



2023/24

COMMUNITY INFORMATION

AND WARNINGS

SUB PLAN

Endorsement

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



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Townsville Local Disaster Management 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
TLDMG	Wayne Preedy	17 Apr 23	17 Apr 23
	Matt Richardson	17 Apr 23	17 Apr 23
	Tamarah Moore	17 Apr 23	17 Apr 23
	Dean Cavanagh	17 Apr 23	17 Apr 23
Townsville City Council	Zac Dawes	17 Apr 23	17 Apr 23
	Nadine Turner	17 Apr 23	17 Apr 23
	Michael McCall	17 Apr 23	17 Apr 23
	Adam Pietrobon	17 Apr 23	17 Apr 23
QFES	Margaret Lessells	17 Apr 23	17 Apr 23
	Robbie Saye		
TLDMG Communications	Sarah Sullivan	17 Apr 23	17 Apr 23
	Katrina Appleton	17 Apr 23	
	Craig Treloar	17 Apr 23	18 Apr 23
	Megan Murray	17 Apr 23	12 Jun 23
QPS – DDMG	Brenton Webb	17 Apr 23	
THHS/Qld Health	Elizabeth Preedy	13 Jun 23	13 Jun 23
SDCC	Robert Saye	11 Aug 23	15 Aug 23

Document Control

Amendment Control

The *Community Information and Warnings Sub Plan* is a controlled document. The controller of the document is the 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

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 No.	Issue Date	Amended by	Action	Date
01 Initial Plan	September 2013	Allen Morris	Initial Plan	30 September 2013
02	October 2015	Gavin Hammond	Annual Review	25 October 2015
03	November 2016	Catherine Jordan	Annual Review	1 November 2016
04	January 2018	Wayne Preedy	Annual Review	5 January 2018
05	November 2018	Wayne Preedy	Annual Review	28 March 2019
06	April 2019	Wayne Preedy	Annual Review	28 March 2020
07	January 2021	Wayne Preedy, Bec Torrisi, Sarah Sullivan, Katrina Appleton, Richard Hannay Megan Leese, Michael McCall, Adam Pietrobon,	<ul style="list-style-type: none"> • Annual Review • Added Table to align TLDMG & TCC ERG comms strategy. • Added Activation for water pipeline rupture. • EA Coloured Zones changed (All reference to brown removed) wording in voice message and 	21 January 2021

			text also updated.	
08	March 2022	Wayne Preedy	<ul style="list-style-type: none"> • Annual Review • Updating of EA Messaging / Polygons 	
09	June 2023	Wayne Preedy, Sarah Sullivan,	<ul style="list-style-type: none"> • Annual review • Update messaging • Include AWS 	
9.1	October 2023	Kate Hadley Zac Dawes	<ul style="list-style-type: none"> • Update to AWS and community messaging 	Oct 23

