



2023/24

SHELTERS &

EVACUATION

CENTRES SUB PLAN



Endorsement

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



Melissa McKeown
Chair
Shelter and Evacuation Centres Working Group

Date: 10/ 10 / 2023



Wayne Preedy ESM
Local Disaster Coordinator
Townsville Local Disaster Management Group

Date: 10 / 10 / 2023



Cr Jenny Hill
Chair
Townsville Local Disaster Management Group

Date: 10/ 10 / 2023

Consultation

Organisation	Name of consulted	Date distributed	Comments received
Shelters & Evac Centre WG	Melissa McKeown Tamarah Moore		May 23
	Tania Sheppard	16 Jun 23	16 Jun 23
	Sharon Galeano	16 Jun 23	16 Jun 23
	Wendy Wood	16 Jun 23	16 Jun 23
	Margaret Lessells	16 Jun 23	20 Jun 23
LDC, TLDMG	Wayne Preedy	20 Jun 23	20 Jun 23
TLDMG			
Other	Zac Dawes - TCC	20 Jun 23	20 Jun 23
	Nadine Turner - TCC	20 Jun 23	20 Jun 23

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

Version	Author	Amendments	Date
1.0	Darren Alsemgeest	Endorsed at STWG Meeting 14/12/2011 – for signatures	15/12/2011
2.0	Angela Lawson	Annual review	8/10/2012
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

13.0	Melissa McKeown	Updating of Membership and Contact List Update of roles and responsibilities Updating of Centres contact list minor amendments	Jan 2019
14.0	Adam Finocchiaro Andrew Gardiner	Annual Review	Oct 2019
15.0	Adam Finocchiaro	Review	July 2020
16.0	Tamarah Moore	Updated plan to add North Shore as an Evacuation Centre	December 2020
17.0	Tamarah Moore Melissa McKeown Wayne Preedy Bec Torrisi	Added Annexure I - Responding to a disaster during an active pandemic	December 2020 - February 2021
18.0	Adam Finocchiaro	Annual Review	November 2021
19.0	S&EC Working Group Committee	6-monthly meeting review	May 2022
20.0	S&EC Working Group Committee	Final amendments	June 2022
20.1	Anita Bray	Updated contact list	Nov 2022
20.2	Tamarah Moore	Amendments to COVID appendices	Dec 2022
20.3	Anita Bray	Added Appendix L - Evacuation Centre Suitability	Jan 2023
21	Tamarah Moore	Annual Review Template amendment	May 2023
21.1	Tamarah Moore	Added Section 9 - Domesticated Animals and Places of Refuge and Evacuation Centres	August 2023

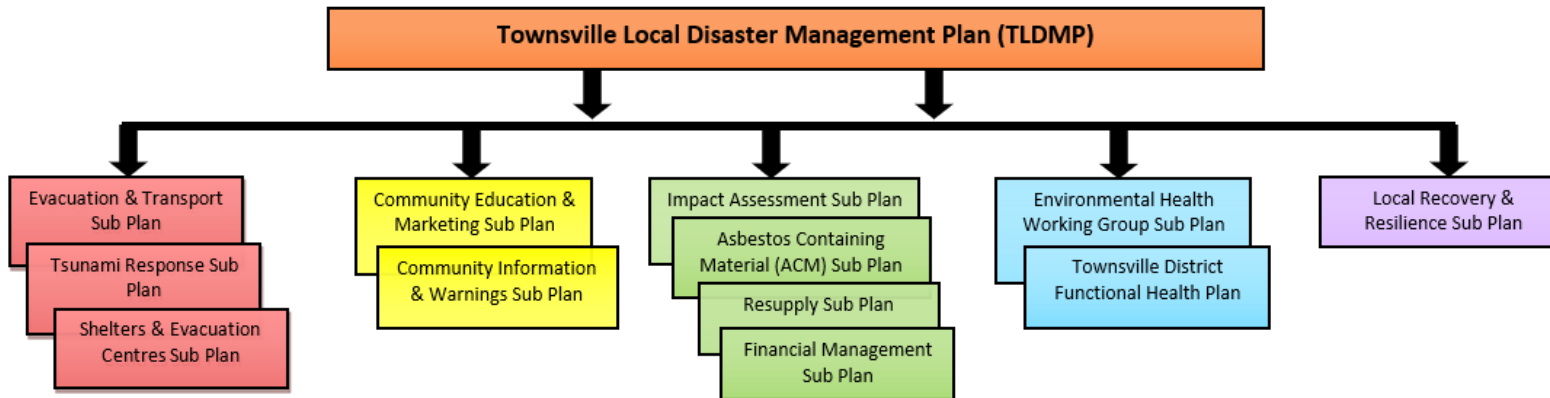
Abbreviations List

ACF	Aged Care Facilities
DH	Department of Housing
CSM	Cyclone Shelter Manager
CSMT	Cyclone Shelters Management Team
DOE	Department of Education
DEPW	Department of Energy and Public Works
DTATSIPCA	Department of Treaty, Aboriginal and Torres Strait Islander Partnership, Communities, and the Arts
EHO	Environmental Health Officer
EH&R	Environmental Health & Regulation Section (TCC)
ERG	Emergency Response Group (TCC)
GMEH&R	General Manager Environmental Health & Regulation
LDC	Local Disaster Coordinator (TLDMG)
LDCC	Local Disaster Coordination Centre
MILDMG	Magnetic Island Local Disaster Management Group
MOU	Memorandum of Understanding
NDRRA	National Disaster Relief and Recovery Arrangements
PCS	Public Cyclone Shelter
QAS	Queensland Ambulance Service
QDMA	Queensland Disaster Management Arrangements
QDMTF	Queensland Disaster Management Training Framework
QFES	Queensland Fire and Emergency Services
QH	Queensland Health
QPS	Queensland Police Service
RFA	Request for Assistance
SECC	Shelters and Evacuation Centres Coordinator
SECWG	Shelters and Evacuation Centres Working Group
SES	State Emergency Service, Townsville Unit
SITREP	Situation Report
SM	Shelter Manager
TAIHS	Townsville Aboriginal & Islanders Health Services
TCC	Townsville City Council
THHS	Townsville Hospital and Health Service
TLDMG	Townsville Local Disaster Management Group
TLDMP	Townsville Local Disaster Management Plan
TPHU	Townsville Public Health Unit

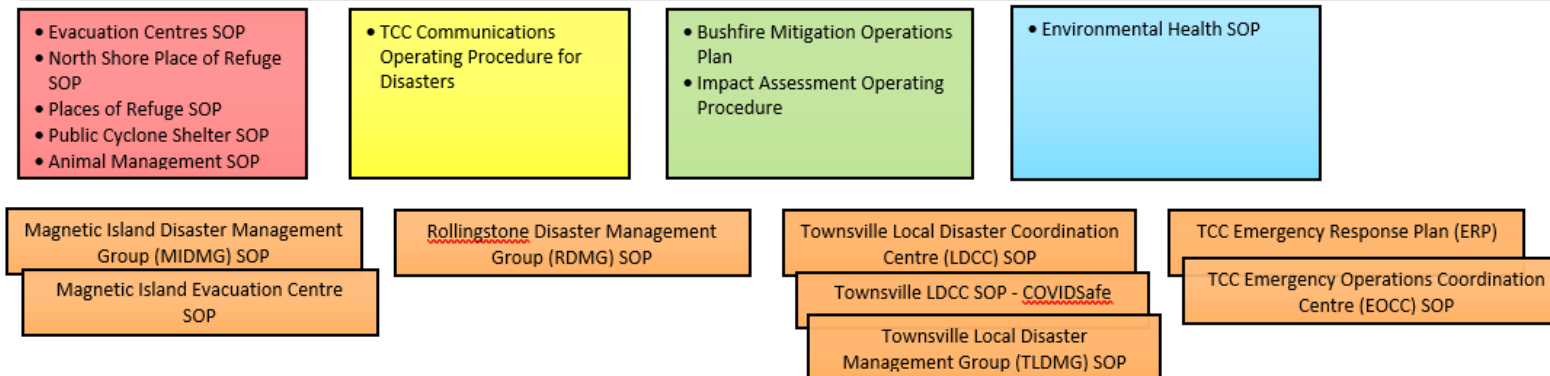
Plan Matrix

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.



Operating Procedures (Internal Documents)



Contents

Endorsement	2
Consultation	3
Document Control	4
Amendment Control	4
Amendment Register	4
Abbreviations List.....	6
Plan Matrix	7
Contents	8
Part One – Overview	11
1.1 Purpose	11
1.2 Objectives.....	11
1.3 Scope.....	11
1.3.1 Shelters.....	11
1.3.2 Evacuation Centres.....	12
1.3.2 Vulnerable Groups	12
1.4 Authority	13
1.5 Plan Testing and Review	13
Part Two – Administration and Governance	14
2.1 Activation of Sub Plan	14
2.2 Shelters and Evacuation Centres Working Group.....	14
2.2.1 Meetings	14
2.3 Use of Sub Plan during Operations	15
2.4 Functional Responsibility	16
Part Three – Plan Activation & Concept of Operations	17
3.1 QDMA Escalation Model	17
3.1.1 Alert.....	17
3.1.2 Lean Forward	17
3.1.3 Stand Up	18
3.1.4 Stand Down.....	18
3.2 Activation	18
3.3 Trigger Points for Activation	18
3.6 Additional Activation Factors	19
3.7 Decision Tree.....	20
3.8 Timeframe Model.....	22
3.8.1 Shelters – Operational Timeline.....	22
3.8.2 Evacuation Centres – Operational Timeline	23
Part Four – Roles and Responsibilities	24
4.1 Coordination and Control	24
4.2 Shelter and Evacuation Centre Management Team.....	24
4.3.1 Public Cyclone Shelter	24
4.3.2 Places of Refuge.....	25
4.3.3 Evacuation Centres.....	25
4.3.4 Shelter / Evacuation Centre Managers.....	26

4.3.5 Rotation of Personnel.....	26
4.4 Magnetic Island Arrangements	26
Part Five – Public Cyclone Shelters.....	27
5.1 Purpose	27
5.2 Design	27
5.3 Occupancy Level	27
5.4 Occupancy Duration	28
5.5 Cyclone Shelter Locations	28
5.6 Services	28
5.7 Maintenance	29
Part Six – Places of Refuge	30
6.1 Purpose	30
6.2 Design	30
6.3 Occupancy Level	30
6.4 Occupancy Duration	30
6.5 Place of Refuge Locations	31
6.6 Services	31
6.7 Maintenance	31
Part Seven – Evacuation Centres.....	32
7.1 Purpose	32
7.2 Design	32
7.3 Occupancy Level	32
7.4 Occupancy Duration	32
7.5 Services	33
7.6 Maintenance	33
Part Eight – Unauthorised Shelters and Evacuation Centres	34
Part Nine – Domesticated Animals at Places of Refuge and Evacuation Centres	35
9.1 Places of Refuge	35
9.2 Evacuation Centres	36
9.3 Temporary animal shelter	36
Part Ten – Equipment and Resources.....	37
10.1 Equipment Kits	37
10.2 Shelter and Evacuation Centre Signage	38
10.3 Procurement Arrangements	38
Part Eleven – Communications	39
11.1 Internal Communications.....	39
11.1.1 Optus Integrated SMS System.....	39
11.2 Community Awareness	39
11.2.1 Lean Forward	39
11.2.2 Stand Up	40
11.2.3 Stand Down.....	40
11.3 Media.....	40
11.4 Documentation	40
11.4.1 SitReps.....	40
11.4.2 Recording Decisions.....	41
Part Twelve – Training and Exercises.....	42

12.1 Training	42
12.2 Exercises	42
Related Documents	43
Annexures	44
Annexure A – SECWG Contact List.....	45
Annexure B – Roles and Responsibilities of Support Agencies	46
Annexure C – Agency Capacity to Respond.....	48
Annexure D – Support Agency Presence at Each Facility	51
Annexure E – Role of the SECC	52
Annexure F – Memorandum of Understanding.....	54
Annexure G – Future Improvements / Actions	55
Annexure H – Responding to a disaster during the COVID-19 pandemic.....	56
Annexure I – TLDMG Working Group Nomination Forms	78
Annexure J – Evacuation Centre Locations	79
Annexure K – Evacuation Centre Suitability	82

Part One – Overview

1.1 Purpose

The purpose of the *Shelters & Evacuation Centres Sub Plan* is to outline the arrangements in providing shelters and evacuation centres to vulnerable groups in the event of a threat of a disaster and/or following a disaster event within the Townsville Local Disaster Management Group (TLDMG) area of responsibility.

The implementation of this plan will allow the TLDMG to make informed, timely decisions regarding the activation of shelters or evacuation centres where required.

1.2 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 TCC Environmental Health & Regulation Section (EH&R) 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.

1.3 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 a 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 Shelters;
- Places of Refuge; and
- Evacuation Centres.

1.3.1 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 operation for a short period of time (up to 36 hours or when the cyclone threat has passed).

1.3.2 Evacuation Centres

Evacuation Centres may be activated in the lead up to, during or after a disaster event and are capable of providing temporary accommodation to people 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.

1.3.2 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 other transient accommodation facilities;
- 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 is –

- 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.

1.4 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.

1.5 Plan Testing and Review

This sub plan will be reviewed annually by the Shelters and Evacuation Centres Coordinator (SECC) and Shelters and Evacuation Centres Working Group (SECWG) prior to the 30 June each year. Assessment of the plan and response capability may be achieved through operational activation or by the conduct of exercises. Exercises will be conducted in accordance with [Section 11.2](#) of this Sub Plan. The SECC is to brief the TLDMG on the results of such reviews/exercises.

Part Two – Administration and Governance

2.1 Activation of Sub Plan

The *Shelters and Evacuation Centres Sub Plan* will be activated by the LDC of the TLDMG, to facilitate an effective and well-coordinated management of a shelters and evacuation centres before, during and after the impact of a disaster event.

2.2 Shelters and Evacuation Centres Working Group

2.2.1 Meetings

Meetings will 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. No business should be conducted at meetings without a quorum which comprises half the membership plus one.

The SECWG will meet at 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

A formal attendance record will be kept, and minutes will be documented for each meeting.

