuation zone. • If you do not live in an evacuation zone, support family or friends who do, by offering them the option to come and shelter with you in the case of an evacuation order. • People should only evacuate when instructed to. An evacuation order may be issued if lives are at risk from a storm tide inundation event. • The best option for every Queenslander, when evacuation is not necessary and you have access to a suitable building, is to shelter in place with family and friends. • A Public Storm Surge Shelter is the very last option for those residents with no other “shelter in place” options.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

Topic	Element	Key points
		<ul style="list-style-type: none"> • A designated Place of Refuge may be opened in communities with no Public Storm Surge Shelter, or when a Public Storm Surge Shelter is full. • A designated Place of Refuge is the very last option for those residents with no other “shelter in place” option. • Only very limited places are available in a Public Storm Surge Shelter/(designated Place of Refuge) and these places will be prioritized by local authorities. • It is most likely that most residents will not be able to access the Public Storm Surge Shelter (/ designated Place of Refuge) and need to plan and make alternative arrangements early in the cyclone season. • Plan now so you can act early. Identify friends and relatives to shelter with or plan to completely leave the cyclone warning area.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

Public Storm Surge Shelters	What is a Public Storm Surge Shelter?	<ul style="list-style-type: none"> • A Public Storm Surge Shelter is a building specifically located, designed and built to provide protection to occupants from the effects of the most severe tropical cyclones (Category 5).
	<p>What is the purpose of a Public Storm Surge Shelter?</p> <p>LDMG planning for storm tide evacuation and Public Cyclone Shelter/ Place of Refuge operations need to identify priority residents.</p>	<ul style="list-style-type: none"> • To provide a safe temporary accommodation / sheltering option for residents that are required to leave their home in preparedness for a severe cyclone. • For residents with no other “shelter in place” options. • People evacuated from potential storm tide inundation areas, with no alternative safer accommodation and who are unable to leave the cyclone warning area will present the greatest need occupation within Public Storm Surge Shelters. • A Public Storm Surge Shelter located in a specific suburb is not necessarily intended for residents in the immediate local suburb. In many cases the Public Storm Surge Shelter is intended as a temporary accommodation/ shelter options for residents required to evacuate from areas/suburbs located elsewhere, who have no other sheltering option. • Public Storm Surge Shelters are located outside local evacuation zones and will be prioritised for use by residents evacuating from storm tide inundation areas.
	Limitations of Public Storm Surge Shelters	<ul style="list-style-type: none"> • Not all communities will have Public Storm Surge Shelters. • There is limited capacity in Public Storm Surge Shelters and these facilities cannot provide shelter to everyone in a community. • Local authorities will prioritise the limited places within Public Storm Surge Shelters and residents are strongly urged to make alternative arrangements early in the cyclone season, to either shelter with family or friends or to leave the cyclone warning area.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none">• People with no alternative safer accommodation options and who are unable to leave the cyclone warning area will have priority for use of a Public Storm Surge Shelter.• Residents that live in a well-maintained home, constructed after 1982, located outside evacuation zones can shelter in place and do not need to evacuate to/use a Public Storm Surge Shelter.• To do so would prevent those residents that have no other sheltering option from using the Public Storm Surge Shelter.• Public Storm Surge Shelters will not permit pets. Residents with pets will need to identify other arrangements for sheltering their pets prior to cyclone season.• Public Storm Surge Shelters will be used to accommodate as many people as is possible in the available space. People will need to be seated in a chair and will not be able to lie or sit on a mattress or stretcher. Public Storm Surge Shelters do not have enough space for bedding.• The capacity of a Public Storm Surge Shelter is based on an allowance of 1.2m² per person. This is about the same size as a dining chair. People will only be able to have limited personal goods – enough to fit in a small backpack that can be stored under a chair.• Public Storm Surge Shelters are not suitable as evacuation centres or recovery centres.
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STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

	<p>You would be more comfortable sheltering at home or at someone else's home or a distant motel.</p>	<ul style="list-style-type: none"> • The best option for every Queenslanders, when evacuation is not necessary and you have access to a safe and secure building, is to shelter in place with family and friends. • You will be more comfortable sheltering at home or at someone else's home or a distant motel. • Public Storm Surge Shelters are cramped, crowded, noisy, potentially short of coordination officials and you and your family will have little or no privacy. • People will need to be seated in a chair and will not be able to lie or sit on a mattress or stretcher. Older adults and children are unlikely to be able to fall asleep in a shelter. • People going into a Public Storm Surge Shelter can only take what they can store in a bag under a chair. This may only include personal medication, essential food and water, identification papers and essential personal items (Please note that no smoking will be permitted within the Public Storm Surge Shelter). • People may be in a Public Storm Surge Shelter for up to 18 hours or more. During this time the shelter will be "locked down" for a period when the cyclone is passing. During this lockdown period, wind speeds outside will be exceeding 100km/hr, and no one will be allowed/permitted to leave or enter the building.
	<p>What if you have special needs?</p>	<ul style="list-style-type: none"> • Public Storm Surge Shelters will contain essential amenities (toilets and drinking water) and be disability friendly. • However, Public Storm Surge Shelters will not sufficiently cater for people with special needs or specific medical needs. • If you have special needs, you need to make alternative arrangements with your carer before the cyclone season commences. • Your daily care, medical or nursing assistance cannot be provided in a Public Storm Surge Shelter.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • If you rely on an Assistance Animal (e.g. Guide Dog) you will be allowed to bring it into the Public Storm Surge Shelter. You will need to provide food and water for your Assistance Animal.
	<p>Public Storm Surge Shelter operations</p> <p>Local authorities are to specify further detail regarding transport arrangements to the shelter, access to phones, wi fi, heating facilities for baby’s bottles, secure refrigeration for medications etc. This will depend on LDMG planning around resourcing and supporting shelter operations.</p>	<ul style="list-style-type: none"> • The opening of Public Storm Surge Shelters will be announced by the local government disaster management authorities, most likely the local Mayor. • A police, emergency services, or council officer may be in control of the Public Storm Surge Shelter. Volunteer support organisations may not be in attendance. • You will need to bring your own emergency food / snacks, water, medicines and personal items (to last 48 hours). You will not be able to cook food within a Public Storm Surge Shelter. • People going into a Public Storm Surge Shelter can only take what they can store in a bag under a chair. This may only include personal medication, essential food and water, identification papers and essential personal items. • You will be required to provide personal information as a registration requirement upon entry to a Public Storm Surge Shelter. • Only limited emergency water supplies will be available in a Public Storm Surge Shelter. • Public Storm Surge Shelters have emergency power and lighting. • You will need to make your own arrangements to get to a Public Storm Surge Shelter and there is likely to be limited parking available. Local disaster management arrangements may include plans for public transportation of people to Public Storm Surge Shelters. You will need to determine how you will get there; contact your council if you have any questions