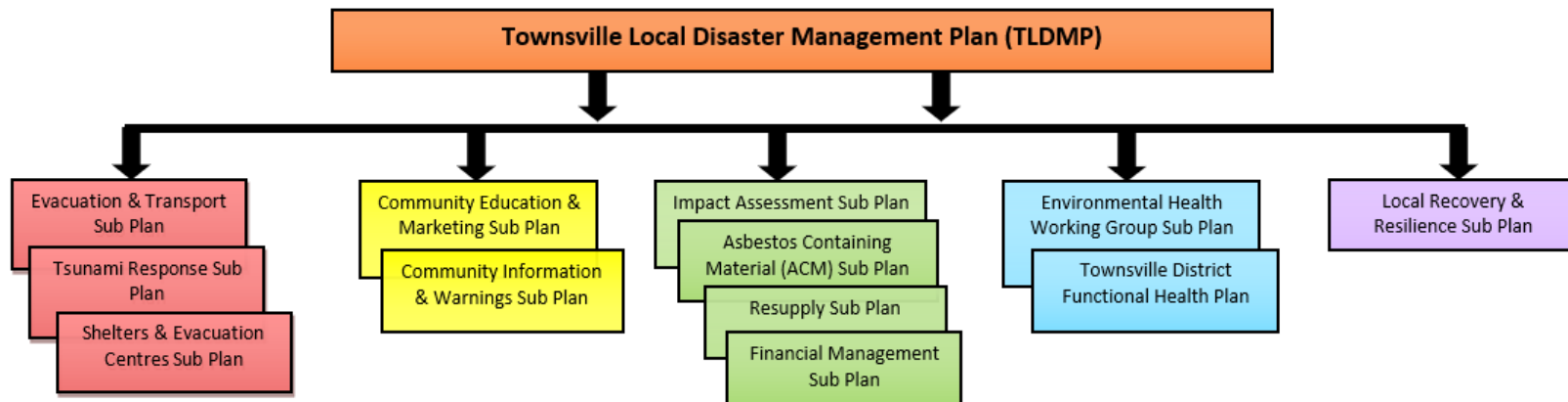
Abbreviations List

BOM	Bureau of Meteorology
EA	Emergency Alert
EAP	Emergency Action Plan
EWN	Early Warning Network
GIS	Geospatial Information System
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
TCC	Townsville City Council
TCC EOC	Townsville City Council Emergency Operations Coordinator
TCC EOCC	Townsville City Council Emergency Operations Coordination Centre
THHS	Townsville Hospital and Health Service, Qld Health
TLDMG	Townsville Local Disaster Management Group
TLDMP	Townsville Local Disaster Management Plan

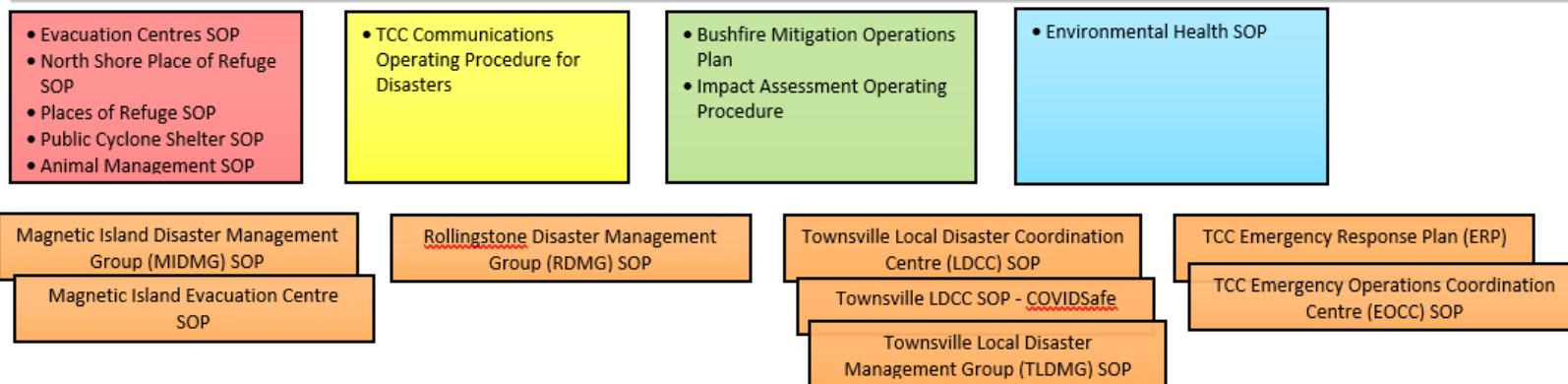
Plan Matrix

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)



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Part One – Overview

1.1 Purpose

The purpose of the *TLDMG Community Information and Warnings Sub Plan* is to manage the effective collection, monitoring, management and dissemination of accurate, useful and timely information and warnings to the community for a local disaster event, in which the Townsville Local Disaster Management Group (TLDMG) and its plans and processes have been activated.

1.2 Objectives

The objectives of the TLDMG Community Information and Warnings Sub Plan are to:

- To provide the community clear and concise information regarding an emergency/disaster event
- To ensure messaging is consistent with the Australian Warning System

1.3 Scope

The *Community Information and Warnings Sub Plan* applies to emergency/disaster events occurring within the Townsville City Council area which require immediate investigation to assess the effects of the event upon the community focusing on infrastructure damage.

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

The Local Disaster Coordinator and the TLDMG Communications Core Member will be responsible for reviewing and updating this plan by the 30 June each year in consultation with relevant internal and external stakeholders. Assessment of the plan may be achieved through operational activation, feedback received or by the conduct of exercises. The LDC is to brief the TLDMG on the results of such reviews/exercises.