2.2.2 Membership

The SECWG consists of the following members or their nominated delegate:

<i>Chair:</i>	SECC Core Member on TLDMG
<i>Deputy Chair:</i>	SECC Deputy Core Member on TLDMG
<i>Core Members:</i>	<ul style="list-style-type: none"> • Shelters & Evacuation Centre Coordinator (SECC) • Australian Red Cross • Queensland Police Service (QPS) • Queensland Ambulance Service (QAS) • Queensland Fire and Emergency Services (FRS) • Queensland Fire and Emergency Services (EM) • State Emergency Services (SES) • Local Disaster Coordinator (LDC) • Queensland Health (TPHU representative) • Department of Housing (DH)
<i>Advisory Members:</i>	<ul style="list-style-type: none"> • CentaCare North QLD • St Vincent De Paul Society

	<ul style="list-style-type: none"> • The Salvation Army • 54 Reasons • Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATIPCA) • Department of Energy and Public works (DEPW) • Claw Group • St John Ambulance Service • Disaster Relief Australia (DRA) • TCC – Resource Plant Allocation • Department of Education (DoE) • Townsville Multicultural Support Group (TMSG)
<p><i>Roles and Responsibilities</i></p> <p>A full list of roles and responsibilities of each agency can be found in Annexure B of this Sub Plan.</p>	<ul style="list-style-type: none"> • 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 agencies individual emergency response plan meets 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 – TLDMG via the General Manager Environmental Health & Regulation as necessary.

The SECWG contact list can be found in [Annexure A](#) of this Sub Plan. Members are encouraged to nominate a proxy if they are unable to attend a meeting. Any nominations for membership must be submitted through the TLDMG using the appropriate form in [Annexure I](#). The chair will review and approve any additional members through this process.

2.3 Use of Sub Plan during Operations

While disaster management at the local level is clearly the responsibility of the local governments, the disaster management system in Queensland involves a whole of government management framework with responsibilities shared between the state government, local governments, and the community. One of the very important roles for local government in disaster management processes is the evacuation of persons from unsafe location to a safer location.

This plan has been developed as an operational guide with pre-determined strategies able to be adapted to the specific circumstances of the event.

2.4 Functional Responsibility

The LDC is to ensure all agencies and members of the TLDMG are aware of the procedures referenced in this Sub Plan.

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):

Alert	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.
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.
Stand Up	An operational state where resources are mobilised, personnel are activated, and operational activities commenced. Disaster coordination centres are activated.
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.

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 SECWG 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 this has not already occurred.

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:

Facility	Trigger Points
Public Cyclone Shelter	<ul style="list-style-type: none"> • The TLDMG is at Lean Forward stage of activation; and/or • There is an imminent event (i.e. severe tropical cyclone) likely to cause significant damage from a storm surge; and/or • Voluntary or directed evacuation order has been issued or likely to be issued. • Threat to life and/or damage to properties is anticipated requiring people to evacuate.
Places of Refuge	<ul style="list-style-type: none"> • The TLDMG is at Learn Forward stage of activation; and/or • There is an imminent event (i.e. severe tropical cyclone) likely to cause significant damage from a storm surge; and/or

	<ul style="list-style-type: none">• Voluntary or directed evacuation order has been issued or likely to be issued.• Threat to life and/or damage to properties is anticipated requiring people to evacuate.
Evacuation Centres	<ul style="list-style-type: none">• 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.

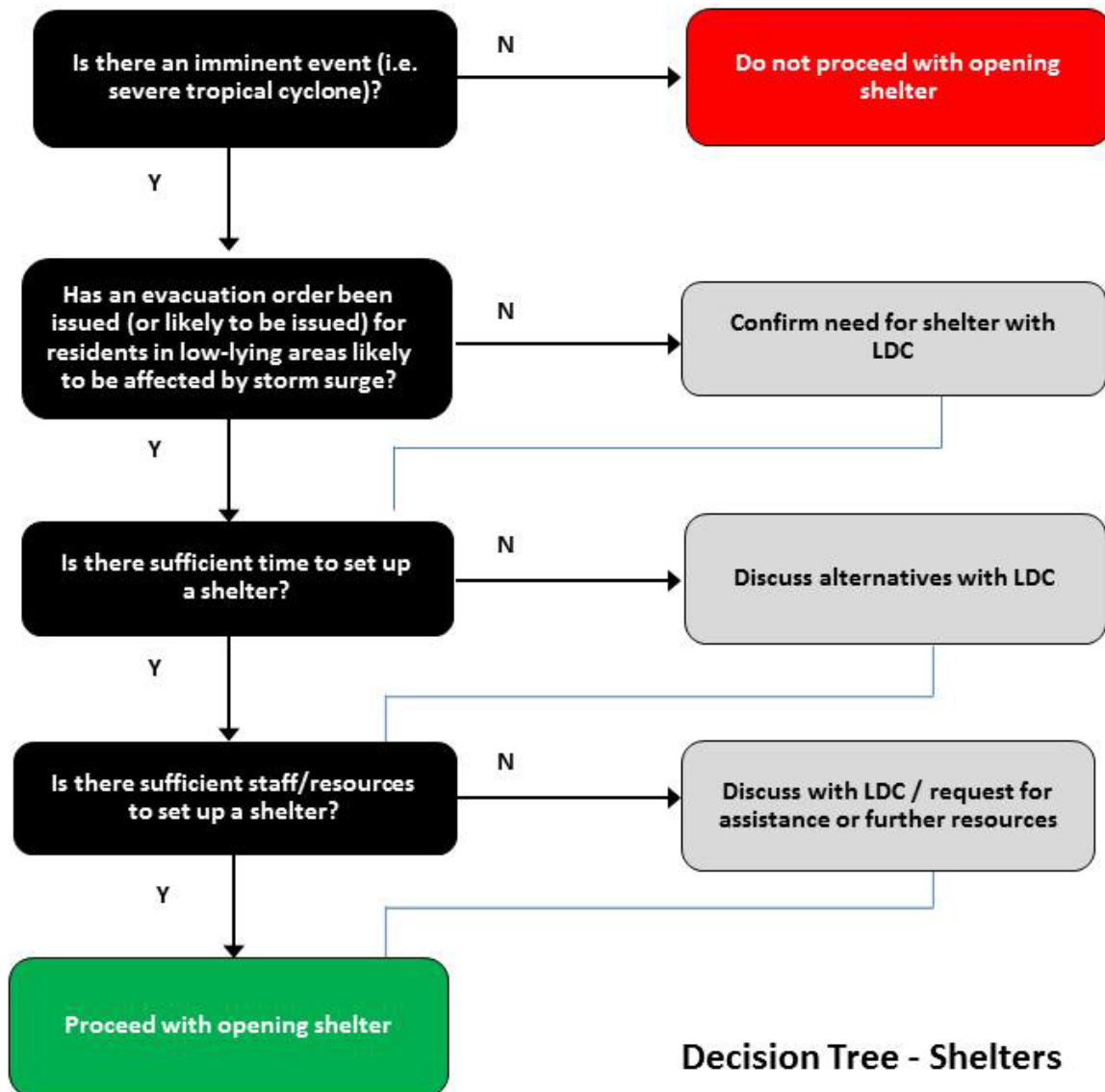
3.6 Additional Activation Factors

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:

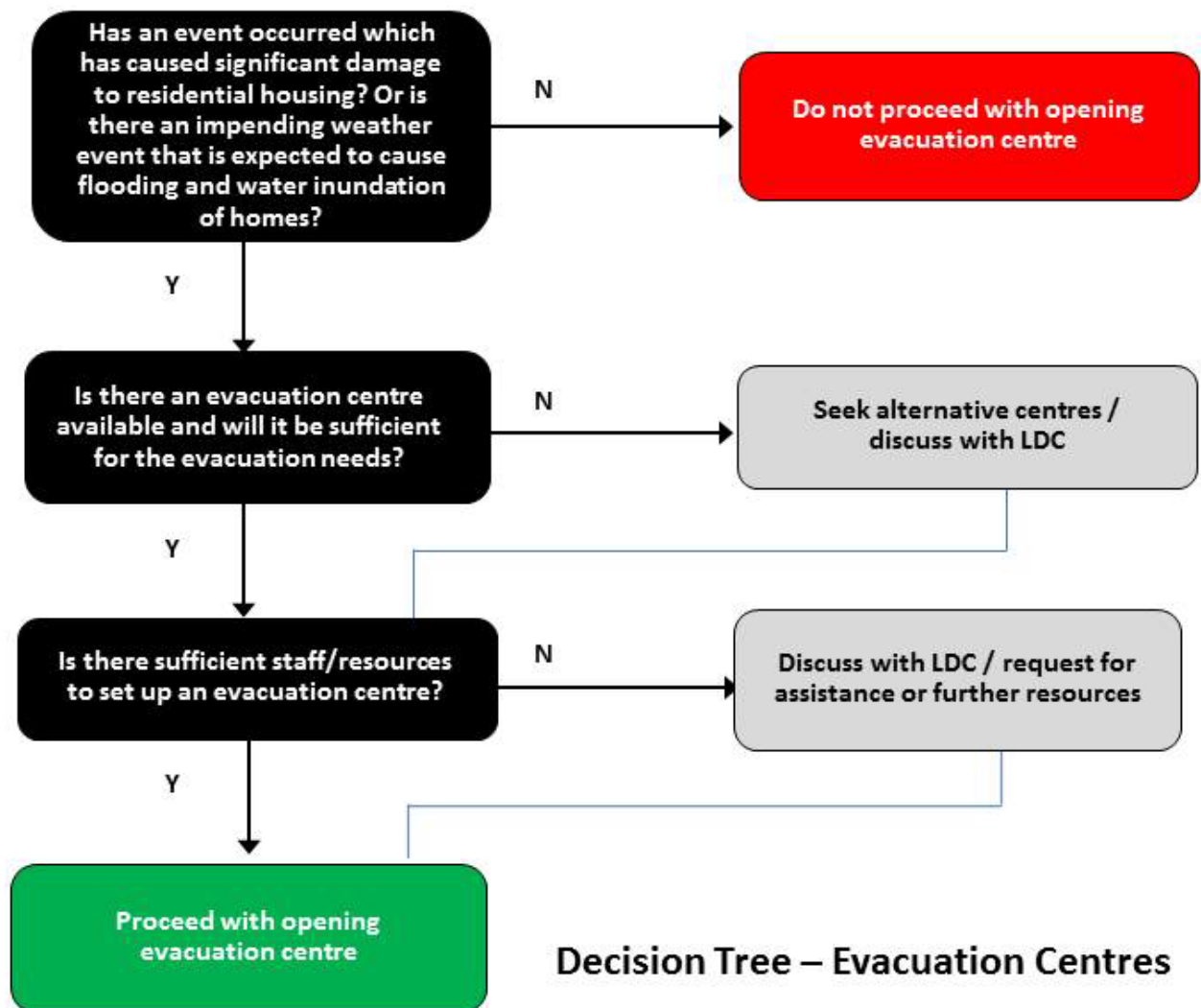
- how long it takes to have the shelter or evacuation centre handed over and prepared for operational use.
- the day and time will indicate the capacity of the evacuation routes and access to facilities.
- current and previous weather and its impact on evacuation routes.
- the predicted time of arrival 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:



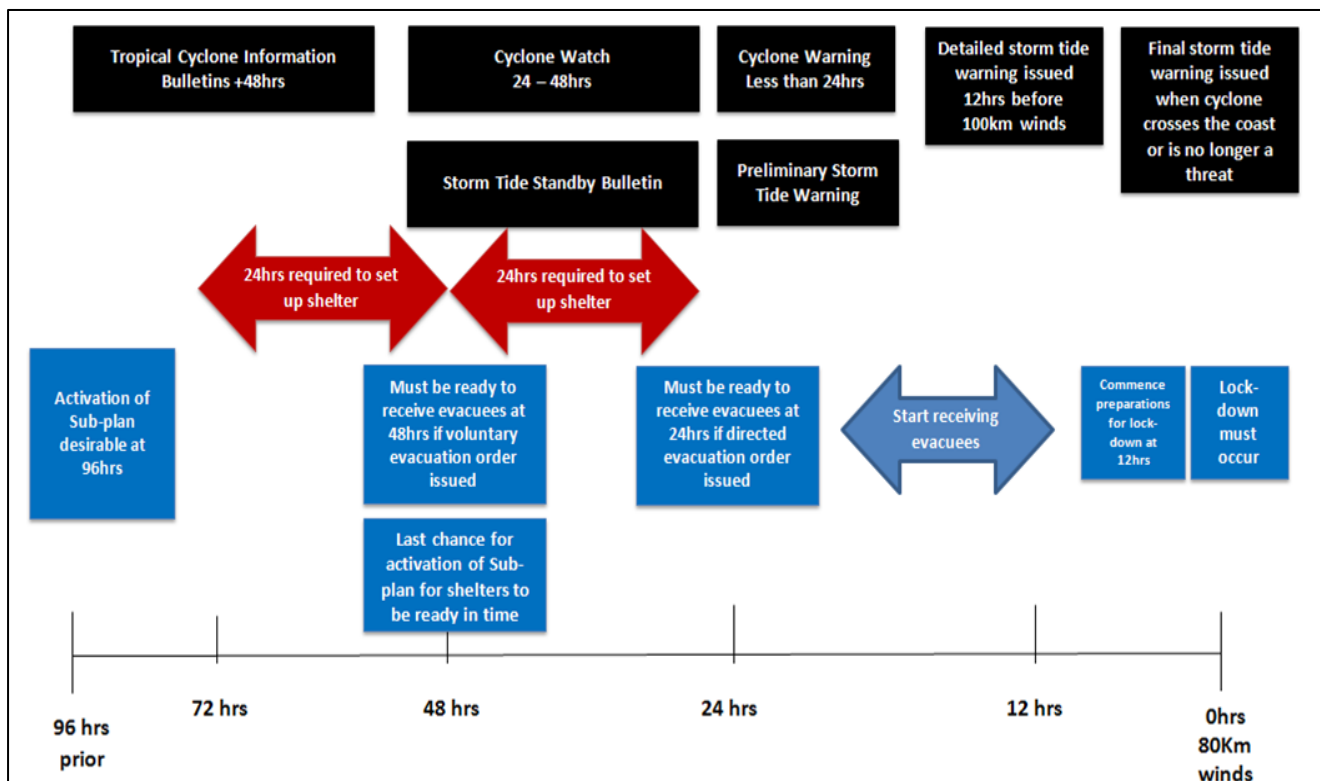
The following decision tree is to assist in determining whether an **evacuation centre** should be opened:



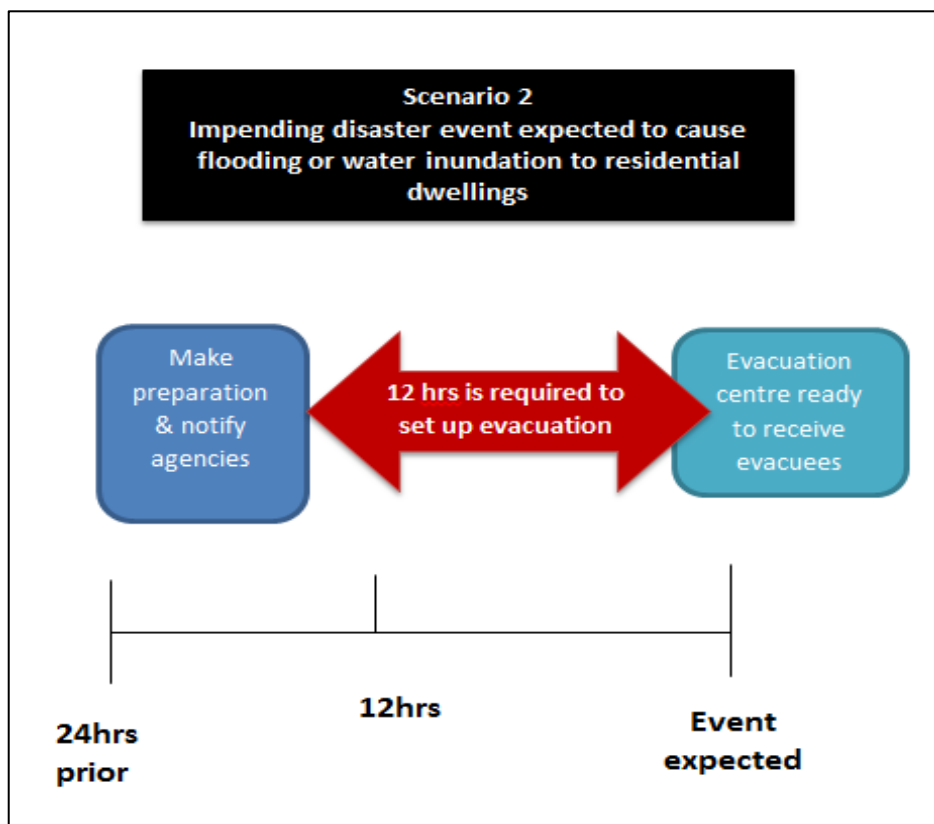
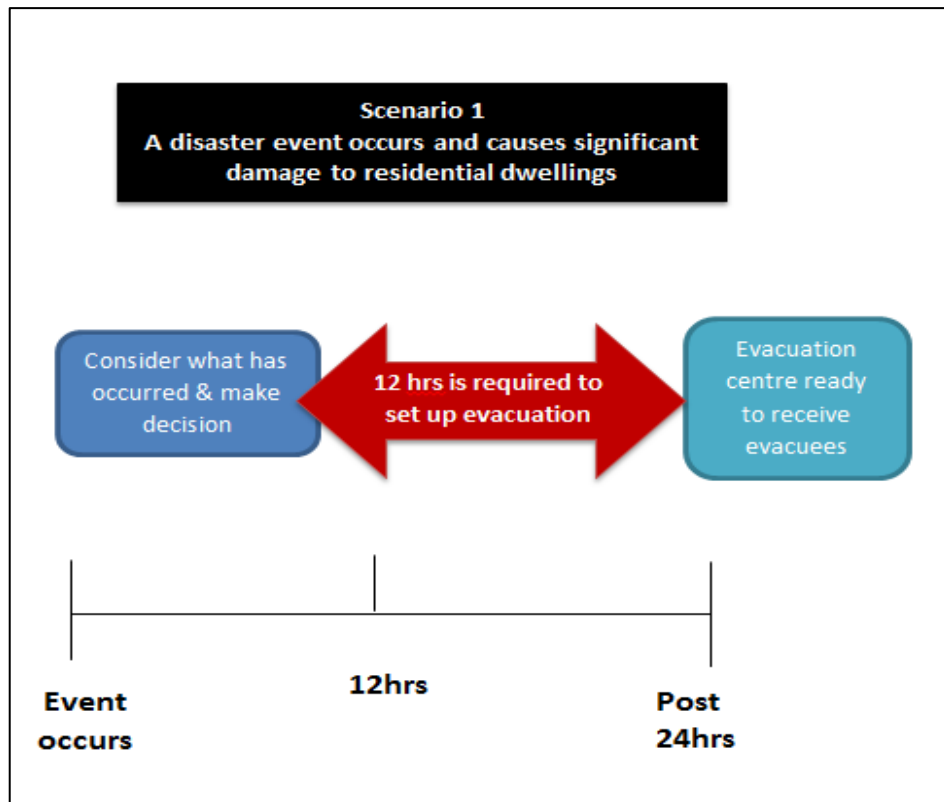
3.8 Timeframe Model

The following guide will be used by the TLDMG when deciding to activate this Sub Plan to ensure there is sufficient time for TCC EH&R Section to make shelters and evacuation centres operational and ready to accept evacuees safely before the disaster event. Consideration must also be made to events which unfold rapidly, where an expedited timeframe may apply.

3.8.1 Shelters – Operational Timeline



3.8.2 Evacuation Centres – Operational Timeline



Part Four – Roles and Responsibilities

4.1 Coordination and Control

TCC EH&R Section is responsible for the coordination, control and implementation of this Sub Plan including annual reviews, amendments, exercises and chairing of the 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.

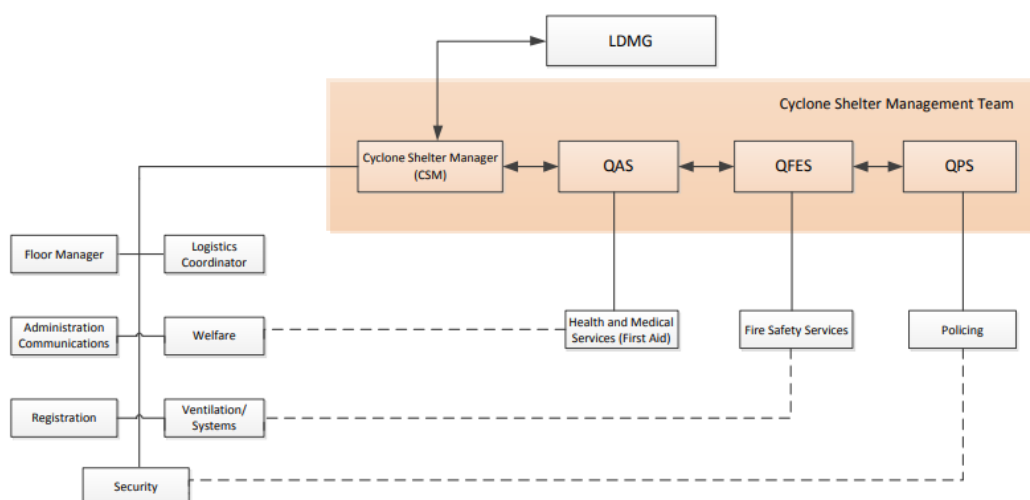
The SECC will need to determine the necessary staffing and resources required to respond to the disaster situation and coordinate the response with the support agencies including the Shelter and Evacuation Centre Management Team.

4.2 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.

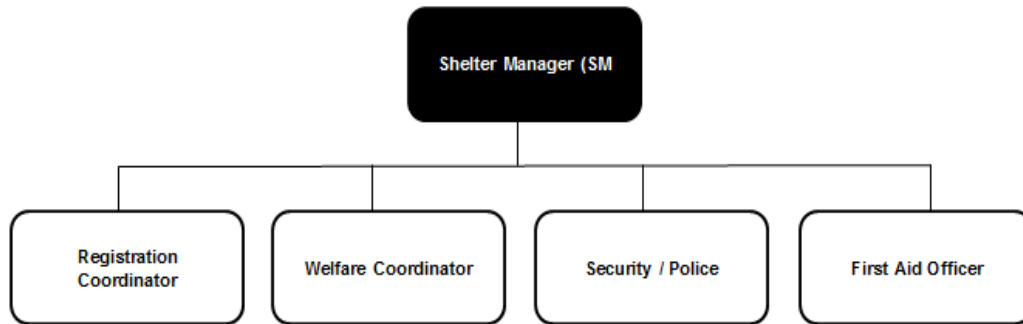
The recommended Shelter and Evacuation Centre Management Team to effectively manage a shelter or evacuation centre ideally consists of the following:

4.3.1 Public Cyclone Shelter



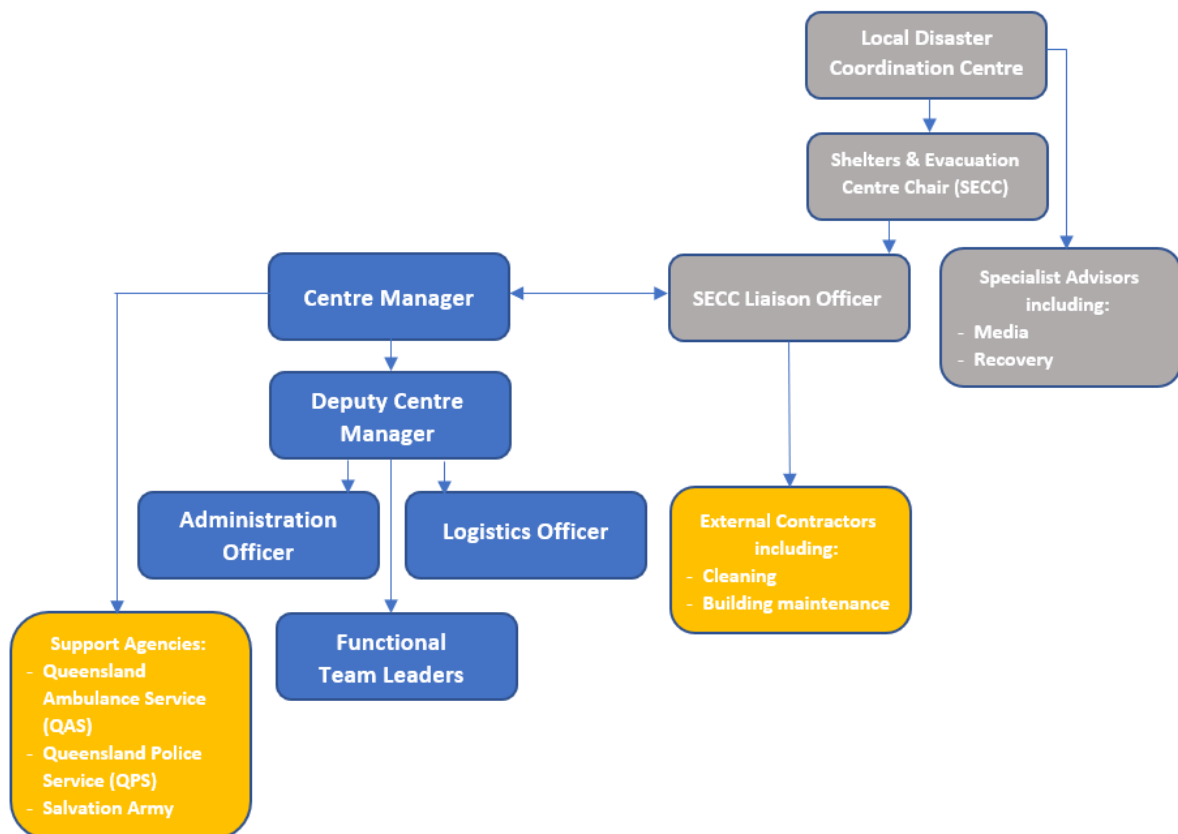
Note: one person may be required to fulfil one or more of these positions depending on availability. Refer to the *Public Cyclone Shelter Operating Procedure* for more detail about key positions including position descriptions.

4.3.2 Places of Refuge



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



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:

Facility	Agency
Public cyclone shelter	SECC to submit an RFA
Place of refuge	SES or through an RFA submitted by the SECC
Evacuation Centres	Red Cross

Support will be provided by QPS, QFES 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 first gaining 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, there are no Public Cyclone Shelters or Places of Refuge, only designated Evacuation Centres. Please refer to the *Operating Procedure Evacuation Centres Magnetic Island* for details regarding the activation of evacuation centres on Magnetic Island.

All pre-event sheltering options are only those located on the mainland (*refer to Part 5 and Part 6 of this document*).

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 and 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. Where evacuees with domesticated animals including dogs, cats and small birds require sheltering, a Place of Refuge will be designated and managed as per the *Animal Management Operating Procedure*.

5.2 Design

Public Cyclone Shelters in Queensland are constructed in accordance with the Queensland Government, Department of Energy and Public Works (DEPW) *“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 most people being able to sit with occasional periods of standing.

A very limited number of beds are available for people that require them for medical reasons.

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 are 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:

Facility name	Specific building identification	Asset Owner	Street address	Design occupancy capacity
Heatley Public Cyclone Shelter	Heatley Secondary College – school hall	DoE	321 Fulham Road, Heatley	800 people

5.6 Services

The services of the Public Cyclone Shelter include:

- emergency power;
- lighting;
- ventilation;
- amenities; and
- water supply).

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 DEPW 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 Department of Energy and Public Works (DEPW) is responsible for the programmed maintenance of the Heatley Public Cyclone Shelter.

Annual inspection and testing is required to be undertaken by DEPW prior to June each year to identify maintenance required prior to the cyclone season. A pre-season test will also be undertaken by DEPW in October each year to confirm the shelter is suitable for use as a public cyclone shelter. The DEPW 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*.

Inspections of buildings after an event should be undertaken to determine what damage has occurred, if any. Damage should be reported to the DEPW & TLDMG. The MoU between the DoE and the TLDMG for use of the Heatley building as a Public Cyclone Shelter (refer to [Appendix F – Memorandum of Understanding](#)), defines the responsibilities 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 the 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 after 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.

Due to recent communications with SES regarding low volunteer numbers, alternative support by other agencies will need to be considered when activating shelters.

Animals (except assistance animals) will not be accepted at all places of refuge. Where evacuees with domesticated animals (including dogs, cats, and small birds) require sheltering at a Place of Refuge, a shelter will be designated for this purpose and managed as per the *TCC Animal Management Emergency Response Operational Procedure*. Refer to Part Nine of this Plan for managing domesticated animals at Places of Refuge.

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 DEPW 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 operation 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*.