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

Place of Refuge	<p>What is a Place of Refuge?</p> <p>LDMG planning for storm tide evacuation and Public Storm Surge Shelter/ Place of Refuge operations need to identify priority residents.</p>	<ul style="list-style-type: none"> • A Place of Refuge is not specifically designed as a Storm Surge shelter but is a solid engineered building that may provide a level of protection from the effects of the cyclone as it passes. • Where the capacity of a Public Storm Surge Shelter is exceeded, then a designated Place of Refuge may be the safest available option if you have to evacuate your home and are unable to stay with family or friends. • A designated Place of Refuge building will be solidly built and located outside storm tide inundation areas and evacuation zones. • The location and opening of a Place of Refuge will be announced by the local government disaster management authorities, most likely the local Mayor. • You will need to consider the following when deciding to use a Place of Refuge:
	<p>Place of Refuge operations</p> <p>Local authorities are to specify further detail regarding transport arrangements to the shelter, access to phones, wi fi, heating facilities for baby's bottles, secure refrigeration for medications etc. This will depend on LDMG planning around resourcing and supporting the shelter operations.</p>	<ul style="list-style-type: none"> • Police, emergency service or coordinating personnel may not be in attendance. Volunteer support organisations may not be in attendance. • Large numbers of people may be present if it is a large facility. • Pets will not be permitted, although recognised Assistance Animals (e.g. Guide Dogs) are allowed in a Place of Refuge. • Only basic amenities will be available and emergency lighting may be limited to battery powered lanterns or torches. • You can only take what you can store in a bag under a chair. This may only include personal medication, essential food/ snacks, water (to last 48 hours), identification papers and essential personal items. You will not be able to cook food within a Place of Refuge.

		<ul style="list-style-type: none"> You will be required to provide personal information as a registration requirement upon entry to a Place of Refuge.
Evacuation Centre	<p>What is an Evacuation Centre?</p> <p>Local authorities are to specify further detail regarding centre locations, access to phones, wi fi, heating facilities for baby's bottles, secure refrigeration for medications etc. How long people can stay and what they need to bring with them. This will depend on LDMG planning around resourcing and supporting evacuation centre operations.</p>	<ul style="list-style-type: none"> An Evacuation Centre may be established by a local government disaster management authority to provide short term accommodation (up to three weeks) for people that cannot return to their home (due to damage to or the destruction of their home). These centres are set up in an existing building, located outside of the hazard zone or can be located in another nearby town. The location and opening of Evacuation Centres will be announced by the local government disaster management authorities, most likely the local Mayor. Pets will not be permitted, although recognised Assistance Animals (e.g. Guide Dogs) are allowed in Evacuation Centres. A range of organisations will be available to provide relief, support services and supervision. Volunteer support organisations are usually in attendance (to provide catering and support services).
Recovery Centre	<p>What is a Recovery Centre?</p>	<ul style="list-style-type: none"> A Recovery Centre provides recovery services for affected people after an event. For example access to financial assistance, personal support services etc. A range of agencies will provide recovery services at a recovery centre (these agencies may include the Department of Communities Child Safety and Disability Services, Australian Red Cross, Community Organisations, Centrelink and Queensland Health). Agency support services and supervision is provided.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • The location and opening of a Recovery Centre will be announced by the local government disaster management authorities, most likely the local Mayor. • A Recovery Centre may be located within an Evacuation Centre if there are no other suitable buildings.
<p>Shelter in place building</p>	<p>What is a shelter in place building?</p>	<ul style="list-style-type: none"> • A Shelter in Place Building is any building, such as a well maintained residential home, that may be able to withstand the effects of a cyclone and which is located outside storm tide inundation and evacuation zones. • In 1982 changes were introduced to the design of buildings to withstand wind events such as cyclones (insert areas of Queensland where this standard applies). A well-constructed and maintained residential house built after 1982 is designed to withstand wind speeds of up to 250km/hr, which occur in Category 4 tropical cyclones. • Buildings constructed after 1982 that are located outside local evacuation zones provide safer accommodation options for residents, family and friends before, during and after a cyclone event. • Residents should utilise smaller internal rooms or external rooms with the least amount of glass (windows and skylights) to shelter in place during a cyclone. Rooms with external roller or tilt up garage doors should be avoided. • Retrofitting your home for cyclone and storm: Is Your House Prepared for Cyclones and Storms (link to: https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view).

Dangers of tropical cyclones	Tropical Cyclone	<ul style="list-style-type: none"> • Severe tropical cyclones are intense low-pressure systems that form over warm tropical waters. • Winds in a severe tropical cyclone travel in a clockwise direction around the centre and can reach speeds over 280 km/h. • The severe winds can extend for hundreds of kilometres from the calm ‘eye’ or centre of the tropical cyclone. • More information on categories of severe tropical cyclones and associated wind speed is available from www.bom.gov.au.
	Storm tide	<ul style="list-style-type: none"> • The most destructive and dangerous hazard associated with severe tropical cyclones is the local rise in sea-level known as ‘storm surge’, which can cause inundation and flooding of low-lying coastal areas. • Storm surge is generated by the low atmospheric pressure and gale force onshore winds experienced during a severe tropical cyclone. As a cyclone approaches the coast, this mound of seawater is pushed on to shore and can appear as a rapid rise in sea level, up to several metres high, at least 50km wide and can last up to several hours. • The combination of storm surge and normal ocean tide (or astronomical tide) is known as a ‘storm tide’. • The worst impacts can occur when a storm surge coincides with a high tide. When this happens, the storm tide can reach areas that might otherwise have been safe from inundation. • The action of waves and erosion accompanying the storm tide can be very destructive along exposed beach zones. • If you live in a low-lying tropical or sub-tropical coastal area, you could be at risk from storm tide inundation.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • Before the cyclone season, check with your local council whether you live in an evacuation zone and if you do, establish an evacuation plan for yourself and your family to shelter with friends or family who live in a safer place (outside the evacuation zones). • Storm tide can damage and destroy buildings, cut off evacuation routes and cause injuries and fatalities. You put yourself and your family at great risk from a storm tide threat if you do not evacuate when requested to.
	Destructive winds and heavy rainfall	<ul style="list-style-type: none"> • Severe wind gusts can damage houses, buildings, sheds and structures (power poles and signs), marinas, vessels and trees. • Windborne debris from damaged vegetation, damaged buildings, structures and unsecured material around homes, commercial, industrial and construction premises can become dangerous wind driven missiles increasing damage to buildings and threatening life. Such debris can cut off evacuation and access routes. • Heavy rainfall associated with severe tropical cyclones can produce extensive flooding, landslides and mudslides which can cause property damage, increase the risk of drowning and cut road access.
Stay informed	Conditions can change quickly	<ul style="list-style-type: none"> • Residents need to keep informed about the situation through local radio, television, internet and official/credible social media sites. • Emergency situations like approaching cyclones with flooding rains can quickly get worse and conditions can change. • Warnings about future situations can change quickly. • Police and emergency services may need to commence evacuations at short notice in areas that will be at risk from storm tide inundation or flooding.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • If you are instructed to evacuate, you will need to be prepared to leave as early as possible. • Act quickly on the advice provided by authorities, ensure all householders are aware of the warnings and advice provided, check on neighbours and friends who may have special needs. Activate your emergency plan, locate your emergency kit and activate your emergency evacuation plans if required.
	<p>How to stay informed.</p>	<ul style="list-style-type: none"> • Use credible radio, web and social media sites to access accurate and current information: • The Bureau of Meteorology Website www.bom.gov.au ; • QLD Tropical Cyclone Warnings – 1300 659 212 ; • QLD Disaster Management Website www.disaster.qld.gov.au ; • QLD Alert www.qldalert.com ; • 131940 Road Conditions www.131940.qld.gov.au; • www.facebook.com/QLdSES; • www.twitter.com/QLdSES; • www.facebook.com/QueenslandPolice; • Local council website www.qldcouncils.com.au; • Local council phone number and social media sites; and • Local radio stations.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

