SHELTERS AND EVACUATION CENTRES SUB PLAN
Forward

The *Disaster Management Act 2003* outlines the framework for the State’s disaster management arrangements and the functions of Local Disaster Management Groups (LDMGs). LDMGs are responsible for the operation of public cyclone shelters, places of refuge and evacuation centres in their areas.

Part of the function of disaster operations by the LDMG, is the management of evacuations and to ensure the community has the ability to relocate, seek emergency assistance and ideally return to their homes once it is safe to do so.

LDMGs must have plans in place to commit resources to support evacuations that may include the provision of shelter. While the LDMG encourages people to move from the danger zones to safer areas well away from the hazard or to friends and family 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.

Council’s Environmental Health & Regulatory Services are tasked with the management and resourcing of this Sub Plan.
Endorsement

This plan is recommended for distribution by the Townsville Local Disaster Management Group.

Wayne Preedy ESM
Local Disaster Coordinator
Townsville Local Disaster Management Group

Date: 10 / 04 / 2019

Cr Jenny Hill
Chair
Townsville Local Disaster Management Group

Date: 10 / 04 / 2019
## Consultation

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Name of consulted</th>
<th>Date distributed</th>
<th>Comments received</th>
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<tr>
<td>Townsville City Council</td>
<td>Melissa McKeown</td>
<td>Jan–April 2019</td>
<td>9/4/19</td>
</tr>
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Document Control

Amendment Control

The *Shelters and Evacuation Centres Sub Plan* is a controlled document. The controller of the document is the Townsville Local Disaster Coordinator (LDC). Any proposed amendments to this plan should be forwarded in writing to:

Local Disaster Coordinator  
Townsville City Council  
PO Box 1268  
Townsville, QLD 4810

The LDC may approve inconsequential amendments to this document. The LDC will ensure that any changes to the content of the document will be submitted to the Townsville Local Disaster Management Group (TLDMG) for approval and be endorsed by the Townsville City Council.

Amendment Register

<table>
<thead>
<tr>
<th>Version</th>
<th>Author</th>
<th>Amendments</th>
<th>Date</th>
</tr>
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<tr>
<td>1.0</td>
<td>Darren Alsemgeest</td>
<td>Endorsed at STWG Meeting 14/12/2011 – for signatures</td>
<td>15/12/2011</td>
</tr>
<tr>
<td>2.0</td>
<td>Angela Lawson</td>
<td>Annual review</td>
<td>8/10/2012</td>
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| 3.0     | Gavin Hammond  
        | Melissa McKeown  
        | Angela Lawson | This plan replaces the Short Term Welfare Plan  
          & Annual review and inclusion of public  
          cyclone shelter requirements | 13/09/2013 |
| 4.0     | Angela Lawson | Annual Review | 1/09/2014 |
| 5.0     | Shannon Jenkins | Annual Review | 11/11/2015 |
| 6.0     | Melissa McKeown | Update Contact Details | 16/05/2016 |
| 7.0     | Lana Smith & Shannon Jenkins | Annual Review | Sep 2016 |
| 8.0     | Melissa McKeown | Review Checks/Approvals | Oct 2016 |
| 9.0     | Melissa McKeown | Update to details | Nov 2016 |
| 10.0    | Angela Callister–Fryer | Update contact details | Mar 2017 |
| 11.0    | Melissa McKeown | Update contact details, TCC structure, operating instructions, annual review | Dec 2017 |
| 12.0    | Melissa McKeown | Updating of Membership and Contact List  
          & Update of roles and responsibilities  
          & Updating of Centres contact list  
          & Minor amendments | Oct 2018 |
Abbreviations List

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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>ACF</td>
<td>Aged Care Facilities</td>
</tr>
<tr>
<td>CSM</td>
<td>Cyclone Shelter Manager</td>
</tr>
<tr>
<td>CSMT</td>
<td>Cyclone Shelters Management Team</td>
</tr>
<tr>
<td>DHPW</td>
<td>Department of Housing and Public Works</td>
</tr>
<tr>
<td>EHO</td>
<td>Environmental Health Officer</td>
</tr>
<tr>
<td>EH&amp;RS</td>
<td>Environmental Health &amp; Regulatory Services</td>
</tr>
<tr>
<td>ERMG</td>
<td>Emergency Response Management Group (TCC)</td>
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<tr>
<td>LDC</td>
<td>Local Disaster Coordinator (TLDMG)</td>
</tr>
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<td>LDCC</td>
<td>Local Disaster Coordination Centre</td>
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<tr>
<td>PCS</td>
<td>Public Cyclone Shelter</td>
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<td>QAS</td>
<td>Queensland Ambulance Service</td>
</tr>
<tr>
<td>QFES</td>
<td>Queensland Fire and Emergency Services</td>
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<td>QPS</td>
<td>Queensland Police Service</td>
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<td>SECC</td>
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<td>SECMT</td>
<td>Shelters and Evacuation Centres Management Team</td>
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<tr>
<td>SES</td>
<td>State Emergency Service, Townsville Unit</td>
</tr>
<tr>
<td>SITREP</td>
<td>Situation Report</td>
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<td>TAIHS</td>
<td>Townsville Aboriginal &amp; Islanders Health Services</td>
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<td>TCC</td>
<td>Townsville City Council</td>
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<td>TLDMG</td>
<td>Townsville Local Disaster Management Group</td>
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<tr>
<td>TMEH&amp;RS</td>
<td>Team Manager Environmental Health &amp; Regulatory Services</td>
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Distribution List

Copies of this plan are distributed to the following agencies:

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<tr>
<td>Townsville City Council</td>
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<tr>
<td>Australia Red Cross</td>
</tr>
<tr>
<td>Centacare</td>
</tr>
<tr>
<td>Qld Ambulance Service</td>
</tr>
<tr>
<td>Qld Police Service</td>
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<tr>
<td>Qld Fire &amp; Emergency Services</td>
</tr>
<tr>
<td>Organisation</td>
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<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>St John Ambulance Qld</td>
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<tr>
<td>St Vincent De Paul Society</td>
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<tr>
<td>The Salvation Army</td>
</tr>
<tr>
<td>Save the Children Organisation</td>
</tr>
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<td>State Emergency Service</td>
</tr>
<tr>
<td>Tropical Public Health Unit</td>
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<tr>
<td>District Disaster Management Group</td>
</tr>
<tr>
<td>Local Disaster Coordinator, Townsville Local Disaster Management Group</td>
</tr>
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Plan Matrix

Townsville Local Disaster Management Plan Matrix

Please note: This matrix depicts plans and procedures, which have been grouped based on their relationship to one another rather than on hierarchy or trigger points for activation.

- Evacuation & Transport Sub Plan
  - Tsunami Response Sub Plan
  - Shelters and Evacuation Centres Sub Plan

- Community Education & Marketing Sub Plan
  - Community Information & Warnings Sub Plan

- Impact Assessment Sub Plan
  - Asbestos Containing Material (ACM) Sub Plan
  - Resupply Sub Plan
  - Financial Management Sub Plan

- Environmental Health Working Group Sub Plan
- Townsville District Functional Health Plan
- Local Recovery & Resilience Sub Plan

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Operating Procedures (Internal Council Processes)

- Evacuation Centres SOP
- Places of Refuge SOP
- Public Cyclone Shelter SOP
- Animal Management SOP

- TCC Communications Operating Procedure for Disasters

- Bushfire Mitigation Operations Plan
  - Impact Assessment Operating Procedure

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Magnetic Island Disaster Management Group (MIDMG) SOP
- Magnetic Island Evacuation Centre SOP

Rollingstone Disaster Management Group (RDMG) SOP

Townsville Local Disaster Coordination Centre (LDCC) SOP

Townsville City Council Emergency Response Plan (ERP)
- TCC Emergency Response Plan - Communication Plan Operational Response
Part One – Overview

1.1 Introduction

In the event of a threat of a disaster and/or following a disaster event there may be a need to provide shelters and evacuation centres to vulnerable groups:

1.1.1 Shelters

There are two types of shelters:
- Public Cyclone Shelters
- Places of Refuge.