Part Two – Administration and Governance

2.1 Functional Responsibility

The LDC is to ensure all agencies and members of the TLDMG are aware of these arrangements.

As per the *TCC Communications Emergency Response Procedure* and *TLDMG Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP)*, the release of information to the community regarding an emergency/disaster and associated hazards will be the responsibility of the TLDMG Communications Core Member (or nominated Deputy) on behalf of the Townsville Local Disaster Management Group. All messaging **must** be reviewed and approved by the LDC of the TLDMG (or delegate) prior to distribution to the public.

2.2 Responsibilities of Agencies and Organisations

The role of TLDMG Communications will be undertaken by staff from Townsville City Council's (TCC) Community Engagement Team.

The TLDMG Communications Core Member (or nominated Deputy) will seek subject-matter expertise through consultation with representatives of lead agencies and/or support agencies of the TLDMG as required for each specific event.

Information and warnings provided by lead agencies will be shared with the community via the TLDMG in the event of an emergency/disaster, as outlined below:

Lead Agency	Responsibility
Bureau of Meteorology (BOM)	Provides cyclone, flood (flood alert, flood watch and flood advice), severe storm (including thunderstorm), tsunami, land gales and severe bushfire weather advice to media outlets.
Department of Agriculture and Fisheries	Provides clear, accurate information about an animal/plant disease emergency and its implications and the progress of control or eradication procedures.
Department of Transport and Main Roads	For information on road closures on state highways (through 13 19 40).
Ergon Energy	Provides information regarding power outages and power supply.
Queensland Fire and Emergency Services (QFES)	Coordinates media and public information regarding fire, chemical or gas emergency situations. Responsible for the management and coordination of emergency alert messaging.
Queensland Health	Distribute information regarding public health, epidemic/pandemic or heat wave.
Queensland Police Service (QPS)	Has responsibility for providing information about a locally managed incident, including directed evacuations.

Lead Agency	Responsibility
Townsville City Council	For local information on road closures, traffic routes, evacuations, shelters and evacuation centres, recovery centres, debris clean-up, and all matters relating to the activation of the TLDMG.

2.3 Relevant Issues

Effective warning systems are an essential prevention strategy that aims to convey information to the community relating to the impending disaster event. Warnings to the community from the relevant agencies and Council are transmitted via electronic media and radio as per the processes of their respective organisations. Warning systems in use for disaster management purposes are detailed in Part Three – Emergency Messaging of this document.

2.4 Warning Principles

Ten principles guide the development and use of warnings in Australia. They outline why warnings are important and how warnings are provided most effectively.

1. Lifesaving: Warnings can save lives and protect people from harm. They prompt and encourage protective action to minimise the social and economic impacts of an emergency. Warnings are an essential element of effective emergency management.
2. Empowering: The provision of warnings enacts a national commitment to building shared responsibility for disaster resilience, by empowering people to make decisions about their own safety.
3. Trusted, authoritative and verifiable: For greatest effect, warnings must come from a trusted source and be verifiable through multiple channels. Warnings should therefore be easily and widely shared to recognise the diversity of potential trusted sources. The official authority issuing a warning should always be clearly stated.
4. Scaled based on risk: Scaled warning frameworks should guide the delivery of all warnings and support the consistent risk assessment of a hazard, its impact and its consequence.
5. Timely, targeted and tailored: Warnings should be timely, targeted to communities at risk and tailored to provide detail and relevance. Specific consideration should be given to harder to reach and vulnerable members of the community.

6. Conveying impact: Warnings should describe the expected impacts and consequences of an approaching or current hazard, to assist people to understand and be motivated to take protective action.
7. Including a call-to-action: Warnings should include practical calls-to-action using language tailored to the level of risk, ranging from advice and persuasive recommendations to authoritative direction.
8. Clearly communicated: Warnings should be easy to understand and use a consistent structure to provide information. Both written and visual information should be considered to assist with clearly conveying risk and encouraging protective action.
9. Readily accessible: Warnings should be disseminated via multiple channels, tailored to suit each channel, and consider accessibility for diverse audiences. Ease of sharing and rapid dissemination should be supported with use of nationally agreed technical standards, and dissemination strategies should be in place to adapt to failure of technology or other systems.
10. Part of a bigger picture: Warnings are one component within a systems-based approach to community safety. Community engagement, education and awareness programs better prepare communities to receive, understand and act upon warnings.

