

---

# Disaster management at home

## Community Disaster Guide

Be prepared. It's as easy as **1** **2** **3**

---

CITY OF  
**GOLDCOAST.**

# Three easy steps to plan for emergencies

## My household

Address

---

---

---

Name of nearest intersecting street

---

---

Names and phone numbers (including mobiles)

First initial and surname    Phone/mobile

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Important  
phone  
numbers



City of Gold Coast disaster hotline                      1800 606 000

Life threatening emergencies (Police, Fire, Ambulance)                      000

Flood and storm assistance (SES)                      132 500

My doctor

---

---

---

## Three easy steps to plan for emergencies

### 1 My plan – important details to help my family or household

#### Contact details

- A** If we can't get home or contact each other we will arrange to meet or leave a message at

Name of a friend or neighbour

---

- B** Out-of-town contact, family or friend

Could be the same as (A)

Name: 

---

Address: 

---

---

Phone: 

---



## Three easy steps to plan for emergencies

My plan – important details to help my family or household

### 2 During an emergency

- Listen to the radio for information and updates
- Stay at home unless told otherwise
- Have emergency plan and emergency kit ready
- Be prepared to look after yourself and family for up to three days

### 3 During an evacuation

- Take emergency plan and emergency kit
- Turn off water, electricity (mains supply) and gas (if applicable)

### Our neighbours

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

# My emergency kit

## Three easy steps to plan for emergencies

### 1 Things to keep in your emergency kit at all times

- Battery radio and spare batteries
- Torch (preferably a wind-up torch)
- First aid kit and manual
- Strong plastic garbage bags
- Tarpaulin and tape for temporary repairs for protecting windows
- Tools to turn off utilities such as water
- Copies of important documents in sealed plastic bags

### 2 Things to have ready for your emergency kit when a warning is issued and a disaster is likely

- Three days of canned and non-perishable food, a can opener plus pet food and other pet needs (if required)
- Bottled water
- Essential medications and toiletries
- Change of clothes, strong shoes and hats
- Mobile phone and charger (preferably car mobile phone charger)
- Money, spare house and car keys
- Important documents (originals) in sealed plastic bags
- Tent and blankets

## Three easy steps to plan for emergencies

### 3 Things to include in your kit if there will be extended loss of electricity, water and gas

- Clean water in sealed containers (10 litres per person is recommended for a three day period)
- Water purification tablets
- More food
- Barbeque or portable stove with fuel
- Fire extinguisher

### More information?

For help and further information visit  
City of Gold Coast website

[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)

Then follow the links to Emergency kit



## Three easy steps to plan for emergencies

You can reduce the risk of storms to yourself, family and property by taking these simple precautions.

### 1 Before a severe storm

- Ensure that your emergency plan is up-to-date and your emergency kit is ready
- Check your insurance covers home and contents for the risk of storms
- Check the roof and gutters are in good condition, clearing leaves and trim any tree branches
- Ensure your yard is free of loose items like patio furniture and rubbish
- Keep vehicles undercover

### 2 During a severe storm

- Keep your emergency plan and emergency kit with you
- Listen to the radio for information and updates
- Don't use the landline telephone
- Stay inside and shelter away from doors and windows
- If you need to shelter in the strongest part of your house, this is usually the bathroom, toilet or hallway
- Have mattresses and blankets ready for extra protection

# Severe Storms

Three easy steps to plan for emergencies

The time after a storm can be dangerous. Many injuries and deaths occur as a result of people not taking proper actions after a storm has passed.

## 3 After a severe storm

- Listen to the radio for information and updates
- Remain indoors until advised it is safe
- Do not enter flood waters. They may be contaminated
- If safe to go outside, carefully check your home for damage and make temporary repairs if needed
- Keep away from damaged powerlines and fallen trees
- Do not drink tap water unless safe to do so

If your house is seriously damaged, please contact the SES on 132 500 or visit [ses.qld.gov.au](http://ses.qld.gov.au)



## More information?

For help and further information visit  
City of Gold Coast website  
[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)



# Bushfires

## Three easy steps to plan for emergencies

### Practical tips to prepare for this bushfire season

#### 1 Before a bushfire warning

- Ensure that your emergency plan is up-to-date and your emergency kit is ready should you decide to 'go early'
- Clean gutters, trim overhanging tree branches, bushes and around the home
- Make sure your water supply will be sufficient if there is a bushfire
- Clear fuel around the house, e.g. wood piles, boxes, cans of fuel, etc.
- Check water systems, pumps or generators are in working order and ensure adequate fuel
- Ensure fire trucks can obtain access to your property

#### 2 During a bushfire event in your area

- Listen to the radio for information and updates
- Follow instructions from local authorities
- Disconnect hose and fittings and bring inside
- Go inside for shelter
- Wear protective clothing
- Drink lots of water
- Check and patrol for embers inside, particularly in the roof space
- Check family and pets

## Three easy steps to plan for emergencies

Be prepared for the effects of a bushfire including heat and wind, smoke, noise, loss of power and phone lines and loss of water pressure.