Designated Places of Refuge	Location	Capacity	Primary Use
Suncorp Plaza (Basement Car Park)	61–73 Sturt St Townsville	875	General Community
State Government Building (Basement Car park)	187–209 Stanley St Townsville	350	Homeless
Townsville City Council Building (Basement Car park)*	143–201 Walker St Townsville	305	General community
North Shore Community Centre	10 Iris Lane, North Shore	330	General Community
TOTAL		1860	

**This facility may be used to house domesticated pets.*

The decision to activate a Place of Refuge is made by the SECC. The details and requirements of each Place of Refuge are contained in the *Places of Refuge Operating Procedures*.

6.6 Services

A Place of Refuge provides limited services for evacuees including:

- 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 must be communicated to the SECC. An application to recover any agreed costs for repairs will be sought through the Disaster Recovery Funding Arrangements (DRFA).

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 that has resulted in potential damage to or inundation of their usual place of residence.

TCC has a MoU with the Australian Red Cross which identifies the responsibilities of both parties during the operation and management of Evacuation Centres, including the coordination and operational management of other agencies within an Evacuation Centre. The allocation of resources provided by the Red Cross will be made in the interest of state-wide response and recovery operations as identified in accordance with the MoU.

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 all evacuation centres. Where displaced persons with domesticated animals (including dogs, cats, and small birds) require emergency accommodation, an evacuation centre will be designated and managed as per the *TCC Animal Management Emergency Response Operational Procedure*. Refer to Part Nine of this Plan for managing domesticated animals at evacuation centres.

7.2 Design

A number of facilities have been pre-determined for their suitability as an Evacuation Centre in consideration of their capability to provide sufficient services to evacuees 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 *Operating Procedure Evacuation Centres*.

7.4 Occupancy Duration

Evacuation Centres may be operational for an extended period of time (usually 3 to 7 days) depending on the level of destruction or flooding caused by the disaster, which may prevent evacuees from returning to their normal place of residence.

7.5 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.

7.6 Maintenance

Regular maintenance of designated evacuation centres is the responsibility of the building owner. Any damage sustained during the operation of the shelter must be communicated to the SECC. An application to recover any agreed costs for repairs will be sought through the Disaster Recovery Funding Arrangements (DRFA).

Part Eight – Unauthorised Shelters and Evacuation Centres

In the event that an unauthorised shelter or evacuation centre not activated by the TLDMG is established, persons housed at these shelters/centres will be encouraged to relocate to an approved shelter or evacuation centre by a delegate of the SECWG.

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 by a delegate of the SECWG.

Part Nine – Domesticated Animals at Places of Refuge and Evacuation Centres

It is important that pre-season marketing campaigns include messaging about preparing an emergency plan for pets. Arrangements must be made by owners to ensure they have a suitable plan for caring for their pets during a disaster or at times of an emergency.

Where evacuees or displaced persons with domesticated animals (dogs, cats, and small birds) require emergency sheltering or accommodation, suitable arrangements will be made by the TLDMG in conjunction with Council's Environmental Health & Regulation Team. The management of domesticated animals during an emergency will be in accordance with the following procedures:

- *Animal Care and Adoption Centre Emergency Management Procedure*
- *Animal Management Emergency Response Operational Procedure*

Owners of animals regulated under the *Animal Management (Cats and Dogs) Act* must at all times comply with all conditions imposed in accordance with the animals' declaration, which includes muzzling a dog while it is out of its enclosure.

9.1 Places of Refuge

Where owners of domestic animals have chosen to shelter with their pets, they will be instructed to use a designated facility identified and communicated by the TLDMG at the time of the event. The purpose of having a designated facility is to take into consideration other evacuees who may also need access to emergency sheltering facilities who may have an allergy or possible phobia to certain animals. It is important to note that pets (that are not assistance animals) are not permitted within the Public Cyclone Shelter.

Domestic animals which are accepted at the designated PoR will remain the responsibility of the owner/keeper for the duration of their stay and they must therefore bring with them sufficient supplies including the following items (as a minimum):

1. A cage, carrier, or other suitable fully enclosed enclosure that is of sturdy construction to contain the animal (a dog on a lead is not considered as a suitable containment measure),
2. A collar and lead to restrain the animal while it is out of its enclosure,
3. An amount of water and food that is sufficient to sustain the animal for the duration of stay at the PoR (including bowl/s),
4. Supplies to remove animal waste (e.g., plastic bags, gloves, litter tray, urine pads, etc.), and
5. Any medication required for the animal.

Animal owners must also consider any additional equipment (e.g., cooler) which they may need to bring with them should medications or food for their animal be required to be kept cold.

There aren't any accessible refrigeration facilities available at a PoR nor will refrigerated equipment such as portable fridges be accepted.

The Environmental Health & Regulation Team will assist in the set-up and pack-up of the designated PoR in accordance with the *Place of Refuge Operational Procedure*.

9.2 Evacuation Centres

If owners of domestic animals become displaced and require emergency accommodation, they must make all reasonable attempts to house their animal at a suitable animal boarding/sheltering facility. Where such facilities are not available, they will be instructed to use a designated facility identified and communicated by the TLDMG at the time of the event. The purpose of having a designated facility is to take into consideration other evacuees who may also need access to emergency accommodation who may have an allergy or possible phobia to certain animals.

Domestic animals which are accepted at the designated evacuation centre will remain the responsibility of the owner/keeper for the duration of their stay and must therefore bring with them sufficient supplies including the following items (as a minimum):

1. A cage, carrier, or other suitable fully enclosed enclosure that is of sturdy construction to contain the animal (a dog on a lead is not considered as a suitable containment measure),
2. A collar and lead to restrain the animal while it is out of its enclosure,
3. Any speciality food required for the animal (only generic-branded animal food will be provisioned by the TLDMG), and
4. Any medication required for the animal.

The Environmental Health & Regulation Team will assist in the set-up and pack-up of the designated centre/s in accordance with the *Evacuation Centre Operational Procedure*.

Consideration will be given to creating clear boundaries between pets and people areas within the centre. Pets will not be permitted to access food preparation, serving, dining, or sleeping areas within the centre.

9.3 Temporary animal shelter

In the event the Animal Care and Adoption Centre is unavailable to house animals, alternative facilities will be established to temporarily house and care for displaced animals by Council's Environmental Health & Regulation Team. The temporary shelter will be managed in accordance with the *Animal Care and Adoption Centre Emergency Management Procedure*.

Part Ten – Equipment and Resources

10.1 Equipment Kits

The following prepared kits are available and ready for use:

Kit	Facility	Quantity
Forms Kits	Public Cyclone Shelter	1
	North Shore Community Centre PoR	1
	Places of Refuge	3
	Evacuation Centres	3
Stationary Kits	Public Cyclone Shelter	1
	North Shore Community Centre PoR	1
	Places of Refuge	3
	Evacuation Centres	3
Equipment Kits	Public Cyclone Shelter	1
	North Shore Community Centre PoR	1
	Places of Refuge	3
	Evacuation Centres	3

The forms and stationary kits are housed in the basement carpark of 143 Walker Street, Townsville City. The storage room is labelled “4 Environmental Health Disaster Management”. Access to the basement is by key which is located in the combination lockbox on the outside of the door. The General Manager Environmental Health & Regulation or their nominated delegate (Team Manager Environmental Health or Coordinator Environmental Health) can provide access to the passcode. All kits are labelled accordingly.

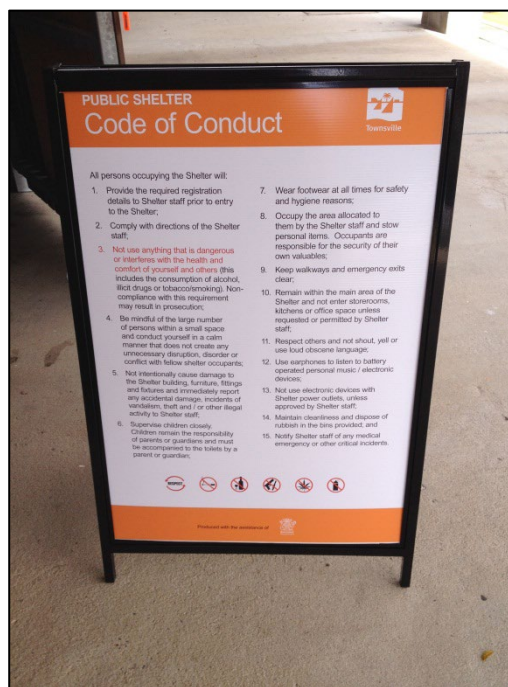
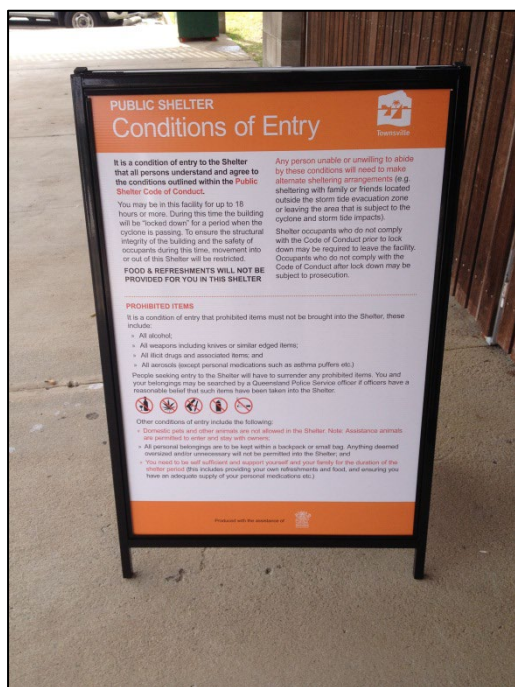
Equipment kits will be assembled by council’s Stores Department before commencement of high-risk weather season (October). These kits remain at Stores located at the Garbutt Operations Centre Depot until required. The kits are the size of a standard residential waste bin and require a suitable vehicle to transport.

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.

10.2 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 on shelter type. They are located in the basement storage room with the forms and stationary kits.

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.



10.3 Procurement Arrangements

The SECC is responsible for purchasing supplies and equipment for emergency sheltering purposes. Business support staff in EH&R Section 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 of 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 Disaster Funding Arrangements.

Part Eleven – Communications

11.1 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 which have been closed, how many people are being accommodated and any arising matters for consideration. The SECC will attend TLDMG meetings when they occur.

11.1.1 Optus Integrated SMS System

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

Website:

<https://sms.optus.com.au>

Townsville City Council will act as administrator of this system.

11.2 Community Awareness

11.2.1 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

11.2.2 Stand Up

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 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)

11.2.3 Stand Down

Any message or information released to the public will be relayed 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

11.3 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 to anyone except to QPS upon official request. The Register.Find.Reunite system is a National Registration and Enquiry Services which is maintained as an online database to assist in reuniting family and friends post an emergency event. QPS are the commissioning agent for the system which is administered on their behalf by the Red Cross.

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.

11.4 Documentation

11.4.1 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.

11.4.2 Recording Decisions

During operations, the Shelter or 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 in accordance with the *Public Records Act 2002*. This can be recorded in the form of a diary or notebook.

Each agency is responsible for retention of documents in accordance with their governance policies.

Part Twelve – Training and Exercises

12.1 Training

Training of personnel will occur through the following means:

- Attendance of key personnel to participate in the Cyclone Shelters Management and Evacuation Centre Management training delivered as part of the Queensland Disaster Management Training Framework (QDMTF)
- Attendance of key personnel at QLD Government and support organisations (i.e. Red Cross) workshops and information sessions for public cyclone shelters and/or evacuation centres;
- Internal training of TCC staff on Shelters and Evacuation Centres requirements; and

It is the responsibility of the GM EH&R to ensure key personnel in council have attended the relevant training.

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

12.2 Exercises

Exercising of this Sub Plan will occur in accordance with the following schedule:

Type of Exercise	Frequency	Date of Previous Exercise
Desk-top Exercise	Annually	17 November 2022
Minor Field Exercise (Including opening of the PCS)	Every second year*	–
Major Field Exercise	Every second year*	–

**Frequency of exercise is dependent on activations for that year. Where this plan has been activated, an exercise may not be required.*

It is the responsibility of the SECC, their Deputy or a nominated member of the SECWG to facilitate these exercises.

Related Documents

Document Name	Document Set ID Number
Townsville Local Disaster Management Plan	17909751
Townsville Local Disaster Management Group Evacuation and Transport Sub Plan	17909598
Townsville Local Disaster Management Group Community Information and Warnings Sub Plan	17909650
Operating Procedure Heatley Public Cyclone Shelter	17362016
Operating Procedure North Shore Community Centre Place of Refuge	17362031
Operating Procedure Places of Refuge	17362048
Operating Procedure Evacuation Centres	17362064
Operating Procedure Evacuation Centres Magnetic Island	17362138
Animal Care and Adoption Centre Emergency Response Procedure	18623014
Queensland Government: Queensland Public Cyclone Shelters Reference Guide 2018	
Queensland Government: Queensland Public Cyclone Shelters Maintenance Guideline 2018	
Queensland Government: Queensland Evacuation Guidelines for Disaster Management Groups 2018	
Australian Red Cross: Evacuation Centre Planning and Operational Considerations COVID-19 2021	
Australian Red Cross: Queensland Evacuation Centre Management Handbook 2017	

Annexures

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	Memorandum of Understanding Agreements
Annexure G	Future Improvements / Actions
Annexure H	Responding to a disaster during an active pandemic
Annexure I	TLDMG Membership Nomination Form
Annexure J	Evacuation Centre Locations
Annexure K	Evacuation Centre Suitability

Annexure A – SECWG Contact List

This page has been intentionally left blank as it contains personal information as defined under the *Information Privacy Act 2009*.