<p>Preparing for tropical cyclone and storm tide evacuation</p>	<p>Priority messages</p>	<ul style="list-style-type: none"> • Severe Tropical cyclones have the potential to cause isolation and interrupt essential services such as power, water and communications and can cause inundation and flooding of low-lying coastal areas; • It's critical to you and your family that you have thought about their safety before a tropical cyclone comes to your area. • You need to have prepared an emergency plan so you can make a decision as early as possible about where you and your family will shelter during a cyclone. • You will need to be prepared to look after yourself and your family. In the initial stages leading up to a tropical cyclone, it is likely emergency services would be engaged in essential disaster management tasks and assisting residents who may not be capable of evacuating themselves. SES crews will also be working on many urgent requests. • Able-bodied members of the community will need to take on the responsibility of taking care of themselves and their families if they're required to evacuate to a predetermined safer location. • If you are prepared before a cyclone the impact on your families' well-being will be less severe and you will be able to resume your usual activities much sooner.
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STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

	<p>Do you live in an area that may need to be evacuated?</p>	<ul style="list-style-type: none"> • Your local council has identified areas that may be affected by storm tide and flooding. • Check with your local council whether you live in an evacuation zone. (LDMG to include relevant phone or web link). • If you do live in an evacuation zone, make plans at the beginning of the cyclone season (tropical cyclone season runs from November to April) for how, when and where you will evacuate to a safer place. • Options could include pre-arranging to shelter in place with family, friends or colleagues that live in a well maintained home in an area outside the evacuation zone, or arranging to leave the cyclone warning area completely. • You will need to plan to leave as early as possible to avoid potential heavy traffic and/or flooding. • You should be ready to evacuate quickly if you live in an evacuation zone. Preparing an evacuation kit and an evacuation plan and checklist in advance will save time and stress and guide you through the essential tasks. • Recommended evacuation kit items include: change of clothes, sleeping items, valuables, photos, essential medications, important documents in sealed bags (such as personal identification, bank, insurance and health details), toiletry and sanitary supplies, any current prescriptions, books and games, extra money (cash) and mobile phone (with charger). (Include essential items for babies, children, the elderly and those with special needs if required).
	<p>Do you live in an old home, not in the best condition, or a caravan or temporary dwelling?</p>	<ul style="list-style-type: none"> • If you do not live in an evacuation zone, but live in an older home (built before 1982*) that is not in the best condition, or you live in a caravan or temporary dwelling, it may be safer seek alternative shelter with family, friends, neighbours or colleagues that live nearby in a home constructed after 1982.

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • If you live in a caravan or a relocatable dwelling, you could plan to temporarily relocate to an area outside the cyclone warning area. • If you are a visitor staying in a caravan or a relocatable dwelling, you should plan to temporarily relocate to an area completely outside the cyclone warning area.
	<p>Do you live alone or have special needs (or care for a person with a disability or special needs)?</p>	<ul style="list-style-type: none"> • If you do not live in an evacuation zone, but you live alone or have special needs, it may be safer for you to seek alternative shelter with family, friends, neighbours or colleagues that live nearby in a home constructed after 1982. • If you care for a person with a disability or special needs, determine if the person resides in an evacuation zone and consider how their needs can be catered for in the event that evacuation is necessary. • If you care for a person with a disability or special needs and they do not live in an evacuation zone, consider how their needs can be catered for if they are to shelter in place during a cyclone. It may be safer for them to shelter in place with family, friends, neighbours or their carer. • Further information for people with special needs – www.disaster.qld.gov.au
	<p>If you may need to evacuate due to any of the above conditions, ensure you follow these steps to prepare:</p>	<ul style="list-style-type: none"> • Discuss possible scenarios and responses with your household to consider: What would you all do in the event of a cyclone and predicted storm tide inundation? Plan where you will go, how you will get there (include a number of evacuation routes in case access roads are cut), what will you need to take with you and make arrangements for your pets. • Record all of these details as well as information about your emergency contacts, emergency meeting places, evacuation destinations and all tasks required prior to evacuating occurs? How will you stay in contact?

STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

		<ul style="list-style-type: none"> • Ensure everyone is prepared. • Practice your evacuation plan every three months to ensure the family knows what to do and display the plan in a visible location in the home for everyone to see. • Plan to have your vehicle fully fuelled and evacuation kit packed (include enough cash to cover essentials). • Print out a copy of the Household Emergency Plan and checklist at www.disaster.qld.gov.au/getready/. =
<p>Shelter in place</p>	<p>Priority message</p>	<ul style="list-style-type: none"> • The best option for every Queenslander, when evacuation is not necessary and you have access to a suitable building, is to shelter in place.
	<p>If you:</p> <ol style="list-style-type: none"> 1. live in secure accommodation outside a storm tide inundation area or evacuation zone, 2. do not have any special needs, and 3. do not live alone. <p>Then you need to prepare to shelter in place by following these general preparedness steps</p>	<ul style="list-style-type: none"> • Staying where you are in your home (or sheltering in place) is normally the best option, provided you don't live alone or have special needs, and your home is solid and well-built or has been constructed after 1982 and is in good condition (to withstand gale force winds). • If evacuation is not necessary for storm tide, and your home provides a safe environment during a tropical cyclone or emergency, then it is best to stay and shelter in place in your home. • You can keep your pets with you in your own home. • Preparing to shelter in place: • Is Your House Prepared for Cyclones and Storms (link to: https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view). • Discuss possible scenarios and responses with your household to consider: What would you all do in the event of a tropical cyclone? Which is the strongest room in your home to shelter in during a cyclone? What household preparation is required leading up to a tropical cyclone? (secure outdoor furniture and