A Public Cyclone Shelter is activated when there is a threat from an impending severe tropical cyclone.

Public cyclone shelters are purpose built facilities that provide shelter for people during a severe tropical cyclone, who have been evacuated from storm tide evacuation zones or wind vulnerable accommodation, and 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.

They are designed to be in operation for a short period of time (up to 36 hours or when the cyclone threat has passed.

Places of Refuge are activated when there is a threat from an impending severe tropical cyclone.

Although not purpose built, places of refuge are facilities capable of providing protection for people from an impending disaster (usually a tropical cyclone), who have been evacuated from storm tide evacuation zones or wind vulnerable accommodation, and 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.

They are designed to be in operating for a short period of time (up to 36 hours or when the cyclone threat has passed.

1.1.2 Evacuation Centres

Evacuation Centres may be activated in the lead up to, during or after a disaster event and are capable of providing people with accommodation that have been adversely affected by the disaster and are unable to reside in their normal place of residence after the disaster.

Evacuation centres may be in operation for a considerable period of time until people are returned or relocated and as such require additional resourcing and support.
Although the overall management of these three (3) types of facilities are very similar, the operation and provisions within the facilities are very different. The understanding of these differences is fundamental to the successful implementation of their management and operation.

1.2 Vulnerable Groups

Vulnerable groups for the purposes of this Sub Plan include the following members of the community –

- the homeless;
- persons living in wind vulnerable accommodation (i.e. boats, vessels, in marinas and caravan parks);
- persons issued with an evacuation order;
- travellers with caravans and the like;
- travellers unable to return to their homes;
- persons that have not been able to leave the storm–tide evacuation zone;
- persons that have been unable to shelter with friends or family in modern homes (built since 1982) outside the storm–tide evacuation zone; and
- residents unable to return to their homes following a disaster event.

Vulnerable groups should be given priority for placement at shelters and evacuation centres where possible.

The Aged Care Facility at highest risk of storm tide inundation includes –

- Bolton Clarke Rowes Bay (formerly RSL Care Rowes Bay)

In the threat of a flood or storm surge, residents of this aged care facility have made alternate arrangements under their plans to move residents to other facilities.

1.3 Agreement with Asset Owners

A Memorandum of Agreement (MoA) has been developed between the Department of Education & Training (DET) and the TLDMG for those shelters and evacuation centres located at State Government educational facilities. Refer to the relevant Operating Procedure for details. Informal arrangements exist with other facilities (i.e. JCU, Suncorp, Commonwealth,) that are not owned by state government agencies which will need to be formalised in the future. Refer to Annexure G – Memorandums of Agreement.
Part Two – Administration & Governance

2.1 Purpose

The purpose of the Shelters and Evacuation Centres Sub Plan is to provide an effective and well-coordinated management of shelters and evacuation centres before, during and after the impact of a disaster event.

2.2 Authority

This plan forms a sub plan of the Townsville Local Disaster Management Plan (TLDMP) and is developed under the authority of the Disaster Management Act 2003. This sub plan will be managed in accordance with the administrative and governance processes outlined within the TLDMP including approval, document control, distribution and review and renew.

2.3 Functional Responsibility

The Shelters and Evacuation Centres Coordinator (SECC) is to ensure all agencies and members of the SECWG are aware of these sheltering arrangements.

2.4 Scope

This Sub Plan specifically addresses the process that will be used in managing the operations of shelters and evacuation centres before, during and after disaster event and should be read and applied in conjunction with the TLDMG Evacuation and Transport Sub Plan. Operating Procedures have been developed for:

- Public Cyclone Shelter;
- Places of Refuge; and
- Evacuation Centres.

2.5 Objectives

The objectives of this Sub Plan are to:

- detail the arrangements for the activation, set-up, management and closure of shelters and evacuation centres;
- enable council’s EH&RS to effectively manage the shelter and evacuation centre process in association with key support agencies; and,
- provide shelters and evacuation centres for vulnerable groups in a disaster situation.
2.6 Review and Renewal

This plan will be reviewed annually by Townsville City Council's Environmental Health & Regulatory Services (EHRS) on behalf of and in consultation with the Shelters and Evacuation Centres Working Group (SECGW) and reissued as necessary. The review processes will include:

- any changes from outcomes of associated plans and documents are included
- updates to council’s available facilities and specifications are included
- changes to the SECGW and associated roles and responsibilities are included
- amendments due to lessons learned from activations, exercises and training or statutory changes. (Refer to Annexure H – Future Improvements / Actions)

On completion of each review, the sub plan is to be submitted to the TLDMG for approval.
Part Three – Plan Activation & Concept of Operations

3.1 QDMA Escalation Model

Activation will follow the same model of escalation outlined in the Queensland Disaster Management Arrangements (QDMA):

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
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<tbody>
<tr>
<td>Alert</td>
<td>A heightened level of vigilance due to the possibility of an event in the local area. No further action is required; however the situation should be monitored by someone capable of assessing the potential of the threat.</td>
</tr>
<tr>
<td>Lean Forward</td>
<td>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 stand by and prepared but not activated.</td>
</tr>
<tr>
<td>Stand Up</td>
<td>An operational state where resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.</td>
</tr>
<tr>
<td>Stand Down</td>
<td>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.</td>
</tr>
</tbody>
</table>

The movement through these escalation phases is not sequential, rather based on flexibility and adaptability to the location and event.

3.1.1 Alert

This Sub Plan will be at an Alert level of activation when the TLDMG is at an Alert level. The LDC will advise SECC that the TLDMG is at an Alert level. The SECC will notify the SECMT and support agencies.

3.1.2 Lean Forward

This Sub Plan will be at a Lean Forward level of activation when the TLDMG decides that an evacuation is being considered. This may be when a cyclone watch is issued or when the evacuation timeline dictates preparatory actions are to commence. Shelter preparations may occur during this time.

3.1.3 Stand Up

This Sub Plan will be at a Stand Up level of activation when the TLDMG has advised that emergency sheltering will be required. The LDC and SECC will ensure that the TLDMG considers the timeframe
required to set up shelters or evacuation centres before information is released to the community. Refer to Section 3.8 of this plan for more information about required timeframes to set up shelters and evacuation centres. Advice to the community will be undertaken as per the TLDMG Community Information and Warnings Sub Plan. The SECC must commence preparations of shelters or evacuation centres to receive evacuees immediately if not already done so.

3.1.4 Stand Down

This Sub Plan will be at a Stand Down level of activation when the TLDMG is at a Stand Down level. At this stage, all shelters and/or evacuation centres should be restored back for normal use.

3.2 Activation

Activation will follow the direction of the TLDMG.

The SECC will be responsible for implementing this Sub Plan following activation.