Annexure B – Roles and Responsibilities of Support Agencies

ROLE	AGENCY	RESPONSIBILITY	TASKS
Shelters and Evacuation Centres Coordinator	EH&R Section (TCC)	<ul style="list-style-type: none"> Manage the Shelters & Evacuation Centres process Implementation of this Sub Plan Notify and seek assistance from support agencies Appoint a Shelter or Evacuation Centre Manager at each facility Representation at TLDMG meetings Activate Operating Procedures 	<ul style="list-style-type: none"> Liaise with building owners to acquire facility when required Activate participating agencies and maintain communication links Coordinate the opening and closing of shelters and evacuation centres Provide support and organise equipment and supplies for each facility Monitor shelters and evacuation centre to ensure they are adequately resourced, equipped and managed Communicate and provide regular updates to the TLDMG Provide regular SITREPs to the TLDMG and be represented at TLDMG meetings Regularly communicate with shelter and evacuation centre managers (SES/Red Cross) and support agencies
Shelters and Evacuation Centres Management	State Emergency Services (SES)	<ul style="list-style-type: none"> To act as centre manager for the evacuation centres until Red Cross become available. Run and manage shelters and/or evacuation centres according to operational procedures Completion of all Operational Forms Communicate and report to the SECC 	<ul style="list-style-type: none"> Provide minimum of 2 officers at each shelter or evacuation centre Directly communicate with the SECC and provide regular SITREPS (as requested) Liaise and coordinate with support agencies in the operation of shelters and evacuation centres Supply of communication tools e.g. radios, mobile phone Assist with registering and data collection on to Register, Find, Reunite Forms Maintain an attendance register of support agency personnel Provide and complete the required operational forms Maintain shelter area and facilities in a clean and useable condition Manage supplied stock and allocate supplies as necessary Ensure appropriate signage/notices are displayed and information communicated to persons Report any incidences to SECC
Evacuation Centre Management	Australian Red Cross	<ul style="list-style-type: none"> Support the management and operations of evacuation centres upon request from TCC. Provide psychosocial supports and psychological first aid in evacuation centres. Operate the Register.Find.Reunite. Service under the auspices of the QPS 	<ul style="list-style-type: none"> Provide minimum of 2 officers at each centre where resourcing permits Directly communicate with the SECC and provide regular SITREPS (as requested) Assist in the operation, establishment & co-ordination of each centre Establishment of centre supplies and centre layout Liaise and coordinate with support agencies in the operation of each evacuation centre Provision of communication tools e.g. mobile phone Manage the Register, Find, Reunite forms process (data collection and entry into system) Maintain an attendance register of support agency personnel Provide and complete required operational forms Maintain centre area and facilities in a clean and useable condition Maintain a secure stock area Ensure appropriate signage/notices are displayed and information communicated to persons Report any incidences to the SECC
Support	Queensland Police Service (QPS)	<ul style="list-style-type: none"> Support SES in the operation of each place of refuge Support Shelter Manager in the operation of the public cyclone shelter Form part of the Shelter Management Team 	<ul style="list-style-type: none"> Provide minimum of 2 officers at each shelter Provide on-site support to SES and Shelter Managers Manage the Register, Find, Reunite forms process (data collection and entry into system) Manage missing persons report and enquiries Maintain calm and good order within the shelter Manage traffic and parking control/s where possible

ROLE	AGENCY	RESPONSIBILITY	TASKS
		<ul style="list-style-type: none"> Provide for the safe welfare of people at each shelter Manage the Register, Find, Reunite process for all shelter and evacuation centres 	
Support	Qld Fire & Emergency Services	<ul style="list-style-type: none"> Fire safety and control at the public cyclone shelter Form part of the Shelter Management Team 	<ul style="list-style-type: none"> Provide minimum of 2 officers at the public cyclone shelter Ensure safe access and passageways are maintained Ensure evacuees adhere to fire safety rules in place
Medical Support	QAS	<ul style="list-style-type: none"> Provide appropriate care to injured persons at shelters and evacuation centres 	<ul style="list-style-type: none"> Provide appropriate care to persons Report any incidences to the Shelter or Centre Manager
Medical Support	St John Ambulance Qld	<ul style="list-style-type: none"> Provide appropriate care to persons at the shelters and evacuations centres 	<ul style="list-style-type: none"> Provide support to QPS Provide appropriate care to persons Report any incidences to the Centre Manager
Building Management	Building Owners / Building Managers	<ul style="list-style-type: none"> Provide availability of building to operate as a shelter and/or evacuation centre 	<ul style="list-style-type: none"> Notify building tenants of buildings and seek cooperation Provide building access keys / cards to the SECC Arrange clearance of the car park / basement area / storage areas where possible Report any faults or issues to the SECC Advise SECC of any area off limits / not to be used Participate in the handover and hand back process
Catering	The Salvation Army	<ul style="list-style-type: none"> Provide catering services and supplies for agency personnel and evacuees at evacuation centres 	<ul style="list-style-type: none"> Supply of skilled personnel to provide the catering services Provision of adequate food and refreshments at scheduled meal intervals Provision of cutlery, crockery & serving utensils Maintain a sufficient food stock inventory and resupply Report any incidences and resource needs to the Centre Manager
Bedding / Clothing Supplies	St Vincent De Paul Society Seventh Day Adventist Church	<ul style="list-style-type: none"> Provide adequate bedding and clothing supplies at the evacuation centres 	<ul style="list-style-type: none"> Coordinate the bedding and clothing requirements at the centre/s Provide sufficient bedding requirements (e.g. mattresses, blankets, pillows etc.) Provide sufficient clothing needs Report any incidences and resource needs to the Centre Manager
Welfare Support of Evacuation Centres	Centacare North Qld	<ul style="list-style-type: none"> Provide counselling services for agency personnel and evacuees at evacuation centres Provide welfare and recovery support services at evacuation centres 	<ul style="list-style-type: none"> Monitor agency personnel and evacuees for signs of fatigue, stress etc. Where appropriate, provide counselling to Agency personnel and evacuees Assist in relaying information to evacuees to ensure they understand Assist evacuees in accessing welfare support and Centrelink opportunities and referral to other appropriate agencies after event Assist evacuees in their recovery back into the community
Child Support	54 Reasons (formerly Save the Children)	<ul style="list-style-type: none"> Provide child support services at evacuation centres 	<ul style="list-style-type: none"> Ensure children are adequately cared for and accommodated within the centres Establish/ set up appropriate Child Friendly Areas within the centres Report any incidences to the Centre Manager
Evacuation of Homeless & vulnerable persons	Townsville Housing Homeless & Vulnerable Persons Partnership Working Group Department of Housing	<ul style="list-style-type: none"> Coordinate the plan for evacuation of homeless persons to Places of Refuge 	<ul style="list-style-type: none"> Refer to separate plan (recovery group)

Annexure C – Agency Capacity to Respond

Capacity to Respond – TOWNSVILLE CITY COUNCIL				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	YES	1–2	1 X TEAM	Staff will activate shelter and provide supplies for handover Staffing capacity will be dependent on scale of the event and staff availability
Place of Refuge	YES	1–2	1 X TEAM	Staff will activate shelter and provide supplies for handover Staffing capacity will be dependent on scale of the event and staff availability
Evacuation Centre	YES	1–2	1 X TEAM	Staff will activate shelter and provide supplies for handover Staffing capacity will be dependent on scale of the event and staff availability

Capacity to Respond – DEPARTMENT OF EDUCATION (DoE)				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	NO	Facility only DoE will not be providing staff	NIL	DoE will not be providing staff to man centres
Place of Refuge	NO	Facility only DoE will not be providing staff	NIL	DoE will not be providing staff to man centres
Evacuation Centre	NO	Facility only DoE will not be providing staff	NIL	DoE will not be providing staff to man centres

NOTE: Nominated evacuation centres at school sites may or may not be available after an event. It will be determined on whether or not the facility will be required for education purposes. Example, if classrooms are damaged, the nominated evacuation facilities may be required to be used as temporary classrooms etc.

Capacity to Respond – AUSTRALIAN RED CROSS				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter – Heatley	YES	10–15	1 x team	Provide appropriate staffing for registration then a reduced number during lockdown for psychological welfare. The provision of staff will be dependent on volunteer availability at the time of the disaster event.
Place of Refuge	NO	NIL	NIL	The provision of staff will be dependent on volunteer availability at the time of the disaster event.
Evacuation Centre	YES	6–8	2 x teams	2 x teams to open 2 x evacuation centres. 6–8 people per centre in the first 8 hours. Can bring in more people if required. The provision of staff will be

				dependent on volunteer availability at the time of the disaster event.
--	--	--	--	--

Capacity to Respond – CENTACARE NORTH QLD

	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	NO	NIL	NIL	
Place of Refuge	NO	NIL	NIL	
Evacuation Centre	YES	2	Depends on staff availability year to year and type of event	List is made annually and on-call contact can give an approximate figure when contacted

Capacity to Respond – QUEENSLAND POLICE SERVICE (QPS)

	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter – Heatley	YES	4	2 X teams	QPS officers will have a presence in each type
Place of Refuge	YES	2	5–6 x teams	
Evacuation Centre	YES	2	As required	

Capacity to Respond – QUEENSLAND AMBULANCE SERVICE (QAS)

	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter – Heatley	YES	4	1	
Place of Refuge	YES	0	As required	
Evacuation Centre	YES	0	As required	

Capacity to Respond – ST JOHN AMBULANCE QLD

	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	N/A	N/A	N/A
Place of Refuge	YES	2		
Evacuation Centre	YES	2		

Capacity to Respond – QUEENSLAND FIRE AND EMERGENCY SERVICES (QFES)

	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter – Heatley	YES	4 x persons: (1 x station officer 3 x fire fighters)	A crew for each cyclone shelter 1–2	
Place of Refuge	As required	Dependent on number of people and power situation		
Evacuation Centre	As required	Dependent on number of people and power situation		

NOTE: Damage assessment in conjunction with council of shelters, places of refuge and evacuation centres. Will provide a report to council on damage assessment.

Capacity to Respond – ST VINCENT DE PAUL SOCIETY				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	N/A	N/A	N/A
Place of Refuge	N/A	N/A	N/A	N/A
Evacuation Centre	YES – Supplies only	0	0	Only to supply bedding etc.

Capacity to Respond – THE SALVATION ARMY				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	NA	NA	NA
Place of Refuge	N/A	NA	NA	NA
Evacuation Centre	YES			

Capacity to Respond – 54 REASONS				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	N/A	N/A	N/A
Place of Refuge	N/A	N/A	N/A	N/A
Evacuation Centre	YES			

Capacity to Respond – STATE EMERGENCY SERVICE (SES)				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter – Heatley	YES	4 (to manage rest breaks)	2	Pre-deployment teams from other areas available through RM SES
Place of Refuge	YES	4	2	
Evacuation Centre	YES – if available	2	2	Dependent on needs of community. May need all hands-on deck at Green Street.

Capacity to Respond – TOWNSVILLE PUBLIC HEALTH UNIT				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	N/A	N/A	
Place of Refuge	N/A	N/A	N/A	
Evacuation Centre	N/A	N/A	N/A	

Capacity to Respond – CASE COORDINATION GROUP (HOMELESS)				
	Presence required	Minimum number of staff per building team	Minimum number of building teams available	Comments
Public Cyclone Shelter	N/A	N/A	N/A	
Place of Refuge	N/A	N/A	N/A	
Evacuation Centre	N/A	N/A	N/A	

NOTE: Any assistance required by the Australian Defence Force (ADF) must be requested through the TLDMG. All local and state resources must be exhausted prior to sending a RFA for ADF personnel or resources.

Annexure D – Support Agency Presence at Each Facility

FACILITY	SUPPORT AGENCIES
Heatley Public Cyclone Shelter	<ul style="list-style-type: none"> • State Emergency Service (SES) • Qld Police Service (QPS) • Qld Fire & Emergency Services (QFES) • Qld Ambulance Service (QAS) • Red Cross • Townsville City Council (TCC)
Places of Refuge	<ul style="list-style-type: none"> • State Emergency Service (SES) • Qld Police Service (QPS) • Qld Ambulance Service (QAS) • St John’s Ambulance
Evacuation Centres	<ul style="list-style-type: none"> • Australian Red Cross or State Emergency Service (SES) • Qld Police Service (QPS) • Qld Ambulance Service (QAS) • St John’s Ambulance • Salvation Army • Centacare NQ • 54 Reasons <p>Provision of supplies:</p> <ul style="list-style-type: none"> • St Vincent De Paul’s • Seventh Day Adventist

Annexure E – Role of the SECC

The SECC is responsible for undertaking the following:

Phase:	Responsibility:
Pre-cyclone season GM EH&R	<ul style="list-style-type: none"> • 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
Alert GM EH&R	<ul style="list-style-type: none"> • Remain alert and ready to respond • Inform SECWG members and TCC Environmental Health & Regulation Section staff of the current situation
Lean Forward SECC	<ul style="list-style-type: none"> • 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 TCC EH&R Section 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
Stand Up SECC	<ul style="list-style-type: none"> • Contact all SECWG members to provide them an update on the situation • Directly contact support agencies that will be required in the response for activation • Form a response team with TCC EH&R Section 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 requirements at each facility

Phase:	Responsibility:
<p>Stand Down</p> <p>SECC</p>	<ul style="list-style-type: none"> • Provide advice to Shelter or Centre Managers when to close the facility • Assist Shelter and Centre Manager where possible with closing the facility • Organise for any supplies and equipment to be removed and returned to Stores or external suppliers • Coordinate the clean-up and repair of facilities where necessary • Coordinate the hand-back of facilities to building owners • Inform TLDMG when facilities have been closed • Organise a debrief with Shelter or Centre Managers and staff at each facility • Organise a debrief with TCC EH&R Section staff • Attend TLDMG meetings • Provide a report to the TLDMG with an overview of the activation, lessons learnt and future improvements • Review and update the shelters and evacuation centres Sub Plan and procedures • Finalise payment, collate invoices/receipts and account for any procurement in council's corporate system

Annexure F – Memorandum of Understanding

Townsville City Council has the following Memorandum of Understanding in place to support the shelter and evacuation centre process.

Support Agencies	Expiry Date	Document Reference Number
Arcadian Surf Lifesaving Club (including use of Evacuation Centre)	March 2026	20138400
Australian Red Cross	18 November 2023	18977826
Department of Education (including use of PCS)	1 July 2024	19743506
Salvation Army	3 March 2026	19011796
Seventh Day Adventist Riverside Convention Centre (including use of Evacuation Centre)	In progress	TBA
Shelters & Evacuation Centres	Expiry Date	Document Reference Number
AIMS	TBC	TBA
Alligator Creek Bowls Club	TBC	TBA
Apex Camps	July 2026	20442905
Bluewater Community Centre	TBC	TBA
Calvary Christian College	TBC	TBA
Church of Latter-Day Saints	TBC	TBA
Crystal Creek Sports & Recreational Centre	TBC	TBA
Ignatius Park College	TBC	TBA
Island Palms Resort	TBC	TBA
JCU (all facilities)	TBC	TBA
Jensen Uniting Church	TBC	TBA
Paluma Community Centre	TBC	TBA
Paluma Environmental Education Centre	TBC	TBA
Rollingstone Community Centre	TBC	TBA
Salvation Army Riverway Centre	In progress	TBA
Seventh Day Adventist Riverside Convention Centre	In progress	TBA
Suncorp Plaza	In progress	TBA
TAFE (all facilities)	TBC	TBA
Townsville Grammar School	TBC	TBA
Townsville Showgrounds	TBC	TBA
Willows Shopping Centre	In progress	TBA
YWAM	3 September 2024	TBA

Annexure G – Future Improvements / Actions

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

- Review of all current evacuation centres to ensure they are still fit for purpose.
- Update all building reports and upload to Guardian.
- 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.
- Update fire evacuation diagram for the Heatley Public Cyclone Shelter.
- Develop partnerships with other Public Cyclone Shelters to form Shelter Teams that can be deployed into other affected areas.
- Discuss capacity to assist with North QLD Volunteering.