		<p>garden items, fill buckets and bath with clean water, close windows with shutters or tape windows with strong tape and draw curtains, unplug appliances, bring family into strongest room, shelter well clear of windows, doors and skylights, stay tuned into warnings).</p> <ul style="list-style-type: none"> • Record all of these details as well as information about your emergency contacts and all tasks required prior to a cyclone on your household emergency plan. • Use your plan as a checklist for final preparations, include information: to identify which outdoor items needs to be brought inside and those which need to be secured outdoors; to ensure all dead branches are removed from trees and make them more wind resistant by strategically removing branches so the wind can pass through; how to close windows, sliding doors and board them up (or fix shutters); to strengthen garage doors and remove outdoor antennas; to remove widow and door screens and store them inside; to remove roof turbines and install covers over the hole (fixed with screws), if they cannot be removed, cover the turbine with plastic and tie down securely (remember not to cover plumbing vent stacks as these allow gases to escape); to wrap air conditions units in plastic; turn off electricity to pool pumps and filter motors and remove or cover in plastic; to cut electricity to pool lights. • Ensure everyone is prepared by knowing what to do to prepare, where to shelter and how to tune into warnings and updates. • Prepare an emergency kit with essential items for your family to sustain you for at least three days (food and water, first aid kit, battery operated radio, torch, spare batteries, essential medication and prescriptions, mobile phone, important documents and cash in water proof bags and toiletry supplies). • Practice your emergency plan every three months to ensure the family knows what to do and display the plan in a visible location in the home for everyone to see. • Print out copies of the Household Emergency Plan and Emergency Kit checklists at www.disaster.qld.gov.au/getready/.
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STORM SURGE SHELTERS: PUBLIC MESSAGING AND MEDIA TEMPLATES

	<p>What to do when sheltering in place during a cyclone</p>	<ul style="list-style-type: none">• In the event of a tropical cyclone warning, unplug all appliances and turn off the mains power supply (and any solar panels), activate your Emergency Plan and locate your Emergency Kit; bring your family to the strongest part of the house clear of windows, doors and skylights and if the building starts to break up, seek shelter under a strong table or bench or under a heavy mattress.• It is important to stay indoors until you have received official advice the cyclone had passed. Some people mistakenly venture outdoors during the eye of a cyclone, believing that the cyclone has passed.• The Bureau will issue a cyclone watch message when gales or stronger winds associated with a cyclone are expected in your area within 24-48 hours.• The Bureau will issue a cyclone warning message when the cyclone is 24 hours from making landfall.• QFES has prepared a checklist for use in the event a Cyclone Warning is issued, which is available at www.disaster.qld.gov.au.
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13.13 Appendix I - Draft Media Release Template 1 – Storm Surge Shelter “a last resort”

MEDIA ALERT

Issued: <Day, date, month, year>

TEMPLATE ONLY

<Weipa> Public Storm Surge Shelter “a last resort”

The <Weipa> Public Storm Surge Shelter will be the last option for people seeking safety from a severe weather event. The shelters’ purpose is to provide protection from the effects of a cyclone to people evacuated from potential storm tide inundation areas and those with no other shelter option.

<Chair, Weipa Local Disaster Management Group, Mr Geoffrey Robins> said that residents will be encouraged to exhaust other options for respite before turning to the shelter.

“When a natural disaster threatens, residents will initially be encouraged to make their preparations and determine whether they will evacuate their homes. If you are going to leave, then go early” Mr/ <Robins> said.

“At this point, residents should act in accordance with their own evacuation plans and access accommodation outside of local evacuation zones with friends, family, neighbours or colleagues who live in secure accommodation located in an area not at risk from storm surge inundation.

He/ said residents with no other options for safe accommodation will be advised when the Public Storm Surge Shelter and any other designated Place of Refuge will be accessible.

“Activation of Public Storm Surge Shelters and Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to go.

“A Public Storm Surge Shelter and buildings identified as a Place of Refuge should be considered a place of last resort. We are reinforcing the message that an evacuation order may be issued if lives are at risk from storm tide inundation. People who wish to evacuate voluntarily, should do so well before the predicted time of impact or when instructed to by authorities.

“It should be remembered that a Public Storm Surge Shelter or a designated Place of Refuge is intended as a short-term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else’s home located in an area outside local evacuation zones.

For media enquiries contact <Weipa Town Authority on <07 4030 9400

13.14 Appendix J - Draft Media Release Template 2 – Public Storm Surge Shelter “friends in safer places”

MEDIA ALERT

Issued: <Day, date, month, year>

TEMPLATE ONLY

Call on friends in safer places when preparing for cyclone season

This cyclone season, residents living in the low-lying coastal areas of <Weipa> are urged to call on their friends or family members who live in safer places for shelter, in case they need to evacuate.

<Chair, Weipa Local Disaster Management Group, Mr Geoffrey Robins> said that the risk of storm surge is the most dangerous hazard associated with cyclones and can cause flooding of low-lying coastal areas. When combined with a high tide, the results can be particularly devastating.

“For residents located in evacuation zones, pre-arranging safer accommodation is the best option, and will enable your immediate action in the case of an evacuation order being issued for storm surge threat. Options could include sheltering with family, friends or colleagues that live in secure accommodation located outside the evacuation zones.

If you do live in an evacuation zone, establish an evacuation plan for yourself and your family to shelter with friends or family located in safer places. If you don’t live in an evacuation zone, you can support your family or friends who do, by offering them the option to come and shelter with you in the case of an evacuation order.

The <Weipa> Public Storm Surge Shelter and buildings identified as a Place of Refuge will be the last option for people seeking safety from a severe weather event. The purposes of these centres are to provide protection from the effects of a cyclone to people evacuated from potential storm tide inundation areas and those with no other shelter option.

He/ said residents with no other options for safe accommodation will be advised when the Public Storm Surge Shelter and any designated Place of Refuge will be accessible.

“Activation of Public Storm Surge Shelters and other designated Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to go.

“It should be remembered that a Public Storm Surge Shelter or a designated Place of Refuge are intended as a short-term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else’s home.