A request may be put to the SECC to activate this plan for events outside of the activation of the TLDMG, examples of when this might occur include:
- Under the Aerodrome Emergency Plan; and
- evacuation of persons from communities outside of Townsville

3.3 Trigger Points for Activation

The following triggers points will guide the TLDMG in determining whether to activate this Sub Plan:

<table>
<thead>
<tr>
<th>Facility</th>
<th>Trigger Points</th>
</tr>
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<tbody>
<tr>
<td>Public Cyclone Shelter</td>
<td>• The TLDMG is at Lean Forward stage of activation; and/or</td>
</tr>
<tr>
<td></td>
<td>• There is an imminent event (i.e. severe tropical cyclone) likely to cause significant damage from a storm surge; and/or</td>
</tr>
<tr>
<td></td>
<td>• Voluntary or directed evacuation order has been issued or likely to be issued.</td>
</tr>
<tr>
<td></td>
<td>• Threat to life and/or damage to properties is anticipated requiring people to evacuate</td>
</tr>
<tr>
<td>Places of Refuge</td>
<td>• The TLDMG is at Learn Forward stage of activation; and/or</td>
</tr>
<tr>
<td></td>
<td>• There is an imminent event (i.e. severe tropical cyclone) likely to cause significant damage from a storm surge; and/or</td>
</tr>
<tr>
<td></td>
<td>• Voluntary or directed evacuation order has been issued or likely to be issued</td>
</tr>
<tr>
<td></td>
<td>• Threat to life and/or damage to properties is anticipated requiring people to evacuate</td>
</tr>
</tbody>
</table>
Evacuation Centres

- The TLDMG is at Stand Up operational phase of activation; and/or
- Significant damage has been sustained to residential housing or an event occurs requiring people to seek alternative accommodation within the Townsville area
- Threat to life and/or damage to properties is anticipated requiring people to evacuate

3.6 Additional Activation Factors

When activating this Sub Plan there are many factors that can influence the process described in the Learn Forward and Stand Up levels of activation. These can include:
- how long it takes to have the shelter or evacuation centre handed over and prepared for operational use;
- the day and time will indicate the capacity of the evacuation routes and access to facilities;
- current and previous weather and its impact on evacuation routes;
- the predicted time of arrival of 80k/h winds (for severe tropical cyclones); and
- the availability of facilities to use as shelters or evacuation centres.

3.7 Decision Tree

The following decision tree is to assist in determining whether a shelter should be opened:
The following decision tree is to assist in determining whether an evacuation centre should be opened:
3.8 Timeframe Model

The following guide will be used by the TLDMG when making a decision to activate this Sub Plan to ensure there is sufficient time for EH&RS to make shelters and evacuation centres operational and ready to accept evacuees safely before the disaster event.

---

Decision Tree – Evacuation Centres

- **Has an event occurred which has caused significant damage to residential housing? Or is there an impending weather event that is expected to cause flooding and water inundation of homes?**
  - **Y**
    - **Is there an evacuation centre available and will it be sufficient for the evacuation needs?**
      - **N**
        - **Seek alternative centres / discuss with LDC**
      - **Y**
        - **Is there sufficient staff/resources to set up an evacuation centre?**
          - **N**
            - **Discuss with LDC / request for assistance or further resources**
          - **Y**
            - **Proceed with opening evacuation centre**

- **Do not proceed with opening evacuation centre**
3.8.1 Shelters – Operational Timeline
3.8.2 Evacuation Centres – Operational Timeline

**Scenario 1**
A disaster event occurs and causes significant damage to residential dwellings

- Consider what has occurred & make decision
- 12 hrs is required to set up evacuation
- Evacuation centre ready to receive evacuees

**Event occurs** | **12hrs** | **Post 24hrs**

**Scenario 2**
Impending disaster event expected to cause flooding or water inundation to residential dwellings

- Make preparation & notify agencies
- 12 hrs is required to set up evacuation
- Evacuation centre ready to receive evacuees

**24hrs prior** | **12hrs** | **Event expected**
Part Four – Roles and Responsibilities

4.1 Coordination and Control

Council’s Environmental Health & Regulatory Services (EH&RS) is responsible for the coordination, control and implementation of this Sub Plan including annual reviews, amendments, exercises and chairing of the Shelters and Evacuation Centres Working Group (SECWG).

The Shelters & Evacuation Centres Coordinator (SECC) will manage the response and implementation of this Sub Plan. Refer to Annexure E for more details on the role of the SECC.

The SECC will need to determine the necessary staffing and resources required to respond to the disaster situation and coordinate the response with the support agencies including the Shelter and Evacuation Centre Management Team (SECMT).
4.2 Shelters and Evacuation Centres Working Group (SECWG)

The Shelters and Evacuation Centres Working Group (SECWG) includes representatives from the support agencies that provide assistance in the management of shelters and evacuation centres during a disaster situation. The purpose of the SECWG is to provide a forum for a collaborative approach between council and supporting agencies in implementing the Sub Plan.

The SECWG consists of the following members or their nominated delegate and will operate as follows:

<table>
<thead>
<tr>
<th>Meeting frequency:</th>
<th>At least twice per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair:</td>
<td>Shelters and Evacuation Centres Coordinator (TCC – Team Manager, Environmental Health &amp; Regulatory Services)</td>
</tr>
</tbody>
</table>

**Membership:**
- TCC – Environmental Health & Regulatory Services – Representative
- Australian Red Cross – Representative
- Centacare – Representative
- Queensland Ambulance Service (QAS) / St John Ambulance – Representative
- Queensland Fire & Emergency Service (QFES) – Emergency Management Coordinator
- Queensland Police Service (QPS) – Representative
- Salvation Army – Representative
- Save the Children – Representative
- State Emergency Service (SES) – Representative
- St Vincent De Paul Society– Representative
- Townsville Public Health Unit – Representative
- (Advisory) Local Disaster Coordinator, TLDMG

**Responsibilities:**
- Review and activation of *Shelters and Evacuation Centres Sub Plan*
- Review and activation *Public Cyclone Shelter SOP*
- Review and activation *Places of Refuge SOP*
- Review and activation *Evacuation Centres SOP*
- Review the level of resources necessary to assist the TLDMG in its response to disaster events.

**Supporting documentation:**
- Annexure A – SECWG Contact List
- Annexure B – Roles and Responsibilities of Support Agencies
- Annexure C – Agency Capacity to Respond
- Annexure D – Support Agency Presence at Each Facility
- Annexure E – Role of the SECC
- Annexure F – SECWG Terms of Reference

The SECC may appoint other agencies to the committee or invite other agencies to attend meetings if deemed necessary.
4.3 Shelter and Evacuation Centre Management Team

During the activation of the Sub Plan and the consideration for emergency sheltering or evacuation by the TLDMG, the SECC is to ensure the appropriate staffing of shelters and/or evacuation centres sourced from support agencies and council staff.

The recommended Shelter and Evacuation Centre Management Team (SECMT) to effectively manage a shelter or evacuation centre ideally consists of the following:

4.3.1 Public Cyclone Shelter

![Diagram of Public Cyclone Shelter]

Note: one person may be required to fulfil one or more of these positions depending on availability. Refer to the Public Cyclone Shelter Operating Procedure for more detail about key positions including position descriptions.

4.3.2 Places of Refuge

![Diagram of Places of Refuge]

Note: one person may be required to fulfil one or more of these positions depending on availability. Refer to the Places of Refuge Operating Procedure for more detail about key positions including position descriptions.
4.3.3 Evacuation Centres

Note: this is based on the Red Cross Evacuation Centre Field Guide. Refer to the *Evacuation Centres Operating Procedure* for more detail about key positions including position descriptions.