Annexure H – Responding to a disaster during the COVID-19 pandemic

1. Purpose

- The primary objective when responding to a disaster event during an active pandemic remains preservation of life as the main priority.
- The purpose of this annexure is to ensure the Shelters and Evacuation Centres Committee as part of the Townsville Local Disaster Management Group (TLDMG) is adequately prepared to respond to a disaster event during an active pandemic.
- This annexure is designed to facilitate the coordination of evacuation centre personnel and resources throughout all stages of a declared disaster event and provide guidance on managing the running of Public Cyclone Shelters, Places of Refuge and Evacuation Centers during an active pandemic.

2. Scope

- Identify additional requirements to mitigate the risk of transmission associated with the set up and management of shelters & evacuation centers during an active pandemic.
- A tiered approach to emergency sheltering should be adopted during times of emergency, with the following sheltering solutions to be considered by decision makers:
 - Shelter in place if safe to do so
 - Shelter with friends and family if safe to do so
 - Utilise commercial accommodation options if available
 - Use shelters and evacuation centres as a last resort
- This annexure forms part of the Shelters & Evacuation Center Sub Plan
- This annexure is to be read in conjunction with the TCC Pandemic Response Plan where it concerns response by TCC staff.
- QLD Health remain the lead agency in managing a pandemic.

3. Roles and Responsibilities

Department of Health leads the national response during a pandemic hazard, however, in Queensland, the Queensland State Disaster Management Plan states Queensland Health are the primary lead agency for coordination and direct response to pandemics in Queensland. Queensland Health delivers this through the Queensland Health Pandemic Plan.

In response to a disaster event, the following organisations hold responsibility in facilitating the activation and operations of Public Cyclone Shelters, Places of Refuge and Evacuation Centres:

- Shelters & Evacuation Centre Coordinator (SECC)
 1. Responsible for the activation of shelters and evacuation centers
 2. Facilitating response to operations of the shelters and evacuation centers

- Townsville City Council (TCC) Planning Section
 1. Fulfilling duties as required by the SECC
- Australian Red Cross
- Centacare
- QLD Ambulance Service (QAS)
- QLD Police Service (QPS)
- QLD Fire & Emergency Services (QFES)
- St John Ambulance QLD
- St Vincent De Paul Society
- The Salvation Army
- 54 Reasons
- State Emergency Service (SES)
- Townsville Public Health Unit (TPHU)
- District Disaster Management Group
- Local Disaster Coordinator, Townsville Local Disaster Management Group

4. Definitions

COVID-19 PCR Test means for a person who is:

- a. 12 months of age or over, an oropharyngeal and deep nasal swab for a polymerase chain reaction (PCR) test approved for use in Australia by the Therapeutic Goods Administration to detect whether a person has the COVID-19 virus; or
- b. Under 12 months of age, a saliva swab for a polymerase chain reaction (PCR) test approved for use in Australia by the Therapeutic Goods Administration to detect whether a person has the COVID-19 virus.

COVID-19 Test means testing for COVID-19 either with a COVID-19 PCR test or with a Rapid Antigen Test, or for a child under two years of age means a COVID-19 PCR test or a Rapid Antigen Test administered by a health professional.

COVID-19 Vaccine means a COVID-19 vaccine approved for use in Australia or recognised by the Therapeutic Goods Administration.

Face Mask means a cloth face mask with three layers that covers the nose and mouth, or a surgical mask. Note: a scarf or bandana is not a face mask.

High-Risk Setting in Queensland includes:

1. A Hospital
2. A residential aged care facility
3. A disability accommodation service

Public Health Direction is made by the *Chief Health Officer* in accordance with section 142E of the *Public Health Act 2005*.

Rapid Antigen Test (RAT) means a rapid antigen test approved by the Therapeutic Goods Administration for use in Australia. Where a Rapid Antigen Test is required or approved for use under the CHO Directives, a COVID-19 PCR Test may be used where a Rapid Antigen Test is not available.

Surgical Mask means a single use surgical mask with a minimum level 1 barrier protection level under the Australian Standard 4381:2015 that covers the nose and mouth.

5. Operations

The following key areas must be considered when operating shelters and evacuation centers during a declared disaster event and active pandemic:

- **Staffing Capacity** to respond at different phases of a pandemic as well as assessing the capability to implement effective controls as are necessary to manage the potential spread of the communicable disease within the emergency shelter.
- **Notification/Communication** of the current Tier under the *QLD Health Traffic Light Advice* which is active within the community. This will guide the level of response required.
- **Segregation** of persons who've tested positive to COVID-19, symptomatic persons, and high-risk evacuees.
- **Infection control** processes to reduce possible transmission of the disease.
- **Personal hygiene** of evacuees to reduce possible transmission of the disease.
- **Environmental cleaning** of various contact surfaces to reduce possible transmission of the disease.
- **Food/water** distribution maintaining personal hygiene and food safety controls, as well as maintaining adequate supply chain.
- **Waste management** operations in managing additional capacities and different waste streams (i.e., clinical waste).

The hierarchy of risk control should also be considered in the order of most to least reliable whilst in the planning/decision making stages of response to a disaster event:

- 1) **Eliminate** the hazard, recognising this may not be possible at all stages. An example of this may be only opening shelters or evacuation centres during a high-risk disaster event and only in the event all other options have been exhausted.
- 2) **Substitute** the task to minimise the hazard. An example of this may be using a public address system or online platforms to distribute messaging to avoid face-to-face contact.
- 3) **Isolate** susceptible individuals from the hazard to mitigate the risk. An example of this may be designated zones, shelters or centres for symptomatic persons and those who've tested positive to COVID-19.
- 4) **Engineer controls** to reduce exposure to the hazard and mitigate the risk. An example of this may be partitions/barriers between zones within the shelter or centre in addition to enhanced environmental cleaning.
- 5) **Administrative controls** implemented to reduce an individual's exposure to the hazard. An example of this may be effective staff rostering, as well as rostering mealtimes between zones within the shelter or centre.
- 6) **PPE** used by individuals to reduce their exposure to the hazard. An example of this may be the use of face masks, gloves, and sanitisers to reduce the risk of transmitting the communicable disease.

The preparedness phase of disaster management should follow a general checklist when planning for a disaster event during an active pandemic. Such checks include:

- Consider *Traffic Light Advice* provided by QLD Health
- Prepare community messaging as well as warnings
- Identify additional facilities
- Site specific procedure for isolation/segregation
- Adequate supply and storage of PPE
- Enhanced cleaning/disinfection procedures
- Additional human–social considerations

5.1 Staffing Capacity

In the event a disaster is declared, staffing capabilities may be reduced or restricted due to widespread transmission of COVID–19 within the community. As part of each organisations’ disaster preparedness operations, planning for potential disruptions to the services provided should consider at what stages of an active pandemic these services will continue (even in a limited capacity) or where they may cease.

Inter– and intrastate travel is not currently prohibited however restrictions may apply. In these circumstances, staffing of public cyclone shelters, places of refuge and evacuation centres may be limited to resources within or immediately surrounding the governing local government area. Contingencies must be put in place to ensure essential services throughout all phases of the disaster event are sufficiently staffed.

Consideration must also be given to staff operating on rotational shifts. Where possible, staff should not be working across multiple centres or community groups to reduce the potential transmission of the disease.

5.2. Notification/Communication

Normal guidance and community messaging regarding evacuees to seek shelter with family and friends remains applicable during an active pandemic. A shelter or evacuation centre is to be used as a last resort and does not come without risks.

This will not impinge on the mandated pandemic requirements or directions and as such, evacuees will not be penalised for evacuating to an activated shelter/centre if acting under an emergency evacuation order (source: QLD Health Evacuation Management Guide for COVID–19, 11 September 2020). Furthermore, TLDMG operations will also not be penalised for breaches of mandated pandemic requirements having regard to maximum occupancies of activated shelters and/or evacuation centres.

Communication must always be maintained with the Townsville Public Health Unit (TPHU) through the TLDMG and Shelters and Evacuation Centres Working Group where it concerns activation of shelters and evacuation centres. Means of communication with staff and evacuees within a shelter or evacuation centre should be established with as minimal face–to–face contact as is practicable. Video conferencing and online meetings

are the most suitable arrangement. The use of mass communication via text messaging should also be considered to reinforce community messages.

5.2.1 Messages and Warnings

Community warnings throughout the season's preparedness phase and during a disaster event will need to incorporate standard COVID-19 messaging in consultation with QLD Health to ensure consistent and clear messaging. The TLDMG in consultation with QFES, QH and TCC will play a vital role in developing targeted messaging for the community on when it is appropriate to enter a shelter or evacuation centre.

Example messaging:

- *In the case of another emergency, one should do what one would normally do (staying with friends and family remains as first preference regardless of restrictions)*
- *If you are advised to evacuate by authorities follow their evacuation advice. Emergency evacuation orders will override pandemic requirements to stay at home*
- *If one must evacuate, take a 'grab bag'/emergency backpack. In addition to their usual contents, emergency 'grab bags'/emergency backpacks should also include disposable tissues, alcohol-based hand sanitiser, disinfectant wipes, and face masks, in consideration of the heightened sanitation and hygiene needs*
- *The public should adhere to all recommendations provided by QLD Health under the applicable Tier of the Traffic Light Advice.*

5.2.2 Evacuations

Emergency evacuation orders or evacuating in the event of an emergency situation (including voluntary evacuation) will override any isolation requirements.

Preservation of life remains the first priority (source: QLD Health Evacuation Management Guide for COVID-19, December 2022).

5.3. Segregation

Social distancing is recommended when the *Traffic Light Advice* is at **AMBER** and **RED**. Adequate segregation may not however be possible at all times to achieve the primary objective to preserve life and must therefore be complemented with effective infection control measures. All evacuees must observe personal hygiene standards whilst sheltering in a shelter or evacuation centre. The use of a face mask is required when the *Traffic Light Advice* is at **AMBER** (when unable to socially distance) and **RED** (at all times when indoors).

The predicted severity of the disaster event must be taken into consideration when considering the activation of shelters and evacuation centres. The use of these centres during an active pandemic presents its own risks in creating a high-risk environment for the virus to spread. It may not be evident upon registration whether an individual is suffering from COVID-19 and as such, appropriate precautions should be implemented.

An easy-to-use system for recording evacuee attendance at a Shelter or Evacuation Centre which avoids manual entry such as QR Codes should be used.

5.3.1 High-care Evacuees

When preparing for an imminent disaster event, it is recommended that capacity numbers of aged-care and high-care facilities are ascertained to ensure appropriate planning decisions can be made when activating shelters/ places of refuge.

5.3.2 High-risk Evacuees

'High-risk evacuees' should be appropriately segregated to minimise the risk of infection when the *Traffic Light Advice* is at **AMBER** and **RED**. Individuals identified as being 'high-risk' in the community include:

- Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions
- People 65 years and older with chronic medical conditions
- People 70 years and older
- People with compromised immune systems

5.4. Infection Control

An important aspect of the efficacy of infection control measures is maintaining awareness and reinforcing effective messaging. The close contact environment of a shelter/centre poses numerous concerns when managing the potential spread of a communicable disease. Infection control is complimented by good personal hygiene and thorough cleaning regimes. The use of messaging through visual displays and/or use of a public address system, or text messaging within a shelter/centre should be considered to act as a reminder to evacuees to observe good hygiene practices. Public address systems and text messages are also a suitable alternative to disseminate information/updates to avoid face-to-face interaction through meetings.

It is important to reinforce messaging around symptoms of the disease, and to get tested. Communication with the TPHU should always be maintained whilst the shelter/centre is operational, reporting any concerns regarding localised transmission within the shelter/centre immediately as it becomes apparent.

5.5 Hygiene

Physical contact should always be avoided when the *Traffic Light Advice* is at **AMBER** and **RED**. Where this is not possible to achieve the primary objective to preserve life, additional measures should be implemented to minimise the risk of transmission. Consult the risk control hierarchy when implementing suitable controls.

Again, consistent, and persistent messaging to remind all persons to maintain good personal hygiene should be thoroughly implemented whilst the shelter/centre is operational. Visual reminders should be on display, reinforcing messaging around personal hygiene and social/physical distancing.

The use face masks are determined by the *Traffic Light Advice*. It is important to note, there may be disruptions to the usual supply chain of PPE in the event of a disaster and other arrangements may be required. Disaster preparedness operations will need to include a stock take of PPE stockpiles. A Request for Assistance (RFA) through the TLDMG will be required to access any QFES stockpiles.

5.5.1 Laundry

Evacuees in evacuation centres for longer than 3–4 days should be provided with laundry facilities which may already be existent onsite or through engaging commercial operators. All linen used by any person who has tested positive to COVID–19 should be managed as is for heavily soiled linen. It is important when engaging commercial operators to ensure they are following any mandated QLD Health requirements.

5.6 Environmental Cleaning

The level of cleaning required needs to consider frequently touched surfaces as well as eating/drinking areas and ablution facilities. Enhanced cleaning regimes must also incorporate appropriate PPE required for the task to ensure staff are protected and to limit further potential transmission of COVID–19.

5.7 Food and Water

As part of any thorough disaster planning, consideration should be given to alternative circumstances where the supply chain of food and/or water is disrupted. Additional arrangements or MOUs may need to be put in place with local businesses in the event assistance from external agencies/organisations outside the LGA is limited or restricted. Within this preparedness phase, points to consider is the capacity and possibility of emergency temporary facilities where required.

Responding to a disaster event during an active pandemic may pose additional concerns which need to be considered when supplying food and water supplies during operation of an evacuation centre. Considerations regarding food is only applicable for evacuation centres. Food is not supplied at public cyclone shelters or places of refuge.

5.8 Waste Management

Additional waste collection services may be required when responding to a disaster event during an active pandemic. It is important to note face masks are not considered clinical waste and therefore can be disposed of through the general waste stream.