For media enquiries contact the <Weipa Town Authority> on <07 4030 9400>

Appendix K - Draft Media Release Template 3 – Public Storm Surge Shelter “shelter in place”
(when no storm tide threat)

MEDIA ALERT

Issued: <Day, date, month, year>

TEMPLATE ONLY

Public Storm Surge Shelter is for those with no other “shelter in place” option

The <Weipa> Public Storm Surge Shelter will be the last option for people seeking safety from a severe weather event.

<Chair, Weipa Local Disaster Management Group, Mr Geoffrey Robins> said residents will be encouraged to exhaust other options for respite before turning to the shelter. This will enable <Weipa> to use the Public Storm Surge Shelter to provide a safe option for those residents with nowhere else to go.

“If there is no threat of storm tide inundation, residents will be /instructed to shelter in place, in their own home. As part of their seasonal preparations, residents that live alone, have special needs or reside in temporary dwellings such as caravans, are encouraged to plan now for safer sheltering options.

“Asking in advance if you can shelter with family, friends, colleagues or neighbours who live in secure accommodation, will save you stress and time when a cyclone threatens, as you will already know your options” Mr/ <Robins> said.

When a cyclone threatens, residents will initially be encouraged to make their preparations and determine whether they will shelter in place in their home or leave to shelter with others in more secure accommodation. If you are going to leave, then go early” Mr/ <Robins> said.

“Residents with no other options for safe accommodation will be advised when the Public Storm Surge Shelter will be accessible.

“Activation of Public Storm Surge Shelter and other designated Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to shelter in place.

Mr/ <Robins> said Council’s disaster management plan < /plan> identifies that residents should “shelter in place” when there is no threat of storm tide inundation.

“It should be remembered that a Public Storm Surge Shelter or a designated Place of Refuge is intended as a short-term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else’s home.

For media enquiries contact the<Weipa Town Authority> on <07 4030 9400>

13.15 Appendix L - Evacuee Registration Form (example)

Public Storm Surge Shelter

The collection of this information will only be for the purposes outlined in the title of this form and will be used by emergency services to manage the disaster and to account for evacuated people. This information will not be disclosed to the public. The collection, transmission, storage and keeping of the record will be in accordance with Government privacy rules and will not be shared third parties.

Contact Details:				
Family name/s: If all same surname, do not repeat.	Given name/s:	Date of birth:	Gender: M/F	Nationality:

*Please provide at least one contact number or an email address:

Phone: (Include area code)	
Mobile:	
Email address:	

Address Details:

Unit Number:	
Street Number:	
Street:	
Town/Suburb:	
State:	
Postcode:	
Country:	

Current Status:

How will you contact family/friends? (Optional)

What are you going to do next? (Optional)

Additional Details:

e.g. medical conditions (optional)

e.g. Special needs e.g. medicinal storage, mobility etc. (optional)

13.16 Appendix M – Checklist for ‘Incoming’ Storm Surge Shelter Manager (example)

Incoming Storm Surge Shelter Manager Checklist		Yes	No
BUILDING	Have you received a copy of the LDMG SOP’s in relation to the local Public Storm Surge Shelter?		
	Completed visual inspection of shelter to confirm safety and general state of readiness?		
	Completed shelter operations checklist (refer Annexure S Shelter Operations Checklist)? Note: Identified issues to be reported immediately to LDMG.		
	Are there site-specific building differences or variations at this shelter (if yes), complete briefing of system differences. Note: May include familiarisation with the following: Door and window bolt locks? Ventilation system? Fire system? Water tank and pump operation? Generator operation? Gas system operation?		
	Have you received a situational report that includes. Number of evacuees? Evacuees with special/additional needs? Cultural/community needs? Note: Refer to LDMG SOP’s for clarification.		
STAFF	Completed induction with SMT Roles: Have you discussed with staff members their skills, abilities and experience in the operation of a cyclone shelter? Does the number of management staff align with the number of staff needed to operate the shelter? Have the management staffs been allocated their role description, functions and actions of that position? Have the staff been briefed and have access to the LDMG SOP’s for cyclone shelters? Rosters: Have the staff been briefed on shift and break arrangements? Is there a covering shift arrangement during breaks? Safety procedures: Have the staff been briefed on the Code of Conduct, Storm Surge Shelter rules and Conditions of Entry? Fire?		

	<p>Medical Emergency? Evacuation? Public Disturbance? Power Failure?</p>		
	<p>Conduct situations brief with SMT factual information on the hazard: Forecast? Predictions? Timings? Updates?</p>		
EVACUEES	<p>Conduct Public Storm Surge Shelter brief: Emergency procedures (if required), to include: Fire? Medical Emergency? Evacuation? Public Disturbance? Power Failure? Code of Conduct? Conditions of Entry? Current situation brief: Forecast? Predications? Timings? Updates?</p>		
COMMUNICATIONS	<p>Confirm the local communication procedures and systems are in place: Reporting lines through LDMG/LDCC/LDC are open? Key contacts list provided? Communications checks conducted on landline/mobile/satellite phone/radio? Radio frequencies lists provided. Note: To be conducted with Communications Officer.</p>		
	<p>Are the Communication procedures and systems in place for: Evacuee briefings? Public information? Note: To be conducted with Communications Officer.</p>		
	<p>Are there local council arrangements/templates for key messages: Shelter messaging arrangements in place and activated? Reception messaging arrangements in place and activated? Lockdown messaging arrangements in place and activated? Opening up messaging arrangements in place and activated? Note: To be conducted with Communications Officer.</p>		

	<p>What are the requested local reporting timeframes: Local arrangement requirements provided? Sit rep templates provided? Note: To be conducted with Communications Officer.</p>		
LOGISTICS	<p>Is there enough food and water for SMT in place: Minimum 4 litres water per person per day? Food supplies for up to 36 hours? Note: To be conducted with Logistics Officer.</p>		
	<p>Are there local financial arrangements to follow: Logistical requirement support arrangements in place? Approvals received and processes provided? Payment/Corporate card process provided? Note: To be conducted with Logistics Officer.</p>		
	<p>Confirmed transport arrangements to and from the shelter? Note: To be conducted with Logistics Officer.</p>		
RETURN	<p>Return arrangements for evacuees: Key messaging in place including opportunity to provide feedback on occupant experience? Information and direction process in place?</p>		
	<p>Local hand back procedures: Maintenance requirements checklist and inspection form provided and completed? Consumable usages documented and reorder form provided and completed? Cleaning schedule provided and arranged? Damage and Incident reporting process forms provided and completed (if applicable)?</p>		
DEBRIEF	<p>Complete debrief of SMT Advised CMST of post event details? Debrief with LDMG?</p>		

13.17 Appendix N- Shelter Operations Checklist (example)

ACTIVATION

- LDMG makes decision to activate shelter operations plan
- LDMG advises DETE shelter plan is to be activated
- LDMG advises shelter team to activate plan
- LDMG advises DDMG and other agencies of activation