4.3.4 Shelter / Evacuation Centre Managers

The Shelter and/or Evacuation Centre Manager will be sourced from the following agencies:

<table>
<thead>
<tr>
<th>Facility</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public cyclone shelter</td>
<td>TCC</td>
</tr>
<tr>
<td>Place of refuge</td>
<td>SES</td>
</tr>
<tr>
<td>Evacuation Centres</td>
<td>Red Cross or SES (which will depend on availability)</td>
</tr>
</tbody>
</table>

Support will be provided by QPS, QFRS and QAS where possible. Consideration should be given to aligning an officer’s shelter/evacuation centre management role with their normal core business role.

Any person who chooses to make themselves available to work in the shelter or evacuation centre needs to be made aware that this role will require a commitment and willingness to leave their normal place of residence and their family and friends during a time of activation.

It will be the responsibility of the Shelter or Evacuation Centre Manager, in consultation with the SECC, to determine when the support agencies may be required. Under no circumstances should any agency be permitted to set up in a shelter or evacuation centre without the approval of the SECC.

4.3.5 Rotation of Personnel

The time that the shelter or evacuation centre may be operating could easily exceed the hours that one shift of personnel could work. Therefore it is necessary to develop a roster for the rotation of staff into a number of shifts. Consideration will be required to ensure that there are sufficient staff to meet both shifts and debriefs are to occur at the handover of each shift. It should be noted that personnel at shelters will be required to stay during the expected event (i.e. severe tropical cyclone).
4.4 Magnetic Island Arrangements

For Magnetic Island, the Magnetic Island Disaster Management Group (MIDMG) will manage and coordinate the opening and closing of evacuation centres as well as source staff to run the centres until Red Cross are available to take over as the CMT. MIDMG will also make the determination of whether to open an evacuation centre in consultation with the SECC.

Upon activation, the MIDMG will provide regular information and update to the SECC regarding emergency sheltering operations. Note: there are no public cyclone shelters or places of refuge on Magnetic Island. Refer to the Magnetic Island Operation Procedure Evacuation Centres for more information.
Part Five – Public Cyclone Shelters

5.1 Purpose

The primary purpose of the Heatley Public Cyclone Shelter is to provide shelter for people evacuated from storm tide 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 Public Cyclone Shelter is not intended to store property, or accommodate pets or personal property/bedding during a cyclone event.

The expectation of the TLDMG is that the Public Cyclone Shelter will be opened in time for the community to evacuate or be evacuated to the shelter and remain in use as a shelter until the severe tropical cyclone has passed.

Animals (except assistance animals) will not be accepted into a public cyclone shelter. Animals at the PCS will be managed as per Animal Management Operating Procedure.

5.2 Design

Public Cyclone Shelters in Queensland are constructed in accordance with the Queensland Government, Department of Housing and Public Works “Design Guidelines for Queensland Public Cyclone Shelters”.

Public Cyclone Shelters are located on high ground outside the storm tide evacuation zone and above the flood flow levels of a 1 in 500 year event (Q500) for creek and river flood levels. The shelter is engineered to withstand wind gusts of up to 306km/hr and associated windborne debris.

Note: Category 5 cyclones are cyclones with wind speeds of 280 km/hr or greater. The shelter was not designed to provide temporary accommodation or services after the cyclone has passed (i.e. evacuation or recovery centre).

5.3 Occupancy Level

The Public Cyclone 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 the majority of people being are able to sit with occasional periods of standing.

A very limited number of beds are available for physical disability or other medical reason, which will require additional space.
Basic building services of amenities and ventilation are based upon the occupancy level.

### 5.4 Occupancy Duration

The Public Cyclone 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 the winds are gale force or stronger); and
- opening up period, the cyclone has passed and winds are less than gale force, initial assessments being conducted but no decision has been made as whether it is safe to leave the shelter.

Public Cyclone Shelters are not intended to provide temporary short-term accommodation for people whose houses have been damaged or destroyed during the event.

### 5.5 Cyclone Shelter Locations

The following provides a summary of the Public Cyclone Shelter/s located within the Townsville Area.

<table>
<thead>
<tr>
<th>Facility name</th>
<th>Specific building identification</th>
<th>Asset Owner</th>
<th>Street address</th>
<th>Design occupancy capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heatley Public Cyclone Shelter</td>
<td>Heatley Secondary College – school hall</td>
<td>DET</td>
<td>321 Fulham Road, Heatley</td>
<td>800 people</td>
</tr>
<tr>
<td>Northshore Public Cyclone Shelter</td>
<td>Northshore Community Centre</td>
<td>TCC</td>
<td>Iris Lane, Northshore, Burdell</td>
<td>320 people</td>
</tr>
</tbody>
</table>

### 5.6 Services

The services of the Public Cyclone Shelter include:

- emergency power;
- lighting;
- ventilation;
- amenities; and
- water supply (no water at Northshore).

Features of the building and procedure for operating equipment can be found in the *Public Cyclone Shelter Operating Procedure for each shelter.*
5.7 Maintenance

Public Cyclone 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 DHPW is responsible for the programmed maintenance of the Heatley Public Cyclone Shelter. TCC is responsible for the programmed maintenance for the Northshore building as it is Council owned.

Annual inspection and testing is required to be undertaken by DHPW & TCC prior to June each year to identify maintenance required prior to the cyclone season. A pre-season test will also be undertaken by DHPW & TCC in October each year to confirm the shelter is suitable for use as a shelter. The DHPW & TCC Maintenance Program Manager is to provide the TLDMG with a copy of the pre-season inspection and test report by 1st November each year as per the *Public Cyclone Shelter Maintenance Guidelines*.

Building inspections after an event should be undertaken to determine what damage has occurred, if any. Damage should be reported to the DHPW & TCC Maintenance Program Manager. The Memorandum of Agreement (MoA) between the DET and the TLDMG for use of the Heatley building as a Public Cyclone Shelter (refer to MoA provided in the Public Cyclone Shelter Operating Procedure), defines the responsibilities for the cost of rectification works for damage caused while the building is being utilised as a cyclone shelter.

The Memorandum of Agreement (MoA) between the AFL Club and the TCC for use of the Northshore building as a Public Cyclone Shelter (refer to MoA provided in the Public Cyclone Shelter Operating Procedure). TCC is responsible for the cost of rectification works for damage caused while the building is being utilised as a cyclone shelter.
Part Six – Places of Refuge

6.1 Purpose

The purpose of these Places of Refuge is to provide shelter for people evacuated from storm tide evacuation zones or wind vulnerable accommodation who have not been able to leave the cyclone warning zone or shelter with friends and family in modern houses (built before 1982) outside the evacuation zone. Their occupation should only be required for up to around 36 hours or until the danger has passed i.e. immediately leading up to the disaster and during the disaster. As such, only the basic necessities are provided such as refuge, toilet and hand washing facilities, first aid and limited emergency potable water.

Evacuees seeking refuge are required to provide for their own personal needs such as provision of blankets, pillows, chairs, non-perishable food and potable water of sufficient supply for the duration of the event. At no time is cooking, naked flames or other activities that are likely to endanger the safety of others permitted within the refuge. Animals will not be accepted into a place of refuge, except for assistance animals.

TLDMG has an informal agreement with local SES who will manage and act as the Shelter Manager for places of refuge.

Animals (except assistance animals) will not be accepted at places of refuge. Animals will be managed as per Animal Management Operating Procedure.

6.2 Design

Although not purpose built, places of refuge are facilities capable of providing protection for people and are generally solid buildings not expected to sustain any damage from a severe tropical cyclone. They are located outside of flood prone areas. The DHPW reviewed all designated Places of Refuge in December 2012 and approved their use for the purposes sheltering evacuees in tropical cyclones.