6. Reducing the spread

Measures must be implemented within shelters & evacuation centres to limit the risk of transmission whilst evacuees are sheltering in these facilities. The measures which are implemented must align with the current active Tier under the *QLD Health Traffic Light Advice*. At all stages of emergency sheltering, it is important to incorporate a process for isolating evacuees who are a confirmed COVID-19 case. The following management principles apply (source: *QLD Health Evacuation Management Guide for COVID-19 December 2022*):

- If a person who is currently in COVID-19 isolation presents to the shelter, they should not be turned away based on their COVID-19 diagnosis.
- Confirmed cases should be separated from other cohorts at the centre or shelter, where it is safe and practical to do so.
- Areas for isolation should be clearly defined and marked off, at the centre or shelter.
- Where practical, confirmed COVID-19 cases should wear a flat surgical mask when unable to socially distance from those who are not in isolation.

6.1 GREEN (baseline)

This tier means there are low rates of community transmission and Queensland is not in a COVID-19 wave.



COVID-19 CONSIDERATIONS WHEN RESPONDING TO A DISASTER EVENT			
GREEN – BASELINE			
	Public Cyclone Shelter	Places of Refuge	Evacuation Centres
	Standard sheltering arrangements apply.		
RECOMMENDATIONS	A supply of face masks is available for anyone who wishes to use them, with placement at entry points to the building.		
	Hand sanitiser widely available with placement at key points and high touch areas including entry points, bathroom facilities and food service areas.		

6.2 AMBER (Tier 1)

This tier means there are moderate rates of community transmission and Queensland is coming off a wave or may be entering a new wave. People who are older or have medical conditions can be more vulnerable to serious illness if they get COVID-19.

QUEENSLAND HEALTH
**COVID-19
ADVICE**

The traffic light is
AMBER

WEAR A MASK:

- In healthcare settings
- Indoors, if you can't socially distance
- On public transport
- If you are older or medically at risk
- If you're around people vulnerable to COVID-19

ALWAYS

Stay home if you're sick
Keep up to date with your vaccinations
Take a Rapid Antigen Test (RAT) if you get COVID-19 symptoms
If you get COVID-19:

- Register your RAT result
- Stay home until you're well again
- Wear a mask for 7 days after your test
- Avoid visiting hospitals, aged care or disability care for 7 days after your test
- Ask household members to closely monitor for symptoms

Stay informed at
www.health.gov.au and www.qld.gov.au/covid19vaccine

Queensland
Government

COVID-19 CONSIDERATIONS WHEN RESPONDING TO A DISASTER EVENT			
AMBER – TIER 1			
	Public Cyclone Shelter	Places of Refuge	Evacuation Centres
STAFFING REQUIREMENTS	Workstations should be appropriately spaced (at least 1.5m)	Workstations should be appropriately spaced (at least 1.5m)	Workstations should be appropriately spaced (at least 1.5m)
	Each organisation to equip their staff with an adequate supply of PPE including face masks	Each organisation to equip their staff with an adequate supply of PPE including face masks	Each organisation to equip their staff with an adequate supply of PPE including face masks
	Each organisation to review vaccination requirements for staff	Each organisation to review vaccination requirements for staff	Each organisation to review vaccination requirements for staff Staff should not be permitted to work across multiple centres
NOTIFICATION / COMMUNICATION	Standard messaging communicating requirements under Tier 1	Standard messaging communicating requirements under Tier 1	Standard messaging communicating requirements under Tier 1
	Use visual aids to reinforce requirements under Tier 1 including the requirement for evacuees to wear a face mask where they are unable to practice social distancing	Use visual aids to reinforce requirements under Tier 1 including the requirement for evacuees to wear a face mask where they are unable to practice social distancing	Use visual aids to reinforce requirements under Tier 1 including the requirement for evacuees to wear a face mask where they are unable to practice social distancing
	Use visual aids to reinforce the practice of good personal hygiene including: • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette	Use visual aids to reinforce the practice of good personal hygiene including: • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette	Use visual aids to reinforce the practice of good personal hygiene including: • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette
SEGREGATION	Where safe and practical to do so, consider having isolation sections prepared for people that are confirmed COVID-19 cases but cannot safely leave the shelter		Designate an isolation section of the centre for evacuees who are a COVID-19 confirmed case
	Where possible, a separate room should be used for COVID-19 isolation. If a separate room is not available, consider the use of physical barriers such as partitions. Partitions should be of an adequate height and configuration for effective transmission control, structurally stable and does not restrict the movement of evacuees in the fire emergency		

			It is preferable that separate shower and toilet facilities are also provided for those in the isolation area. Where not available, the isolated person must wear a flat surgical mask to access these facilities and, where possible, access them during a scheduled time
PERSONAL HYGIENE	Evacuees to wear a face mask where they are unable to socially distance or if they are within a high-risk vulnerable population	Evacuees to wear a face mask where they are unable to socially distance or if they are within a high-risk vulnerable population	Evacuees to wear a face mask where they are unable to socially distance or if they are within a high-risk vulnerable population
	Hand sanitising upon exit from bathroom facilities	Hand sanitising upon exit from bathroom facilities	Hand sanitising upon exit from bathroom facilities
	Adequate provisioning of tissues and hand sanitisers	Adequate provisioning of tissues and hand sanitisers	Adequate provisioning of tissues and hand sanitisers
ENVIRONMENTAL CLEANING	<p>Combined cleaning and disinfection procedure should be used as either:</p> <p>a. 2-step - detergent clean, followed by disinfectant</p> <p>b. 2-in-1 step - using a product that has both cleaning and disinfectant properties</p>	<p>Combined cleaning and disinfection procedure should be used as either:</p> <p>a. 2-step - detergent clean, followed by disinfectant</p> <p>b. 2-in-1 step - using a product that has both cleaning and disinfectant properties</p>	<p>Combined cleaning and disinfection procedure should be used as either:</p> <p>a. 2-step - detergent clean, followed by disinfectant</p> <p>b. 2-in-1 step - using a product that has both cleaning and disinfectant properties</p>
	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions
FOOD / WATER			Standard arrangements apply

WASTE MANAGEMENT	Standard arrangements apply	Standard arrangements apply	Increase in number of bins due to use of face masks
			Separate waste streams may also need to be considered for contaminated waste. Should an item for disposal become contamination, an appropriately identified receptacle should be provided which is hands-free operated and double-bagged
OTHER CONSIDERATIONS	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions
	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than shelter staff	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than shelter staff	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than centre staff

6.3 RED (Tier 2)

This tier means there are high rates of community transmission and Queensland is entering or in a COVID-19 wave. Community is encouraged to take a RAT every two days if someone in your household tests positive to COVID-19.

**QUEENSLAND HEALTH
COVID-19
ADVICE**

**The traffic light is
RED**

WEAR A MASK:

- Indoors, even if you can socially distance
- On public transport
- If you are older or medically at risk
- If you're around people vulnerable to COVID-19

ALWAYS

Stay home if you're sick
Keep up to date with your vaccinations
Take a Rapid Antigen Test (RAT) if you get COVID-19 symptoms
If you get COVID-19:

- Register your RAT result
- Stay home until you're well again
- Wear a mask for 7 days after your test
- Avoid visiting hospitals, aged care or disability care for 7 days after your test
- Ask household members to closely monitor for symptoms

Stay informed at
www.health.gov.au and www.qld.gov.au/covid19vaccine

**Queensland
Government**

COVID-19 CONSIDERATIONS WHEN RESPONDING TO A DISASTER EVENT			
RED – TIER 2			
	Public Cyclone Shelter	Places of Refuge	Evacuation Centres
STAFFING REQUIREMENTS	Provision of cleaning staff	Provision of cleaning staff	Provision of cleaning staff
	QLD Health to determine any necessary screening/testing of staff	QLD Health to determine any necessary screening/testing of staff	QLD Health to determine any necessary screening/testing of staff
	Workstations should be appropriately spaced (at least 1.5m)	Workstations should be appropriately spaced (at least 1.5m)	Workstations should be appropriately spaced (at least 1.5m)
	Each organisation to equip their staff with an adequate supply of PPE including face masks which must be worn at all times	Each organisation to equip their staff with an adequate supply of PPE including face masks which must be worn at all times	Each organisation to equip their staff with an adequate supply of PPE including face masks which must be worn at all times
	Each organisation to review vaccination requirements for staff	Each organisation to review vaccination requirements for staff	Each organisation to review vaccination requirements for staff
	Stockpiled PPE arrangements reviewed	Stockpiled PPE arrangements reviewed	Stockpiled PPE arrangements reviewed
			Staff should not be permitted to work across multiple centres
NOTIFICATION / COMMUNICATION	Enhanced messaging communicating requirements under Tier 2	Enhanced messaging communicating requirements under Tier 2	Enhanced messaging communicating requirements under Tier 2
	Use visual aids to reinforce requirements under Tier 2 including the requirement for evacuees to wear a face mask	Use visual aids to reinforce requirements under Tier 2 including the requirement for evacuees to wear a face mask	Use visual aids to reinforce requirements under Tier 2 including the requirement for evacuees to wear a face mask
	Use visual aids to reinforce the practice of good personal hygiene including: <ul style="list-style-type: none"> • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette 	Use visual aids to reinforce the practice of good personal hygiene including: <ul style="list-style-type: none"> • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette 	Use visual aids to reinforce the practice of good personal hygiene including: <ul style="list-style-type: none"> • Appropriate (and frequent) handwashing/santising • Sneezing/coughing etiquette
	Use visual aids to reinforce messaging regarding symptoms	Use visual aids to reinforce messaging regarding symptoms	Use visual aids to reinforce messaging regarding symptoms
SEGREGATION	QLD Health to determine appropriate health screening checks. QLD Health Evacuation Guide for COVID-19 (December 2022) identifies that any person who presents to a shelter should not be required to undertake a COVID-19 test or have their vaccination status confirmed in order to access the shelter	QLD Health to determine appropriate health screening checks. QLD Health Evacuation Guide for COVID-19 (December 2022) identifies that any person who presents to a shelter should not be required to undertake a COVID-19 test or have their vaccination status confirmed in order to access the shelter	QLD Health to determine appropriate health screening checks. QLD Health Evacuation Guide for COVID-19 (December 2022) identifies that any person who presents to a centre should not be required to undertake a COVID-19 test or have their vaccination status confirmed in order to access the centre
	Consider alternative sheltering arrangements for high-risk individuals	Consider alternative sheltering arrangements for high-risk individuals	Implement alternative temporary accommodation arrangements for high-risk individuals
	Anyone intending to enter must: <ul style="list-style-type: none"> • Undergo any screening as deemed necessary by QLD Health before entering • Must agree with the Code of Conduct as set out by Centre Management • Must realise the potential risk of being in a congregate sheltering environment and be willing to comply with all work health and safety requirements • Must register 	Anyone intending to enter must: <ul style="list-style-type: none"> • Undergo any screening as deemed necessary by QLD Health before entering • Must agree with the Code of Conduct as set out by Centre Management • Must realise the potential risk of being in a congregate sheltering environment and be willing to comply with all work health and safety requirements • Must register 	Anyone intending to enter must: <ul style="list-style-type: none"> • Undergo any screening as deemed necessary by QLD Health before entering • Must agree with the Code of Conduct as set out by Centre Management • Must realise the potential risk of being in a congregate sheltering environment and be willing to comply with all work health and safety requirements • Must register
	Visitors to the shelter will be prohibited at all times	Visitors to the shelter will be prohibited at all times	Visitors to the centre will be prohibited at all times
	Where safe and practical to do so, set up an isolation section for people that are confirmed COVID-19 cases but cannot safely leave the shelter		Designate an isolation section of the centre for evacuees who are a COVID-19 confirmed case

			It is preferable that separate shower and toilet facilities are also provided for those in the isolation area. Where not available, the isolated person must wear a flat surgical mask to access these facilities and, where possible, access them during a scheduled time
			It is best practice for the sleeping arrangements to align with the 'Evacuation Centre Planning and Operational Considerations COVID19 Guide' published by the Australian Red Cross
PERSONAL HYGIENE	Evacuees must wear a face mask at all times	Evacuees must wear a face mask at all times	Evacuees must wear a face mask at all times
	Hand sanitising upon exit from bathroom facilities	Hand sanitising upon exit from bathroom facilities	Hand sanitising upon exit from bathroom facilities
	Adequate provisioning of tissues and hand sanitisers	Adequate provisioning of tissues and hand sanitisers	Adequate provisioning of tissues and hand sanitisers
ENVIRONMENTAL CLEANING	Combined cleaning and disinfection procedure should be used as either: a. 2-step – detergent clean, followed by disinfectant b. 2-in-1 step – using a product that has both cleaning and disinfectant properties	Combined cleaning and disinfection procedure should be used as either: a. 2-step – detergent clean, followed by disinfectant b. 2-in-1 step – using a product that has both cleaning and disinfectant properties	Combined cleaning and disinfection procedure should be used as either: a. 2-step – detergent clean, followed by disinfectant b. 2-in-1 step – using a product that has both cleaning and disinfectant properties
	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions	Any hospital grade, TGA-listed disinfectant that is commonly used against norovirus is suitable, if used according to manufacturer instructions
	Thorough cleaning/disinfection upon deactivation of shelter. Appropriate PPE to be worn by cleaning staff	Thorough cleaning/disinfection upon deactivation of shelter. Appropriate PPE to be worn by cleaning staff	Thorough cleaning/disinfection upon deactivation of shelter. Appropriate PPE to be worn by cleaning staff
	Environmental cleaning in accordance with QLD Health and HHS Guidelines	Environmental cleaning in accordance with QLD Health and HHS Guidelines	Environmental cleaning in accordance with QLD Health and HHS Guidelines
Where possible develop environmental cleaning schedule to include frequently touched areas/surfaces including: • Door handles • Light switches • Toilets	Where possible develop environmental cleaning schedule to include frequently touched areas/surfaces including: • Door handles • Light switches • Toilets	Develop environmental cleaning schedule to include frequently touched areas/surfaces including: • Door handles • Light switches • Toilets • Desks, chairs, and other surfaces in office area • Surfaces in kitchen area	
FOOD / WATER			Standard arrangements apply
			Single-use utensils only
			Enhanced cleaning of eating areas
WASTE MANAGEMENT	Increase in number of bins due to use of face masks	Increase in number of bins due to use of face masks	Increase in number of bins due to use of face masks
	Separate waste streams may also need to be considered for contaminated waste. Should an item for disposal become contamination, an appropriately identified receptacle should be provided which is hands-free operated and double-bagged	Separate waste streams may also need to be considered for contaminated waste. Should an item for disposal become contamination, an appropriately identified receptacle should be provided which is hands-free operated and double-bagged	Separate waste streams may also need to be considered for contaminated waste. Should an item for disposal become contamination, an appropriately identified receptacle should be provided which is hands-free operated and double-bagged

OTHER CONSIDERATIONS	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions	Suitable storage locations will need to be considered for the bulk storage of items including PPE. Sanitisers are a flammable substance and will need designated storage in accordance with the manufacturer's instructions
	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than shelter staff	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than shelter staff	Storage of other items including face masks and will need to be located in areas where there is limited access to persons other than centre staff
			<p>Post-event operations and throughout the recovery phases of a disaster event may need to consider commercial accommodation options to achieve effective segregation of evacuees where evacuation centres are not suitable. The activation of which will be done so in consultation with TPHU through the TLDMG.</p> <p>Under advice by QLD Health, identify appropriate arrangements for evacuees exiting the centre</p>

6.4 Recommended Screening Questions

Screening questions can be administered by all shelter staff and should be conducted when safe and practical to do so, either upon entry or once people are settled.