[Warning Principles – Public Information and Warnings Handbook s1.2](#)

2.5 Activation of this Sub Plan

The LDC is responsible for activating the TLDMG. This will generally occur following consultation with the Chair of the TLDMG and the District Disaster Coordinator (DDC) (refer to *TLDMG Section 5.2 – Activation*).

This Sub Plan will be activated in alignment with the level of activation of the TLDMG (and LDCC, as required) to ensure ongoing situational awareness for key agencies and the community.

In the event of a TLDMG activation, Council’s Community Engagement Team will transition their roles / responsibilities to undertake the **TLDMG Communications** function to prepare and distribute messaging on behalf of the TLDMG as the “single point of truth”.

2.6 Levels of Activation for Disaster Operations

Disaster operations involve an escalation model moving from one level to the next with appropriate increases in personnel and resource involvement. In certain operational circumstances (i.e. short notice or no notice events), the level of activation may skip levels, or move straight to Operational (Stand Up), as required by the size and scale of the event. Depending on the event, the TCC Emergency Response Group (ERG) may activate independently of or concurrently with the TLDMG, as well as their respective coordination facilities (i.e. TCC Emergency Operations Coordination Centre (EOCC) or LDCC).

Operational Activation Level	Colour	Description
General Duties (Seasonal Preparedness)	Green	General Duties as listed in these procedures are identified as those actions to be taken as part of preparations for the relevant event seasons like the Wet Season and the bushfire season. These duties should be completed in advance of the start of the relevant season.
Alert	Yellow	Alert is a heightened level of vigilance due to the possibility of an event. Limited action is required in response to an alert; however, the situation will be monitored to assess the potential of the threat.
Stand By (Lean Forward)	Orange	Lean Forward is a greater level of situational awareness of an impending event and a state of readiness by conducting actions in preparation to moving to the Stand Up phase.
Operational (Stand Up)	Red	Stand Up is when resources are mobilised, personnel are activated, and operational activities commence. Depending on the event, this may include the activation of the TCC ERG with coordination of all tasks via the EOCC and/or the TLDMG with coordination of all tasks via the Local Disaster Coordination Centre (LDCC).
Stand Down	Blue	Stand Down will take effect when the event and threat is no longer present. A transition takes place from emergency operational activities to balancing council's core business with relevant ongoing recovery communications.
Recovery	Purple	Post-disaster phase involving the restoration of the built, natural, economic and human-social environments for the affected community (incl. both short-term and long-term aspects). These activities will link into the TLDMG Local Recovery & Resilience Group systems and processes as required by the event.

2.7 Triggers for Community Messaging

Events that will trigger community messaging include, but are not limited to:

- Cyclone and storm tide
- Riverine flooding – particularly in relation to Ross River Dam
- Localised flash flood events
- Potential landslides
- Bushfire – particularly if in or adjacent to major urban areas
- Public health events – pandemics, heatwave, etc and
- Public infrastructure failures – water, sewage treatment.

Information for events will be analysed and assessed as per the TLDMP and its sub plans and procedures. Decisions relating to warnings of impending events, possible evacuations or other issues affecting the local community will be distributed via a range of methods and in a timely manner.

Communications will focus on preparation for and response to disaster events ensuring that residents are informed of:

- the progress of the event
- the progress made in mitigating or responding to the event and
- the threat to themselves and the actions they need to take.

Note – Messaging relating to riverine flooding from Paluma Dam is the responsibility of Charters Towers Regional Council.

2.8 Identification of Vulnerable Communities

Townsville City Council understands that some members of the community may need to be specifically targeted with disaster and emergency information and warnings due to their increased vulnerability to the adverse impacts associated with these events. Through Council's risk assessment processes and extensive cooperation and collaboration with local organisations and agencies, potentially vulnerable groups throughout the region have been identified and their specific needs considered in Council's communications processes. Council, on behalf of the TLDMG, undertakes ongoing community engagement throughout the year with these identified vulnerable sectors of the community (and/or the agencies that represent them) the aim to increase community resilience against emergencies and disaster events (refer to TLDMG Community Education and Marketing Sub Plan).