6.3 Occupancy Level

The occupancy level at Places of Refuge is based upon the available floor area with a space allocation of approximately 1.2m² for each person.

6.4 Occupancy Duration

They are designed to be in operating for a short period of time (up to 36 hours or when the cyclone threat has passed).
6.5 Place of Refuge Locations

The locations of designated Places of Refuge have been predetermined by the TLDMG and contained in the Places of Refuge Operating Procedure.

EH&RS will designate which Places of Refuge will be required given an impending disaster event. EH&RS will consult with the TLDMG to ascertain how many evacuees are expected to assist in making this determination. EH&RS will inform the TLDMG of which places of refuge will be opened.

The details and requirements of each Place of Refuge are contained in the Places of Refuge Operating Procedures.

6.6 Services

Place of Refuge provides limited services for evacuees:
- toilets
- hand washing facilities
- basic hygiene supplies
- water supply (likely bottled water)

Features of the building and procedure for operating equipment can be found in the Places of Refuge Operating Procedure.

6.7 Maintenance

Regular maintenance of designated Places of Refuge is the responsibility of the building owner. Any damage sustained during the operation of the shelter will be repaired and paid for by TLDMG.
Part Seven – Evacuation Centres

7.1 Purpose

The purpose of Evacuation Centres is to provide emergency accommodation for evacuees in the lead up to, during, and after a disaster event resulting in potential damage to or inundation of their usual place of residence.

TCC has a MoU with Red Cross who will manage and act as Centre Managers for evacuation centres. Refer to the Operating Procedure Evacuation Centres. Should Red Cross not be available or until they are available, SES will act as Centre Manager at evacuation centres.

TCC has a MoU with Salvation Army who will provide meals and refreshments to evacuees, staff and agency personnel at evacuation centres. Refer to the Operating Procedure Evacuation Centres.

Animals (except assistance animals) will not be accepted at evacuation centres. Animals will be managed as per EH & RS Animal Management Operating Procedure.

7.2 Design

Pre-determined Evacuation Centres have been identified due to their capability to provide sufficient services to ensure evacuees are comfortable including space for sleeping, kitchen facilities, toilets, showers, waste facilities, storage and recreational areas.

7.3 Occupancy Level

The maximum occupancy at each Evacuation Centre has been pre-determined and is detailed in the Evacuation Centres Operating Procedures.

7.4 Occupancy Duration

Evacuation Centres could be operational for an extended period (usually 3 to 7 days) of time depending on the level of destruction or flooding caused from the disaster, preventing the evacuees from returning to their normal place of residence.
### 7.5 Evacuation Centre Locations

A detailed assessment and review of all evacuation centres in the Townsville area were undertaken between late 2014 and early 2015. As a result of this review, evacuation centres have been prioritised into three categories – level A, B and C. Level A evacuation centres are considered the first priority for use where possible.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Assessment Criteria</th>
<th>Buildings</th>
</tr>
</thead>
</table>
| **LEVEL A** | • Outside the storm tide zones  
• Back-up power with generator on site or building wired to have generator plugged in  
• Suitable ventilation for use in summer without air-conditioning  
• Kitchen or food preparation area  
• Adequate toilets and showers | |
| **LEVEL B** | • Outside the storm tide zones  
• No back-up power and building not wired for generator  
• Suitable ventilation for use during summer without air-conditioning  
• Kitchen or food preparation area  
• Adequate toilets and showers or  
• Space to place additional ablutions | |
| **LEVEL C** | • Outside the storm tide zones  
• No back-up power and building not wired for generator  
• Not good ventilation  
• Kitchenette or limited food preparation area  
• Inadequate toilets and showers | |
The SECC will determine which Evacuation Centres will be required following a disaster event and notify TLDMG. EH&RS will consult with the TLDMG to ascertain how many evacuees are expected to assist in making this determination.

### 7.6 Services

The basic human necessities such as accommodation, toilet and hand washing facilities will be provided at Evacuation Centres in addition to food, clothing and bedding supplies, welfare and recovery services and general comforts where possible. Provision of such services will be provided by agencies or organisations which are members of the SECWG or where council has a MoU in place with them to provide these services.

### 7.7 Maintenance

Regular maintenance of designated Evacuation Centres is the responsibility of the building owner. Any damage sustained during the operation of the shelter will be repaired and paid for by TLDMG.
Part Eight – Unauthorised Shelters and Evacuation Centres

In the event that an unauthorised shelter or evacuation is set up outside of the TLDMG authorised process, persons housed at these centres will be encouraged to relocate to an approved shelter or evacuation centre.

The SECC will note down the details of the unauthorised shelter or evacuation centre (i.e. centre name, address, no. of people, contact person, special needs or assistance required) for monitoring and follow-up.
9.1 Pre-ready-made Kits

The following prepared kits are available and ready for use:

<table>
<thead>
<tr>
<th>Kit</th>
<th>Facility</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forms Kits</strong></td>
<td>Public Cyclone Shelter</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Places of Refuge</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Evacuation Centres</td>
<td>2</td>
</tr>
<tr>
<td><strong>Stationary Kits</strong></td>
<td>Public Cyclone Shelter</td>
<td>1 (divided into 2 boxes)</td>
</tr>
<tr>
<td></td>
<td>Places of Refuge</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Evacuation Centres</td>
<td>2</td>
</tr>
<tr>
<td><strong>Equipment Kits</strong></td>
<td>Public Cyclone Shelter</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Places of Refuge</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Evacuation Centres</td>
<td>2</td>
</tr>
</tbody>
</table>

Note – these kits are only an initial supply and supplementary or additional supplies will be required. Additional kits will be sourced by the SECC after request from the Shelter or Centre Manager where possible.

9.2 Shelter and Evacuation Centre Signage

A-frame signage is available with the Code of Conduct displayed on one side and the Conditions of Entry on the other. There are 10 x A-frames in total which vary slightly depending shelter type.

It is the responsibility of the Shelter or Centre Manager to ensure that all evacuees have read and understood the Code of Conduct and Conditions of Entry prior to acceptance into the centre.
9.3 Procurement Arrangements

The SECC is responsible for purchasing of supplies and equipment for emergency sheltering purposes. Business support staff in Planning Services will be made available to assist with procurement during activations. Purchasing is to be undertaken in accordance with council’s procurement policies.

Unless there is a MoU in place permitting the purchase goods on behalf of the TLDMG, support agencies are to make arrangements with the SECC for purchasing.

Costs associated with an emergency sheltering activity are to be collated within council’s corporate system for inclusion in any Natural Disaster Relief and Recovery Arrangements (NDRRA) funding applications.
Part Ten – Communications

10.1 Internal Communications

Communications between the SECC and Shelter or Evacuation Centre Managers will be via mobile phones. Should the need arise, the SECC will arrange through the LDC the use of UHF radios to be set up in shelters and evacuations centres and LDCC for communications between both parties.

The SECC will provide regular SITREPS and updates to the Operations Manager at the LDCC and the TLDMG regarding which shelters and evacuation centres are open or have been closed, how many people are being accommodated and any arising matters for consideration. The SECC will attend TLDMG meetings when they occur.

10.1.1 Optus Integrated SMS System

An Optus Integrated SMS System has been set up to allow SMS alerts and notifications to SECWG members.

Townsville City Council will act as administrator of this system.