### 3 After a bushfire event in your area

- Listen to the radio for information and updates
- Continue drinking lots of water
- If safe to go outside, check for spot fires and embers inside and out (including roof space)

For help and further information visit  
City of Gold Coast website  
[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)  
or visit [fire.qld.gov.au](http://fire.qld.gov.au)



### Report all fires to 000

If your house is seriously damaged, contact  
SES on 132 500 or visit [ses.qld.gov.au](http://ses.qld.gov.au)



# Floods

## Three easy steps to plan for emergencies

### 1 Before a flood

- Identify which roads and causeways are likely to flood and plan an alternative access route if necessary. These roads can usually be identified by looking for flood level markers
- If your property is likely to be isolated in a flood, stock up on extra non-perishable supplies including bottled water and ensure your emergency kit is up to date
- Identify when and where you would evacuate to if required
- Ensure your insurance covers flood damage

**Phone 000 immediately if someone is caught in flood waters**

### 2 During a flood warning

- Listen to your local radio station for flood updates
- If it's flooded, forget it. Don't walk, ride or drive through flood waters
- Turn off water, power and gas supplies
- Raise furniture, valuables and electrical items onto higher floors, beds, tables or roof spaces
- Sand bag entry points to your property. Put a sand bag inside toilets and on top of indoor drains to prevent sewage back flow
- Move vehicles, outdoor equipment, garbage, and chemicals to higher ground
- Ensure the safety of pets, children, elderly and those with special needs

# Floods

Three easy steps to plan for emergencies

## 3 After a flood

- Don't wade or drive into remaining flood waters
- Flood waters may be contaminated and have health risks
- Don't re-enter your home until it is declared safe
- Don't use gas or electrical appliances until they are checked for safety
- Don't eat food that has been in flood water
- Boil tap water until water supplies are declared safe
- Contact your local SES on 132 500 or visit [ses.qld.gov.au](http://ses.qld.gov.au)

**Don't allow children to play in or near flooded parks, roads or sporting fields**

## More information?

For help and further information visit  
City of Gold Coast website

[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)

Then follow the links to Floods



## Three easy steps to plan for emergencies

The standard emergency warning signal is a distinctive audio signal that has been adopted to alert the community to a major emergency/disaster. The alert signal will be played on public media such as radio and television. It is meant to attract the listener's attention to the fact that they should take notice of the emergency message.

### 1 What to expect during an emergency warning

- Local radio will broadcast warnings
- Warnings and information may be distributed via the City's website
- Emergency services may send a text message to your mobile phone or a voice message to your landline - you do not need to register for this service
- In some cases emergency services may door-knock houses
- Warnings may give advice on where to seek information

### 2 Where to get more information

- Keep listening to local radio for updates
- Call City of Gold Coast disaster hotline on 1800 606 000 or visit [cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)

**Remember – for life threatening emergencies, call 000 immediately**

# Emergency warning

Three easy steps to plan for emergencies

## 3 What to do when you receive an emergency warning

- Follow the advice in the warning
- Refer to your household emergency plan
- Stay at home unless you are told otherwise or it is not safe to do so



## More information?

For help and further information visit  
City of Gold Coast website

[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)

Then follow the links to the Standard  
Emergency Warning System



# Animals

## Three easy steps to plan for emergencies

### 1 Prepare a pet emergency kit

- Consider family or friends that your pet can stay with if you have to evacuate
- Include food and water for three days (will vary - please check with your vet)
- Include a first aid kit. Talk to your vet about what to include especially if your pet has specific medical needs. Ensure you have a current vaccination card
- Collar with ID tag, harness or leash, crate or pet carrier
- Consider sanitation and cleaning up after your pet
- Include a photograph of you and your pet together making sure that any distinguishing markings are clearly identifiable
- Ensure your pet has been micro-chipped and the number registered with your local council
- Consider familiar items such as soft toys, blankets, other bedding that your pet likes. Remember they may be anxious too

### 2 Plan what you will do in an emergency

- Ensure that your pet is comfortable with the friends and family that you are going to be leaving them with
- Check your pet's emergency kit is up to date
- Plan how you are going to evacuate with your pet



## Three easy steps to plan for emergencies

### 3 Evacuate safely in an emergency

- Leaving your pets at home is the last resort and should only occur if there are absolutely no other options. If you do leave pets at home ensure they have enough food and water for at least a week and are well secured undercover. Place a notice in the window or letter box that you have pets in your premises. Don't forget to come back as soon as possible to get them
- Listen to your local radio station for updates on where you can evacuate to
- Some of our evacuation centres will receive pets. Follow all instructions given by the staff caring for your pets and assist them as necessary

### Useful phone numbers

City of Gold Coast Animal Management	07 5581 6664
City Pound	07 5581 7600
RSPCA	07 3426 9999

### More information?

For help and further information visit  
City of Gold Coast website  
[cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)

# Stay prepared...

For emergency warnings and information during disasters, listen to your local radio station.



Local radio stations for information and updates:

89.3 FM	4CRB	98.1 FM	Radio 4EB
90.9 FM	Sea FM	99.4 FM	Rebel FM
91.7 FM	ABC Gold Coast FM	102.9 FM	Hot Tomato
92.5 FM	Gold FM	105.7 FM	Radio Metro
94.1 FM	Community Radio	107.3 FM	Juice FM

## Need an interpreter?

For assistance, please call the National Translating and Interpreting Service on 131 450.

To use this service you will need to tell them your preferred language and that you want to call City of Gold Coast on 1300 GOLDCOAST (1300 465 326).

This is a free service for City of Gold Coast related business available 24 hours, 7 days.

For more information about how to prepare yourself and your family for disasters, visit City of Gold Coast website [cityofgoldcoast.com.au/disaster](http://cityofgoldcoast.com.au/disaster)