PRE-RECEPTION

1. Obtain keys (eg door master, shutters and barrel bolts)
2. Undertake lock-down inspection and note existing damage
3. Confirm supply and timing of resources detailed in the plan
4. Check the generator fuel tank (diesel) is full
5. Switch the Auto Transfer Switch to Auto
6. Test generator
7. Check all water storage tanks are full and supply fixtures
8. Remove flammable liquids from building and secure
9. Switch gas to Off in kitchen
10. Turn gas valves off at bottles
11. Test fire system and check fire extinguishers
12. Relocate furniture/equipment to store end of sports lab
13. Relocate all other sports equipment into large sports store
14. Clear and clean small sports store for use as first aid room
15. Lock large sports store
16. Fit door mullions
17. Arrange chairs in shelter areas to align with seating plan
18. Open all natural ventilation baffles
19. Open windows and low level louvers
20. Open and secure ceiling access (ventilation) panels
21. Close lock bolts to generator & battery room doors
22. Set up registration desk
23. Test communications in shelter operations room
24. Place signs in foyer advising prohibited items including
 - a) Fire fuel sources (e.g. gas lights and cookers)
 - b) Pets excepting registered assistance animals
 - c) Alcohol
 - d) Large quantities of personal belongings
25. Place signs in shelter advising prohibited activities including
 - a) Smoking
 - b) Consumption of alcohol
26. Place signs in change room advising ban on use of showers

DURING RECEPTION

27. Manage ventilation (fans, windows, louvers, doors)
28. Close upper level louvers and panels
29. Close lower level louvers and roller shutters
30. Progressively close windows and doors
31. Keep floors dry

AT LOCKDOWN

- Lockdown is to occur when the wind gusts reach gale force (100 km/h) and it is unsafe to be outside
- For fire safety and adequate ventilation in the shelter, do not lockdown the shelter prematurely
- Provide advice to LDCC that shelter is being locked down

32. Close all windows and doors
33. Close lockable barrel bolts to rear doors
34. Close lockable barrel bolts to front doors
35. Close front door roller shutters
36. Close lockable barrel bolts to sports hall doors
37. Switch ventilation system to shelter mode

DURING LOCKDOWN

38. Keep floors dry
39. Manage natural ventilation
40. Monitor CO₂ alarms
41. Enforce fire risk minimisation measures

- Do not open-up the shelter in the eye of the cyclone.
- If the CO₂ alarm is triggered during the eye of the cyclone switch the ventilation Cyclone Lockdown Mode switch to OFF, then as wind gusts increase switch to ON

- If the generator fails switch the water supply valves, on each of the plant room floors, to by-pass the pump and gravity-feed.

AFTER LOCKDOWN – OPENING UP

- Designated fire exits are to be unlocked for fire safety and windows, louvers and doors are to be opened for ventilation, when the cyclone has passed and the wind gusts are less than 100km/h

42. Open all lockable barrel bolts and lock open
43. Open all roller shutters
44. Open windows, louvers and doors for ventilation

PRIOR TO END OF SHELTER USE

- LDCC in conjunction with LDMG to assess when it is safe to leave the shelter
- LDMG to assess the need for and location of longer term accommodation

45. Remove door mullions and store
46. Store chairs
47. Return equipment to small equipment store
48. Switch Auto Transfer Controller to Manual
49. Close ceiling access panels
50. Organise clean up
51. Undertake damage assessment
52. Open gas valves, if gas installation is not damaged
53. Advise DETE the shelter use period is complete
54. Return keys to LDMG key holder

Note:

Show locations of checklist items on the shelter floor plan.

13.18 Appendix O- Front Plant Room Switch Board (UPS)

IN THE EVENT OF FANS & VENTILATION SYSTEMS FAILURE -

As pictured, locate the adaptors; unplug and reconnect the two **GREY** adaptors together.

This unit is in the Front Plant Room Switchboard.

Direct Contact (AE Smith) - Jacob Galea

Phone: 0408 078 334.



ACTIVATION

- LDMG makes decision to activate shelter operations plan
- LDMG advises DETE shelter plan is to be activated
- LDMG advises shelter team to activate plan
- LDMG advises DDMG and other agencies of activation

PRE-RECEPTION

1. Obtain keys (eg door master, shutters and barrel bolts)

Obtain the keys to the building, barrel bolts and shutters during the cyclone watch period.

- Keys to access the building are held by the building operator (e.g. school principal) and the Local Disaster Management Group.
- Keys to unlock the barrel bolts to secure designated fire exit doors during lock-down are held by the Local Disaster Management Group.
- Keys to unlock shutters to protect doors and windows during lock-down are held by the building operator and the Local Disaster Management Group.

The shelter manager may delegate the responsible for the security of the keys during the shelter period to the floor manager.

The shelter manager shall be responsible for the return of the keys after stand down.

Note: The normal building occupants do not have access to keys to locks (barrel bolts or shutters) which when activated by unlocking may block a designated fire exit.

2. Undertake lock-down inspection and note existing damage

Lock-down inspection is a general inspection of the exterior and interior of the building and of the operating components of the building.

The inspection should include checks to ensure:

- roller doors are operable;
- high level louvers are operable;
- barrel bolts are operable;
- door mullions and bolts are present;
- chairs are present;
- shelter area floors are clean;
- kitchen is clean;
- toilets are operable and not leaking;
- washbasins are operable and not leaking;
- water fountains are operable and not leaking;
- ventilation dampers are operable.
- fans are operational

Note any existing damage to finishes.

3. Confirm supply and timing of resources detailed in the plan

The operational plan will include the supply of resources such as toilet paper and drinking cups. Check the items including quantities are being supplied and the anticipated delivery time.

4. Check the generator fuel tank (diesel) is full

Check that fuel tank is full of diesel fuel. Arrange for the tank to be filled if less than 95% full.

5. Switch the Auto Transfer Switch to Auto

The Auto Transfer Switch is located in the switchboard.

Photograph: Auto transfer controller in switchboard



Photograph: Close-up view of switch



6. Test generator

The generator control panel should display 'At rest'. Test start generator by pressing the second button from the left, with the symbol of a hand, then press the green button furthest on the right. Stand clear as the generator should start without transferring onto any load. Allow the generator to run until it stabilises. To stop the generator press the fourth button from the left, labelled Auto. The generator will confirm that mains power is available and go into cool down period then shutdown after approximately 3 to 5mins. The control panel should then display 'At rest'.

Photograph: Generator with fuel tank below



Photograph: Generator control panel



Photograph: Generator at Rest



7. Check all water storage tanks are full and supply fixtures

The 20kl tank is located on the upper floor above the amenities along with the 15kl tank. The 5kl tank is located on the upper floor above the foyer. The 20kL tank may need to be filled as it is filled by rain water.