10.2 Community Awareness

10.2.1 Lean Forward

Council’s Emergency Management Team and Communications and Marketing team conduct regular education and media campaigns regarding preparedness during and leading up to the cyclone season. Refer to council’s TLDMG Community Info and Warnings Sub Plan.

Key messages during the lean forward stage will be:

- act early – be prepared for the event
- seek alternative accommodation options e.g. relocate to family or friends, relocate out of Townsville
- listen to regular updates
- If you need to seek accommodation at a shelter, bring enough clothing, personal items and non-perishable food to last up to 36 hours (back-pack size)
- Communicate who will be accepted into the public cyclone shelter
- Communicate what will not be allowed at a shelter (pets, illicit drugs, alcohol etc.)
- If you are to seek accommodation at a shelter, bring enough clothing, personal items and non-perishable food to last up to 36 hours
- No food will be supplied at shelters

10.2.2 Stand Up
Any message or information released out the public will be done via the Media Team in the Local Disaster Coordination Centre (LDCC). Key messages during stand up stage will be:

- don’t panic – try to stay calm
- listen to regular updates that will be provided during the event (from shelter staff)

10.2.3 Stand Down

Any message or information released to the public will be done via the Media Team in the Local Disaster Coordination Centre (LDCC). Key messages during stand down stage will be:

- listen to regular updates and follow instructions from the shelter staff
- Some areas may not be safe to return to – listen to the updates

10.3 Media

The Media Team in the Local Disaster Coordination Centre (LDCC) are responsible for responding to media enquiries and requests for interviews. Any requests should be directed to the Media Team.

Media should not be allowed to enter a shelter or evacuation centre without prior authority of the TLDMG. It is important that the privacy of personnel and evacuees at the shelter or evacuation centre are maintained. Permission must be given by personnel and evacuees before the use of film or photographic equipment.

Under no circumstances is information about persons who may or may not be in a shelter or evacuation centre is to be provided except to anyone except to QPS upon official request. The Register.Find.Reunite system is used to register evacuees at each shelter or evacuation centre. QPS are responsible for maintaining this register and responding to any inquiries about evacuees.

Approved interviews should be conducted away from operational areas. Should evacuees wish to speak to the media, they can at their own discretion; however these interviews are to take place outside of the centre.

10.4 Documentation

10.4.1 SitReps

During operations, the Shelter or Evacuation Centre Manager will be responsible for providing twice daily situational reports (SITREPS) to the SECC. Further information and templates can be found in the Operating Procedures.
During operations, the Shelter or Evacuation Centre Manager(s) as well as the SECC will each be responsible for recording key decisions and actions they undertake in the performance of their duties. This can be recorded in the form of a diary or note book.
Part Eleven – Training and Exercises

11.1 Training

Training of personnel will occur through the following means:

- Attendance of key personnel at the Qld Govt Public Cyclone Shelter training;
- Attendance of key personnel at Qld Govt workshops and information sessions for public cyclone shelters and/or evacuation centres;
- Internal training of EH&RS staff on Shelters and Evacuation Centres requirements; and
- Attendance of key personnel at Evacuation Centre training delivered by Red Cross or SES where deemed necessary.

It is the responsibility of the TMEH to ensure key personnel in council have attended the relevant training.

SES and Red Cross are required to ensure that they have trained personnel to undertake key roles in public cyclone shelters, places of refuge and/or evacuation centres.

11.2 Exercises

Exercising of this Sub Plan will occur through the following means:

- Table-top exercise each year; and
- Field exercise every 2nd year; (dependent on any activations in that year).

It is the responsibility of the TMEH&RS to organise and deliver these exercises.
Related Documents

Townsville Local Disaster Management Plan
TLDMG Evacuation and Transport Sub Plan
TLDMG Community Information and Warnings Sub Plan
Operating Procedure Public Cyclone Shelter
Operating Procedure Places of Refuge
Operating Procedure Evacuation Centres
Operating Procedure Magnetic Island Evacuation Centres
Queensland Evacuation Guidelines for Disaster Management Groups
Animal Management Operating Procedure
# Annexures

<table>
<thead>
<tr>
<th>Annexure A</th>
<th>SECWG Contact List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annexure B</td>
<td>Roles and Responsibilities of Support Agencies</td>
</tr>
<tr>
<td>Annexure C</td>
<td>Agency Capacity to Respond</td>
</tr>
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<td>Annexure D</td>
<td>Support Agency Presence at Each Facility</td>
</tr>
<tr>
<td>Annexure E</td>
<td>Role of the SECC</td>
</tr>
<tr>
<td>Annexure F</td>
<td>SECWG Terms of Reference</td>
</tr>
<tr>
<td>Annexure G</td>
<td>Memorandum of Agreements</td>
</tr>
<tr>
<td>Annexure H</td>
<td>Future Improvements / Actions</td>
</tr>
</tbody>
</table>
## Annexure B – Roles and Responsibilities of Support Agencies