1. Are you a confirmed COVID-19 case?

No / Yes

Describe: _____

Note: this information is collected to assist in the management of isolating identified positive COVID-19 cases. Preservation of life remains the priority and this **must not stop access** to shelter.

Any person who presents should not be required to undertake a COVID-19 test in order to access shelter.

A person who is identified as a confirmed case of COVID-19 should be separated from the general population only where safe and practical to do so.

2. Do you require the use of any medical devices whilst in the centre / shelter?

No / Yes

Describe: _____

It is preferred that Nebulisers, Continuous Positive Airway Pressure (CPAP), Bilevel Positive Airway Pressure (BiPAP), Cough Assistant and High Flow Oxygen devices are only used if essential whilst in the Centre / Shelter, however if use is essential the persons should be isolated whilst utilising the device (see Layout and Zoning).

3. Do you have any current medical issues, medication requirements or pre-existing health issues such as allergies, mobility issues that you require assistance with?

No / Yes

Describe: _____

Source: QLD Health Evacuation Management Guide for COVID-19 December 2022

9. Examples of Key Messaging within Shelters/Centres:

- Keep 1.5 metres away from others where possible
- Avoid physical greetings such as handshaking, hugging and kissing
- Practice good hygiene
- Wash your hands often with soap and water. This includes before and after eating and after going to the toilet
- Use alcohol-based hand sanitisers when soap and water is not available
- Avoid touching your eyes, nose and mouth
- Clean and disinfect surfaces you use often such as table and chairs
- Clean and disinfect objects you use often such as mobile phones, keys, wallets and other personal items
- Be responsible for managing one's own rubbish and disposing of it in the appropriate manner
- Alert staff to incidents in relation to bodily fluids such as vomit and bed wetting that will require an enhanced cleaning response

Examples of suggested visual display messaging within a shelter/centre:





Australian Government

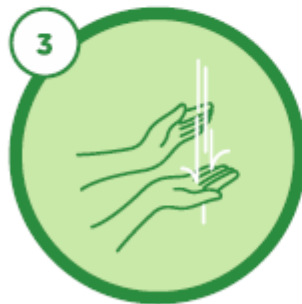
Good hygiene is in your hands.



Wet hands with running warm water and apply soap.



Rub hands and lather for at least 20 seconds.



Rinse hands under running warm water.



Dry hands thoroughly with a clean towel.

BE COVIDSAFE

For more information about Coronavirus (COVID-19), please visit [health.gov.au](https://www.health.gov.au)



7. Improvements to explore feasibility

- Designated 'staging area' to triage evacuees
- Activation of an Evacuation Assistance Hotline. Advice, triage, and possible registration of individuals

8. Issues to resolve

- Managing of high-risk and high-care evacuees. HPW risk assessments for identified buildings
- Storage of sanitisers (flammable substance) in shelter/centre. Confirm quantities required and storage requirements for each shelter/centre

Annexure I – TLDMG Working Group Nomination Forms



TEMPLATE - TLDMG
Working Group Nor

Annexure J – 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. It is recommended to review the evacuation centres at least once every 10 years to determine suitability and if there are any additional facilities that could be added as an evacuation centre.

Assessment Criteria		Buildings	
Priority	LEVEL A	<ul style="list-style-type: none"> • 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 • If not all of the above but in a location where an evacuation centre will be needed (such as Alligator Creek Community and Sports Club with no power and not good ventilation but all other requirements) and (Rupertswood Community Centre with no power but good ventilation and all other requirements) and (Bluewater Community Centre with no power but all other requirements) 	<ol style="list-style-type: none"> 1. Australian Institute of Marine Science (AIMS) 2. Apex Camps 3. Bluewater Community Centre 4. Calvary Christian College 5. Heatley Secondary College 6. Ignatius Park College 7. Island Palms Resort 8. Paluma Community Centre 9. Paluma Environmental Education Centre 10. Rollingstone Community Centre 11. Seven Day Adventist Riverside Convention Centre 12. Riverway Stadium 13. Townsville Show Grounds 14. Wulguru State School 15. North Shore Community Centre 16. YWAM
	LEVEL B	<ul style="list-style-type: none"> • 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 	<ol style="list-style-type: none"> 1. Alligator Creek Community and Sports Club 2. Annandale State School 3. Belgian Gardens State School 4. Bohlevale State School 5. Crystal Creek Sports & Recreation Centre 6. JCU Rotary International House 7. JCU Saints Catholic College 8. Kelso State School 9. Sports and Recreational Facility (Magnetic Island) 10. Northern Beaches State School 11. Pimlico State High School

			<ol style="list-style-type: none"> 12. Rasmussen State School 13. Reid Park Pits & Grandstand 14. Riverside Gardens Community Centre 15. Riverway Arts Centre 16. Salvation Army Riverway Centre 17. Arcadia Surf Lifesaving Club 18. TAFE – Queensland North – Bohle Campus 19. TAFE – Queensland North – Pimlico Campus 20. Thuringowa State High School 21. Townsville Grammar School 22. Willows State School
	LEVEL C	<ul style="list-style-type: none"> • 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 	<ol style="list-style-type: none"> 1. Church of Jesus Christ of Latter-Day Saints 2. Jensen Uniting Church 3. Bluewater State School 4. Railway Estate Community Centre 5. Heatley Community Centre 6. Oonoonba Community Centre 7. Wulguru Community Centre

A full list of evacuation centres in each category is provided below.

The SECC will determine which Evacuation Centres will be required following a disaster event and notify the TLDMG. TCC EH&R Section will consult with the TLDMG to ascertain how many evacuees are expected to assist in making this determination.

This page has been intentionally left blank as it contains personal information as defined under the *Information Privacy Act 2009*.

Annexure K – Evacuation Centre Suitability

Facility	Location	Type of event
Seven Day Adventist Riverside Convention Centre	35 Leopold Street Aitkenvale	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Alligator Creek Community and Sports Club	10 Parkland Road, Alligator Creek	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (building is safe however some of the perimeter would be impacted by 0-0.3m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Annandale State School	105-119 Yolanda Drive, Annandale	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (most buildings are safe however perimeter and some lower lying buildings would be impacted by 0-0.5m) <input checked="" type="checkbox"/> Outside of Storm Surge <input type="checkbox"/> Civil Unrest (proximity to ADF barracks) <input checked="" type="checkbox"/> Tsunami
Rollingstone Community Centre	54A Mystic Avenue Balgal Beach (on Community Cres)	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (building safe however access may be impacted by 0-0.3m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Belgian Gardens State School	43 Potts Street, Belgian Gardens	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (all buildings safe however perimeter would be impacted by 0-2m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Bluewater Community Centre	14 Forestry Road, Bluewater	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0-0.75m range) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Bluewater State School	3 Ditton Street, Bluewater	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0-0.5m range) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
North Shore Community Centre	10 Iris Lane Burdell	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0.5-2m range) <input type="checkbox"/> Outside of Storm Surge (blue zone) <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Bohlevale State School	1 Bohlevale School Road, Burdell	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (most buildings safe however parts of the property and low lying buildings may be impacted by 0-0.3m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Australian Institute of Marine Science (AIMS)	1526 Cape Cleveland Road, Cape Cleveland	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Salvation Army Riverway Centre	49-61 North Beck Drive, Condon	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (building safe however most of the property would be impacted by 0-0.3m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Thuringowa State High School	0 South Vickers Road Condon	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Ignatius Park College	384 Ross River Road Cranbrook	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (building safe however perimeter may be impacted by 0-0.5m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
JCU Rotary International House	150 Angus Smith Drive Douglas (large land parcel)	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge

		<input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
JCU Saints Catholic College	150 Angus Smith Drive Douglas (large land parcel)	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Riverside Gardens Community Centre	67 Riverside Boulevard, Douglas (near 21 Harvard Street, Douglas)	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (not suitable due to close proximity to the river) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Northern Beaches State School	115 Geaney Lane, Deeragun	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (most buildings safe however perimeter may be impacted by 0-0.75m). <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Pimlico State High School	59-77 Fulham Road, Gulliver	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (most buildings safe however low lying buildings may be impacted by 0-0.3m. Rear of the property may be impacted by 0-0.75m) <input type="checkbox"/> Outside of Storm Surge (blue zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami (rear of property is in the orange impact area)
TAFE – Queensland North – Pimlico Campus	6 Desailly Street, Gulliver	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (buildings safe however some areas of the property may be impacted by 0-0.3m) <input type="checkbox"/> Outside of Storm Surge (blue zone) <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami (just outside the orange impact area)
Church of Jesus Christ of Latter-Day Saints	184-188 Fulham Road, Gulliver	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0-0.3m range) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Heatley Secondary College	321 Fulham Road Heatley	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Heatley Community Centre	316 Fulham Road, Heatley	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Jensen Uniting Church	7 Veales Road Jensen	<input checked="" type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (building safe however entrance may be impacted by 0-0.3m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Willows State School	2 Bilberry Street Kirwan	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (building safe however entrance may be impacted by 0-0.3m. Up to 3m easement at rear of property) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Kelso State School	0 Yvette Street Kelso	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (most buildings safe however Yvette Street impacted by 0-0.5m. Access may make this school unsuitable) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Island Palms Resort	6 Kelly Street, Nelly Bay Magnetic Island	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (half of property may be impacted by 0-1.5m. Most buildings safe however some of the carpark may be impacted) <input type="checkbox"/> Outside of Storm Surge (yellow zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Apex Camps	38 – 56 Wansfell Street, Picnic Bay, Magnetic Island	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Men's Shed Magnetic Island	64-88 Horseshoe Bay Road, Horseshoe Bay Magnetic Island	<input type="checkbox"/> Bushfire

		<input type="checkbox"/> Floods (most of property may be impacted by 0-0.3m, with some areas impacted by 0-0.5m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Arcadia Surf Lifesaving Club	65-79 Armand Way, Arcadia Magnetic Island	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input type="checkbox"/> Outside of Storm Surge (yellow zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Calvary Christian College	569-591 Bayswater Road Mt. Louisa	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (most of the site may be impacted by 0-0.3, up to 1.5m in the centre of the property) <input type="checkbox"/> Outside of Storm Surge (blue zone) <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami (orange impact area covers part of Woolcock Street)
TAFE – Queensland North – Bohle Campus	763-773 Ingham Road, Mount St John	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (most of the site may be impacted by 0-0.3m. Easement on side of property up to 1.5m) <input type="checkbox"/> Outside of Storm Surge (yellow zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Crystal Creek Sports & Recreation Centre	11 Barrilgie Road, Coolbie (Hinchinbrook Shire Council) Opposite 45623 Bruce Highway, Mutarnee	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Townsville Grammar School	45-85 Paxton Street North Ward	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (buildings safe, entrance accessible, however some areas of the property toward sports field may be impacted by 1.5m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Oonoonba Community Centre	2 Shannon Street Oonoonba	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (Shannon Street accessible. Building and most of property is safe however some areas around the perimeter may be impacted by 0-0.75m) <input type="checkbox"/> Outside of Storm Surge (red zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Paluma Community Centre	65 Mt. Spec Road Paluma	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Paluma Environmental Education Centre	53 Mount Spec Road, Paluma	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Reid Park Pits & Grandstand	55-95 Boundary Street Railway Estate	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (entrance impacted by 0-0.75m however building and carpark safe) <input type="checkbox"/> Outside of Storm Surge (red zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Railway Estate Community Centre	9-25 First Street, Railway Estate	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0-0.5m range) <input type="checkbox"/> Outside of Storm Surge (red zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Rasmussen State School	19 Allambie Road Rasmussen	<input type="checkbox"/> Bushfire <input checked="" type="checkbox"/> Floods (access may be impacted by 0-0.3m. Most of the buildings safe) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Riverway Stadium	2-14 Sporting Drive Thuringowa Central	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (building safe however access may be impacted by 0-0.5m) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Riverway Arts Centre	Village Boulevard, Thuringowa Central	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (not suitable due to close proximity to the river) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
YWAM	215 Walker Street, Townsville City	<input type="checkbox"/> Bushfire

		<input checked="" type="checkbox"/> Floods <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami
Townsville Show Grounds	72-104 Ingham Road West End	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (not suitable, most of the perimeter is impacted by 1.0-3.0+m, and 0-0.5m in the middle of the property) <input type="checkbox"/> Outside of Storm Surge (yellow zone) <input checked="" type="checkbox"/> Civil Unrest <input type="checkbox"/> Tsunami
Wulguru Community Centre	14 Edison Avenue Wulguru	<input checked="" type="checkbox"/> Bushfire <input type="checkbox"/> Floods (0-0.3m range and would not be able to access) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami (orange impact area covers Stuart Drive, but property is safe)
Wulguru State School	54 Edison Street Wulguru	<input type="checkbox"/> Bushfire <input type="checkbox"/> Floods (would not be able to access) <input checked="" type="checkbox"/> Outside of Storm Surge <input checked="" type="checkbox"/> Civil Unrest <input checked="" type="checkbox"/> Tsunami (orange impact area covers Stuart Drive, but property is safe)

Notes:

- Bushfire advice taken from QFES website - [Postcode Checker | Queensland Fire and Emergency Services \(qfes.qld.gov.au\)](https://www.qfes.qld.gov.au/postcode-checker)
- Outside of storm surge is relevant to consider what evac centres may have water inundation from a cyclone. Information taken from [Dashboard \(townsville.qld.gov.au\)](https://www.townsville.qld.gov.au/dashboard)
- Flooding information taken from [TownsvilleMAPS - Flooding](#) with flood study (1:250 – 1:5000) layer turned on.
- Tsunami information taken from [TownsvilleMAPS - Flooding](#) with Tsunami Study layer turned on.