Photograph: 20kL tank mains water valve is located on the left.



To fill tank turn open valve by aligning valve handle with the pipe. Close valve tap when tank is filled by turning valve handle at right angles to the pipe.

Photograph: 20kL tank pump and valves



Photograph: 15kL tank pump and valves



Photograph: 5kL tank pump and valves



Ensure valves are arranged so that fixtures (toilets, basins, drinking fountains, sinks) are supplied from the storage tanks by pumps.

8. Remove flammable liquids from building and secure

To reduce fire risk limit fuel sources by removing flammable liquids from the building. Secure the materials in another building.

9. Switch gas to Off in kitchen

To reduce fire risk gas is not to be used in the shelter during lock down. A gas control switch is located on the wall of the kitchen. Turn the switch to Off.

Photograph: Master gas control in kitchen



10. Turn gas valves off at bottles

Gas bottles are located in an enclosure outside the building. To further isolate gas from the building close the valves on top of the gas bottles.

11. Test fire system and check fire extinguishers

Test the fire system alarms on the fire control panel in the foyer. Check that fire extinguishers are present. Fire extinguishers are located in: Foyer, Kitchen, Office, Sports hall both ends, Amenities passage, Generator room, Battery room, Upper level above the foyer, Upper level above the amenities.

Photograph: Fire control board



Photograph: View inside board



Photograph: Warning control switch



Photograph: Emergency public address microphone



Photograph: Open green valves on fire hose reels



12. Relocate furniture/equipment to store end of sports lab

The equipment in the sports lab should be stored in the end of the room. People sheltering in the building should not use the equipment.

13. Relocate all other sports equipment into large sports store, raise basketball equipment

Relocated equipment from the small sports store and sports hall into the large sports store. If space permits lighter equipment from the sports gym could also be relocated into the large sports store. The basketball hoop should be retracted by winding the control mounted on the wall. An attachment on a power drill is often used. Take care not to over wind.

Photograph: Basketball back board in lowered position



Backboard may be lifted, if in the lower position, with pole

Photograph: Winder mounted on wall



Backboard may be retracted by the winder

14. Clear and clean small sports store for use as first aid room

The small sports store is to be used as a first aid and counselling room. Clear the room of sports equipment and clean.

15. Lock large sports store

The sports equipment in the large sports store is not to be used by people sheltering in the building.

16. Fit door mullions

The RHS mullions are to be fitted to all external double leaf doors to ensure the doors are capable of resisting wind borne debris. The mullions are fixed into position with two M16 bolts at the top and bottom. Stainless steel plugs are located in the floor and need to be removed to fit the mullions. Store the plugs to re-instate after shelter use.

17. Arrange chairs in shelter areas to align with seating plan

Chairs are located in two store rooms. The chairs can be clipped together. It is recommended that the chairs are arranged in rows with alternate rows facing the opposite direction. This will permit conversation and maximises the access way to each chair. Ensure aisles as shown on the shelter plan are clear of chairs to permit people to circulate.

18. Open all natural ventilation baffles

Open the damper fully from closed. Note the number of turns from closed to open. Natural ventilation baffles are present in all of the shelter spaces (sports hall, chair stores, small sports store, kitchen and sports lab) to permit natural ventilation during the lock down period. The toilets are naturally ventilated by a venturi system.

Photograph: Natural ventilation baffle in sports lab, kitchen, staff room, small store and chair stores



Photograph: Natural ventilation winders in sports hall, toilets, sports lab and kitchen



Photograph: Natural ventilation winders on sports hall end wall – Four at each end



Photograph: Natural ventilation winders in sports hall front & rear walls below rectangular ducts – Two on each wall



19. Open windows and low level louvers

The windows along the front of the building and the low level louvers at the ends of the sports hall should be opened to provide sufficient ventilation prior to lock down.

20. Open and secure ceiling access (ventilation) panels

Open all access hatches in the ceiling of all rooms, except the generator and battery rooms, to allow pressure equalisation across ceilings and internal walls. Grills in doors also aid in pressure equalisation. Secure the hatch to the wire/chain to ensure adequate head height is maintained below the hatch.

Photograph: Open ceiling access panels in all rooms



21. Close lock bolts to generator & battery room doors

Unlock the lock bolts, and engage the barrel bolts at the top and bottom of the door. Lock the barrel bolt at the top of the door to prevent it from disengaging during the lock down period.

22. Set up registration desk

Establish a registration desk in the foyer.

23. Test communications in shelter operations room

Set up and test communication equipment in the staff/operations room. Use a telephone handset which does not require a power supply so that communications may be maintained should the generator fail. The telephone and data services to the building may be pin protected.

24. Place signs in foyer advising prohibited items including

- a) Fire fuel sources (e.g. gas lights and cookers)
- b) Pets excepting registered assistance animals
- c) Alcohol
- d) Large quantities of personal belongings

25. Place signs in shelter advising prohibited activities including

- a) Smoking
- b) Consumption of alcohol

26. Place signs in change room advising ban on use of showers

To conserve water stored for drinking and toilets the showers should not be used where there is a possibility that the mains water supply may fail.

DURING RECEPTION

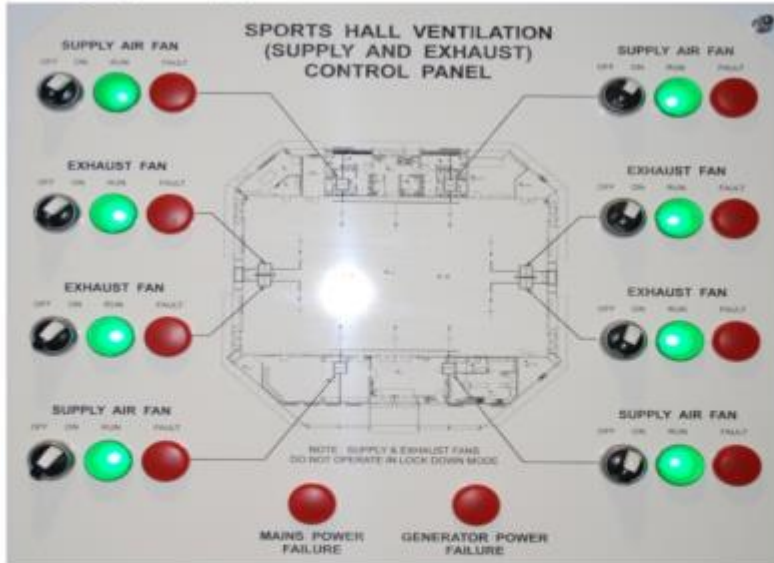
27. Manage ventilation (fans, windows, louvers, doors)

During the reception period the number of people in the shelter will be increasing. Windows and doors and natural ventilation dampers are open. Fans would be operating. The wind speed and rain may increase during the reception period. Some windows and doors may need to be closed to prevent water entry. Ensure sufficient windows and doors are open to adequately ventilate the building.