<table>
<thead>
<tr>
<th>ROLE</th>
<th>AGENCY</th>
<th>RESPONSIBILITY</th>
<th>TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordination</td>
<td>Environmental Health &amp; Regulatory Services (TCC)</td>
<td>• Manage the Shelters &amp; Evacuation Centres process</td>
<td>• Liaise with building owners to acquire facility when required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implementation of this Sub Plan</td>
<td>• Activate participating agencies and maintain communication links</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Notify and seek assistance from support agencies</td>
<td>• Coordinate the opening and closing of shelters and evacuation centres</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Appoint a Shelter or Evacuation Centre Manager at each facility</td>
<td>• Provide support and organise equipment and supplies for each facility</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Representation at TLDMG meetings</td>
<td>• Monitor shelters and evacuation centre to ensure they are adequate resourced, equipped and managed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Activate Operating Procedures</td>
<td>• Communicate and provide regular updates to the TLDMG</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide regular SITREPs to the TLDMG and be represented at TLDMG meetings</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Regularly communicate with shelter and evacuation centre managers (SES/Red Cross) and support agencies</td>
</tr>
<tr>
<td>Shelters and Evacuation Centres Management</td>
<td>State Emergency Services (SES)</td>
<td>• To act as centre manager for the evacuation centres until Red Cross become available.</td>
<td>• Provide minimum of 2 officers at each shelter or evacuation centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Run and manage shelters and/or evacuation centres according to operational procedures</td>
<td>• Directly communicate with the SECC and provide regular SITREPS (as requested)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Completion of all Operational Forms</td>
<td>• Liaise and coordinate with support agencies in the operation of shelters and evacuation centres</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Communicate and report to the SECC</td>
<td>• Supply of communication tools e.g. radios, mobile phone</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Assist with registering and data collection on to Register, Find, Reunite Forms</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Maintain an attendance register of support agency personnel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide and complete the required operational forms</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Maintain shelter area and facilities in a clean and useable</td>
</tr>
<tr>
<td>ROLE</td>
<td>AGENCY</td>
<td>RESPONSIBILITY</td>
<td>TASKS</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Evacuation Centre Management</td>
<td>Australian Red Cross</td>
<td>• To act as centre manager at evacuation centres</td>
<td>• Provide minimum of 2 officers at each centre&lt;br&gt;• Directly communicate with the SECC and provide regular SITREPS (as requested)&lt;br&gt;• Operation, establishment &amp; co-ordination of each centre&lt;br&gt;• Establishment of centre supplies and centre layout&lt;br&gt;• Liaise and coordinate with support agencies in the operation of each evacuation centre&lt;br&gt;• Provision of communication tools e.g. mobile phone&lt;br&gt;• Manage the Register, Find, Reunite forms process (data collection and entry into system)&lt;br&gt;• Maintain an attendance register of support agency personnel&lt;br&gt;• Provide and complete required operational forms&lt;br&gt;• Maintain centre area and facilities in a clean and useable condition&lt;br&gt;• Maintain a secure stock area&lt;br&gt;• Ensure appropriate signage/notice displays and information communicated to persons&lt;br&gt;• Report any incidences to the SECC</td>
</tr>
<tr>
<td>Support</td>
<td>Queensland Police Service (QPS)</td>
<td>• Support SES in the operation of each place of refuge&lt;br&gt;• Support Shelter Manager in the operation of the public cyclone shelter&lt;br&gt;• Apart of the Shelter</td>
<td>• Provide minimum of 2 officers at each shelter&lt;br&gt;• Provide on-site support to SES and Shelter Managers&lt;br&gt;• Manage the Register, Find, Reunite forms process (data collection and entry into system)&lt;br&gt;• Manage missing persons report and enquiries&lt;br&gt;• Maintain calm and good order within the shelter</td>
</tr>
<tr>
<td>ROLE</td>
<td>AGENCY</td>
<td>RESPONSIBILITY</td>
<td>TASKS</td>
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</tr>
<tr>
<td>Management Team</td>
<td></td>
<td>• Provide for the safe welfare of people at each shelter</td>
<td>• Manage traffic and parking control/s where possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage the Register, Find, Reunite process for all shelter and evacuation centres</td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td>Qld Fire &amp; Emergency Services</td>
<td>• Fire safety and control at the public cyclone shelter</td>
<td>• Provide min. 2 officers at the public cyclone shelter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apart of the Shelter Management Team</td>
<td>• Ensure safe access and passage ways are maintained</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Ensure evacuees adhere to fire safety rules in place</td>
</tr>
<tr>
<td>Medical Support</td>
<td>QAS</td>
<td>• Provide appropriate care to injured persons at shelters and evacuation centres</td>
<td>• Provide appropriate care to persons</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Report any incidences to the Shelter or Centre Manager</td>
</tr>
<tr>
<td>Medical Support</td>
<td>St John Ambulance Qld</td>
<td>• Provide appropriate care to persons at the shelters and evacuation centres</td>
<td>• Provide support to QPS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide appropriate care to persons</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Report any incidences to the Centre Manager</td>
</tr>
<tr>
<td>Building Management</td>
<td>Building Owners / Building Managers</td>
<td>• Provide availability of building to operate as a shelter and/or evacuation centre</td>
<td>• Notify building tenants of buildings and seek cooperation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide building access keys / cards to the SECC</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Arrange clearance of the car park / basement area / storage areas where possible</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>• Advise SECC of any area off limits / not to be used</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Participate in the handover and hand back process</td>
</tr>
<tr>
<td>Catering</td>
<td>The Salvation Army</td>
<td>• Provide catering services and supplies for agency personnel and evacuees at</td>
<td>• Supply of skilled personnel to provide the catering services</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provision of adequate food and refreshments at scheduled meal intervals</td>
</tr>
<tr>
<td>ROLE</td>
<td>AGENCY</td>
<td>RESPONSIBILITY</td>
<td>TASKS</td>
</tr>
<tr>
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<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Evacuation Centres</td>
<td></td>
<td>evacuation centres</td>
<td>• Provision of cutlery, crockery &amp; serving utensils</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Maintain a sufficient food stock inventory and resupply</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Report any incidences and resource needs to the Centre Manager</td>
</tr>
<tr>
<td>Bedding / Clothing Supplies</td>
<td>St Vincent De Paul Society</td>
<td>• Provide adequate bedding and clothing supplies at the evacuation centres</td>
<td>• Coordinate the bedding and clothing requirements at the centre/s</td>
</tr>
<tr>
<td></td>
<td>Seventh Day Adventist Church</td>
<td></td>
<td>• Provide sufficient bedding requirements (e.g. mattresses, blankets, pillows etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide sufficient clothing needs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Report any incidences and resource needs to the Centre Manager</td>
</tr>
<tr>
<td>Welfare Support of Evacuation Centres</td>
<td>Centacare North Qld</td>
<td>• Provide counselling services for agency personnel and evacuees at evacuation centres</td>
<td>• Monitor agency personnel and evacuees for signs of fatigue, stress etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide welfare and recovery support services at evacuation centres</td>
<td>• Where appropriate, provide counselling to Agency personnel and evacuees</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Assist in relaying information to evacuees to ensure they understand</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Assist evacuees in accessing welfare support and Centrelink opportunities and referral to other appropriate agencies after event</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Assist evacuees in their recovery back into the community</td>
</tr>
<tr>
<td>Child Support</td>
<td>Save The Children Organisation</td>
<td>• Provide child support services at evacuation centres</td>
<td>• Ensure children are adequately cared for and accommodated within the centres</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Establish/ set up appropriate Child Friendly Areas within the centres</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Report any incidences to the Centre Manager</td>
</tr>
<tr>
<td>Evacuation of Homeless</td>
<td>CASE Coordination Group</td>
<td>• Coordinate the plan for evacuation of homeless persons to Places of Refuge</td>
<td>• Refer to separate plan</td>
</tr>
</tbody>
</table>
## Annexure D – Support Agency Presence at Each Facility

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>SUPPORT AGENCIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heatley &amp; Northshore Public Cyclone Shelter</strong></td>
<td>• State Emergency Service (SES)</td>
</tr>
<tr>
<td></td>
<td>• Qld Police Service (QPS)</td>
</tr>
<tr>
<td></td>
<td>• Qld Fire &amp; Emergency Services (QFES)</td>
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<tr>
<td></td>
<td>• Qld Ambulance Service (QAS)</td>
</tr>
<tr>
<td></td>
<td>• Red Cross</td>
</tr>
<tr>
<td></td>
<td>• Townsville City Council (TCC)</td>
</tr>
<tr>
<td><strong>Places of Refuge</strong></td>
<td>• State Emergency Service (SES)</td>
</tr>
<tr>
<td></td>
<td>• Qld Police Service (QPS)</td>
</tr>
<tr>
<td></td>
<td>• Qld Ambulance Service (QAS)</td>
</tr>
<tr>
<td></td>
<td>• St John’s Ambulance</td>
</tr>
<tr>
<td><strong>Evacuation Centres</strong></td>
<td>• Australian Red Cross or State Emergency Service (SES)</td>
</tr>
<tr>
<td></td>
<td>• Qld Police Service (QPS)</td>
</tr>
<tr>
<td></td>
<td>• Qld Ambulance Service (QAS)</td>
</tr>
<tr>
<td></td>
<td>• St John’s Ambulance</td>
</tr>
<tr>
<td></td>
<td>• Salvation Army</td>
</tr>
<tr>
<td></td>
<td>• Salvation Army</td>
</tr>
<tr>
<td></td>
<td>• Centacare NQ</td>
</tr>
<tr>
<td></td>
<td>• Save the Children</td>
</tr>
<tr>
<td>Provision of supplies:</td>
<td>• St Vincent De Paul’s</td>
</tr>
<tr>
<td></td>
<td>• Seventh Day Adventist</td>
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<td></td>
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</tbody>
</table>
Annexure E – Role of the SECC

The SECC is responsible for undertaking the following:

<table>
<thead>
<tr>
<th>Phase:</th>
<th>Responsibility:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre–cyclone season</td>
<td>TMEH&amp;RS • Annual review and update of the Sub Plan and operating procedure • Consult with support agencies for the review and update of the Sub Plan and procedures • Put arrangements in place and undertake preparedness activities • Implement improvements to the shelter and evacuation centre process • Organise relevant training and coordinate exercises for key personnel in the shelter and evacuation centre process • Chair Shelter and Evacuation Centre Working Group (SECWG) meetings • Provide regular reports to the TLDMG • Keep up to date with state government legislation and guidelines relating to shelters and evacuation centres</td>
</tr>
<tr>
<td>Alert</td>
<td>TMEH&amp;RS • Remain alert and ready to respond • Inform SECWG members and EH&amp;RS staff of the current situation</td>
</tr>
<tr>
<td>Lean Forward</td>
<td>SECC • Take preparations to identify shelter and evacuation centre requirements • Contact and alert building owners and/or take measures to take possession of particular facilities if necessary • Contact SECWG members and put them on stand–by • Inform EH&amp;RS staff of the current situation • Determine staff availability, contact number and capacity to respond • Alert council’s Stores department regarding the possibility of the need for supplies</td>
</tr>
<tr>
<td>Stand Up</td>
<td>SECC • Contact all SECWG members to provide them an update on the situation • Contact directly support agencies that will be required in the response for activation • Form a response team with EH&amp;RS to assist with activation • Organise with the building owners to take possession and handover of their facility • Coordinate the set–up of the necessary facilities (either shelters or evacuation centres) • Coordinate the delivery and set up of supplies in each facility • Coordinate with support agencies to ensure there are adequate personnel to manage the facility • Communicate status and readiness with the TLDMG • Continue to provide regular updates to SECWG members and the TLDMG • Attend TLDMG meetings • Monitor each facility and provide support and assistance to Shelter or Centre Managers • Organise for the re–supply of requirement at each facility</td>
</tr>
<tr>
<td>Phase:</td>
<td>Responsibility:</td>
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<tr>
<td>Stand Down</td>
<td>• Provide advice to Shelter or Centre Managers when to close the facility</td>
</tr>
<tr>
<td></td>
<td>• Assist Shelter and Centre Manager where possible with closing the facility</td>
</tr>
<tr>
<td></td>
<td>• Organise for any supplies and equipment to be removed and returned to Stores or</td>
</tr>
<tr>
<td></td>
<td>external suppliers</td>
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<td></td>
<td>• Coordinate the clean-up and repair of facilities where necessary</td>
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<tr>
<td></td>
<td>• Coordinate the hand-back of the facility to the building owners</td>
</tr>
<tr>
<td></td>
<td>• Inform TLDMG when facilities have been closed</td>
</tr>
<tr>
<td></td>
<td>• Organise a debrief with Shelter or Centre Managers and staff at each facility</td>
</tr>
<tr>
<td></td>
<td>• Organise a debrief with EH&amp;RS staff</td>
</tr>
<tr>
<td></td>
<td>• Attend TLDMG meetings</td>
</tr>
<tr>
<td></td>
<td>• Provide a report to the TLDMG with an overview of the activation, lessons learnt</td>
</tr>
<tr>
<td></td>
<td>and future improvements</td>
</tr>
<tr>
<td></td>
<td>• Review and update the shelters and evacuation centres Sub Plan and procedures</td>
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<tr>
<td></td>
<td>• Finalise payment, collate invoices/receipts and account for any procurement in</td>
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<tr>
<td></td>
<td>council’s corporate system</td>
</tr>
<tr>
<td>SECC</td>
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<tr>
<td></td>
<td>council’s corporate system</td>
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</tbody>
</table>
Annexure F – SECWG Terms of Reference

1. Purpose

- The Shelters and Evacuation Centres Working Group (SECWG) provides a forum for a collaborative approach between Townsville City Council and supporting agencies for implementing the Shelters and Evacuation Centres Sub Plan under the authority of the Townsville Local Disaster Management Plan (TLDMP).

2. Roles and Responsibilities

- To actively participate in the reviews and evaluations of the Shelters and Evacuation Centres Sub Plan and provide expert advice to help refine the roles and responsibilities and key actions required to ensure the effective implementation of the Sub Plan.
- To confirm each agency individual emergency response plans meet the requirements of this Sub Plan.
- To communicate this sub plan within each agency and provide the appropriate training as required.
- To actively participate in the SECWG meetings.
- To actively participate in any exercises testing the performance of this sub plan and provide constructive evaluations and suggested improvements.
- To provide reports to the LDC – TLDMP via the Team Manager Environmental Health & Regulatory Services as necessary.

3. Chairperson

- The Chairperson will be the Team Manager Environmental Health & Regulatory Services, whom is the Shelters and Evacuation Centres Coordinator.
- If that person is not present, then a delegate from Environmental Health & Regulatory Services will be provided.
- In the absence of these representatives, members at the meeting can elect a chairperson for that meeting.

4. Secretariat

- The Team Manager Environmental Health & Regulatory Services will arrange the secretariat duties at each meeting
- In the absence of the Team Manager, members at the meeting can elect a secretariat for that meeting.
- Duties include:
  - maintaining the membership register
  - recording and distributing agenda, minutes and other required documents for meetings
  - maintaining an updated contact register
  - coordinating and tracking action items arising from each meeting, and
  - attending to any other business of the SECWG.
5. Membership

Membership is to include:
- Team Manager Environmental Health (Chair)
- Australian Red Cross
- Centacare
- QAS / St John Ambulance Qld
- QFES
- QPS
- St Vincent de Paul Society
- Save the Children Organisation
- The Salvation Army
- SES
- Tropical Public Health Unit
- LDC – TLDMG (Advisory)

6. Communication

- Face to face meetings – at least two times per year
- Email communications as needed
- Teleconferencing/Video Teleconferencing (if available)

7. Meetings

- To be held two times per year being:
  - May – to update learning’s from the past season and confirm exercise planning
  - Nov/Dec – to confirm all plans and documents are ready for upcoming season
- Meeting to be called by the Chairperson
- Members may request a special meeting to the Chairperson in which the Chairperson may call a special meeting depending on the circumstances.

8. Agenda

- Agenda will be distributed at least five working days prior to the next scheduled meeting.
- The membership can request an item to be placed on the agenda up to seven working days prior to the next meeting. Alternatively, the item can be introduced as Other Business.

9. Proxies

- Members are encouraged to nominate a proxy if they are unable to attend a meeting.

10. Quorum

- No business should be conducted at meetings without a quorum.
- The Chairperson will decide whether the meeting will go ahead.
- Quorum will comprise half the membership plus one

11. Training and Exercises

- According to the Sub Plan
Annexure H – Future Improvements / Actions

Below is a list of identified future improvements or actions, which will ensure that RSD continues to be adequately prepared for activation of this Sub Plan:

- Review of all current evacuation centre to ensure they are still fit for purpose
- Identify buildings that may be suitable for use as places of refuge or evacuation centres not already identified.
- Review occupancy rates and layout / design in accordance with the Australian Red Cross Preferred Sheltering Practices for Emergency Sheltering in Australia
- Develop a pool of trained and capable personnel to fill the Shelter Manager role at Public Cyclone Shelter and Places of Refuge
- Identify which shelters will be utilised for each type of vulnerable group
- Implement an arm band or identification system for directed evacuations
- Set up formal agreements or MoU’s with building owners for shelters and evacuation centres which are non–government facilities
- Develop a fire safety plan for all shelters
- Prepare a RFA for Shelter Managers
- Develop partnerships with other Public Cyclone Shelters holds to form Shelter Teams that can be deployed into other affected areas.