Photograph: Ventilation control panel



Photograph: Supply and exhaust fan controls



Photograph: Pivot fan, battery room, comms room & toilet controls and alarms



Photograph: Controls to sports hall ceiling fans



Photograph: Close up view



28. Close upper level louvers and panels

Close the upper level louvers in the sports hall. The winder handle should be located in the staff room. The winder controls are located on the wall of the sports hall. When the louvers are closed, the solid panels should also be closed to prevent water ingress. The control switches are located on the wall of the staff room

Photograph: Close upper level louvers with winders



Photograph: Close upper level panels with controls in staff room



29. Close lower level louvers and roller shutters

Close the lower level louvers at the end of the sports hall and the roller shutters which are located on the outside of the louvers.

Photograph: Roller shutter control access panel



30. Progressively close windows and doors

Progressively close windows and doors to control wind gusts and rain entry into the shelter. Maintain adequate ventilation. Do not close prematurely.

31. Keep floors dry

Wet floors present a falls hazard. Keep the floor dry by mopping and control water ingress under doors.

AT LOCKDOWN

- Lockdown to occur when the wind gusts reach gale force (100 km/h) and it is unsafe to be outside
- For fire safety and adequate ventilation in the shelter, do not lockdown the shelter prematurely
- Provide advice to LDCC that shelter is being locked down

Note: A 18v Makita blower is located in the WTA Communities office which can be used to clean out the barrel bolt holes prior to lockdown.

32. Close all windows and doors.

Close all windows and doors which are open. All natural ventilation dampers are to be open.

33. Close lockable barrel bolts to rear doors

Unlock the lock bolts, and engage the barrel bolts at the top and bottom of the door. Lock the barrel bolt at the top of the door to prevent it from disengaging during the lock down period.

34. Close lockable barrel bolts to front doors

Unlock the lock bolts, and engage the barrel bolts at the top and bottom of the door. Lock the barrel bolt at the top of the door to prevent it from disengaging during the lock down period. The top barrel bolts are located on the inside of the door and the bottom barrel bolts are located on the outside.

Photograph: Lock bolts on bottom of front door



35. Close front door roller shutters

Close the roller shutters located on the outside of the front doors by using the key panel located in the foyer, located between the glass doors and plant room door.

The roller shutters are to protect the glass doors from wind borne debris impact.

36. Close lockable barrel bolts to sports hall doors

Ensure the person closing the front roller shutter has re-entered the building. Engage the barrel bolts at the top and bottom of the door. Lock the barrel bolt at the top of the door to prevent it from disengaging during the lock down period.

Photograph: Lockbolts on sports hall doors



37. Switch ventilation system to shelter mode

The shelter mode switch is located on the control panel in the staff room. The shelter mode switch closes and opens baffles in the mechanical ducts to isolate fans and to open ducts for natural ventilation. Air is then forced through the ducts by the gale force and stronger winds, not the mechanical fans.

Photograph: Shelter ventilation lock down switch



DURING LOCKDOWN

38. Keep floors dry

Wet floors present a falls hazard. Keep the floor dry by mopping and control water ingress under doors with cloths.

39. Manage natural ventilation

During the lock down period as the wind gusts increase the natural ventilation baffles may need to be closed progressively to reduce water entry and gusty conditions within the building. To reduce excessive internal pressures within the building, baffles should not be closed or opened by more than one quarter (1/4 of the number of turns from open to closed) at any one time. Close all baffles by the same amount prior to closing an individual baffle further. At the full extent of the winder in the closed position the baffles will remain partially open to ensure the building is adequately ventilated.

Ceiling fans should be operated during the lock down period, while mains or generator power is maintained. The fans will not operate on battery power.

40. Monitor CO₂ alarms

CO₂ alarms are located on the control panel in the staff room. The alarms are first triggered at 800 ppm. Open natural ventilation baffles should the alarm be triggered. If the 1,000 ppm alarm be triggered open natural ventilation baffles further. High levels of CO₂ will result in drowsiness. Higher levels can cause death.

Photograph: CO₂ alarms



41. Enforce fire risk minimisation measures

As emergency exits are locked and the cyclonic conditions outside the shelter make evacuation of the shelter during the lock down period extremely difficult, it is essential that fire risk minimisation measures are enforced. These include: no smoking, no gas lights, no candles, no matches, no gas cooking or other activities which result in an ignition source. Fire fuel should also be reduced.

- Do not open-up the shelter in the eye of the cyclone.
- If the CO₂ alarm is triggered during the eye of the cyclone switch the ventilation Cyclone Lockdown Mode switch to OFF, then as wind gusts increase switch to ON

- If the generator fails switch the water supply valves, on each of the plant room floors, to by-pass the pump and gravity-feed.

AFTER LOCKDOWN – OPENING UP

- Designated fire exits are to be unlocked for fire safety and windows, louvers and doors are to be opened-for ventilation when the cyclone has passed and the wind gusts are less than 100km/h

42. Open all lockable barrel bolts and lock open.

Open and lock open all barrel bolts.

43. Open all roller shutters

Open roller shutters and locate chains in the box contained in the ceiling.

44. Open louvers and doors for ventilation

Open all low and high level louvers, and doors to adequately ventilate the building.

PRIOR TO END OF SHELTER USE

- LDCC in conjunction with LDMG to assess when it is safe to leave the shelter
- LDMG to assess the need for and location of longer term accommodation

45. Remove door mullions and store

Remove and return the door mullions and bolts to the store. Place the stainless steel plugs into the floor ferrules.

46. Store chairs

Stack the chairs in the chair stores.

47. Return equipment to small equipment store

Place the small equipment in the small equipment store and relocated the equipment in the sports gym.

48. Switch generator to Manual

Switch the generator to manual prior to handing the building back to the school.

49. Close ceiling access panels

The ceiling panels are located in all of the rooms with the exception of the sports hall, generator and battery rooms.

50. Organise clean up

Ensure the building is cleaned to the standard the building was in prior to the event.

51. Undertake damage assessment

Inspect the building and note any damage. Report the

52. Open gas valves, if gas installation is not damaged

Check all connections to the gas bottles for gas leaks as the bottles may have moved during the cyclone. Open valves at bottles. Check for gas leaks. If a gas leak is detected close the valves and report.

53. Advise DETE the shelter use period is complete

54. Return keys to LDMG key holder