Part Three – Emergency Messaging

3.1 Message Distribution

3.1.1 Method of Distribution

Mode of Distribution	Delivery Methods
Radio	Implement pre-recorded radio ads or live reads with key messages (including any relevant changes)
Television	<ul style="list-style-type: none"> – Implement pre-recorded television ads with key messages (including any relevant changes) Arrange interviews for key messages from Mayor as Chair of TLDMG
Newspaper	Arrange interviews for key messages from Mayor as Chair of TLDMG
Council’s Emergency Management and Disaster Dashboard (disaster.townsville.qld.gov.au)	<ul style="list-style-type: none"> – User-friendly information sharing platform, which allows the TLDMG to communicate Emergency News and other essential information about disaster events, as well as provides a “one-stop shop” for users to obtain important updates from Emergency Services, Transport & Main Roads, Bureau of Meteorology, etc.
LDCC & TCC Owned Digital Display Billboards	<ul style="list-style-type: none"> – Key information displayed on external wall of LDCC, and – Able to be updated and changed by LDCC staff and members of the Communications and Marketing, and Digital Design and operations team.
External Billboards	Arrange with Paradise Outdoor Advertising digital billboards to be uploaded.
Council’s Phone System – Messages on Hold	Implement pre-recorded messages using same script as TV and radio ads
Council’s Website (townsville.qld.gov.au)	<ul style="list-style-type: none"> – Host emergency information for the Emergency Management and Disaster Dashboard as required, and – Remove all home page banners and feature one directing visitors to the Emergency Management and Disaster Dashboard.

<p>Council’s Social Media Outlets</p> <ul style="list-style-type: none"> • Facebook – @townsvillecitycouncil • Instagram – @townsvillecouncil • LinkedIn – Townsville City Council • Twitter – TSVCouncil 	<ul style="list-style-type: none"> – Maintain increased monitoring and posting on TLDMG Facebook Page (“Townsville Disaster Information”), incl. sharing of information from lead agencies. – Maintain increased monitoring and posting on @TSVCouncil twitter account
<p>Digital Advertising</p>	<p>Utilising localised geo-targeting in the following digital platforms:</p> <ul style="list-style-type: none"> • Spotify • YouTube • Digital display ads
<p>Person-to-Person</p>	<ul style="list-style-type: none"> – Door-knocking and/or mobile speakers
<p>Community organisation networks</p>	<ul style="list-style-type: none"> – Contact as per arrangements through TLDMG
<p>Roadside changeable signs</p>	<ul style="list-style-type: none"> – Specific local messages at key locations
<p>Queensland Government Emergency Alert System</p>	<ul style="list-style-type: none"> – Critical warning/advisory messages sent via: <ul style="list-style-type: none"> • SMS to mobile phones; and • Automatic scripted voice recordings to landlines.

3.1.2 Messaging for Vulnerable Communities

In alignment with Section 2.3 of this Sub Plan, Council will:

- Only distribute necessary and relevant information
- Verbalise visual information, including phone numbers and website details
- Use multiple information and presentation formats
- Keep information consistent, accurate, short and sharp; and
- Use clear language and simple sentences.

In order to assist in the delivery of emergency warning messages, Council will utilise interpreter services (including Auslan) as required.

3.2 Template Messages

Key messages for local highest risk events (wet season) have been prepared as per the *TCC Communications Emergency Response Procedure* for implementation when required – refer to [Annexure A](#).

Various resources (e.g. brochures, fact sheets and pre-recorded advertisements for television) which will be utilised for disaster events are listed in [Annexure B](#).

3.3 Emergency Alerts (EA)

The Queensland Government's "Emergency Alert Service" is the national telephone-based emergency warning system, which provides the capability to send warning messages to fixed line telephones (i.e. landlines) and to mobile phones. The "Emergency Alert" (EA) system will be utilised by the TLDMG as required and as per the [Queensland Emergency Alert Manual – M.1.174](#).

Messages will:

- warn targeted areas of the local community of imminent and severe threats from disaster events and
- direct those warned to other sources of information and actions required.

Council will utilise geospatial data to generate a map of the region, which includes a polygon of the defined incident area. Using this map, the EA system will:

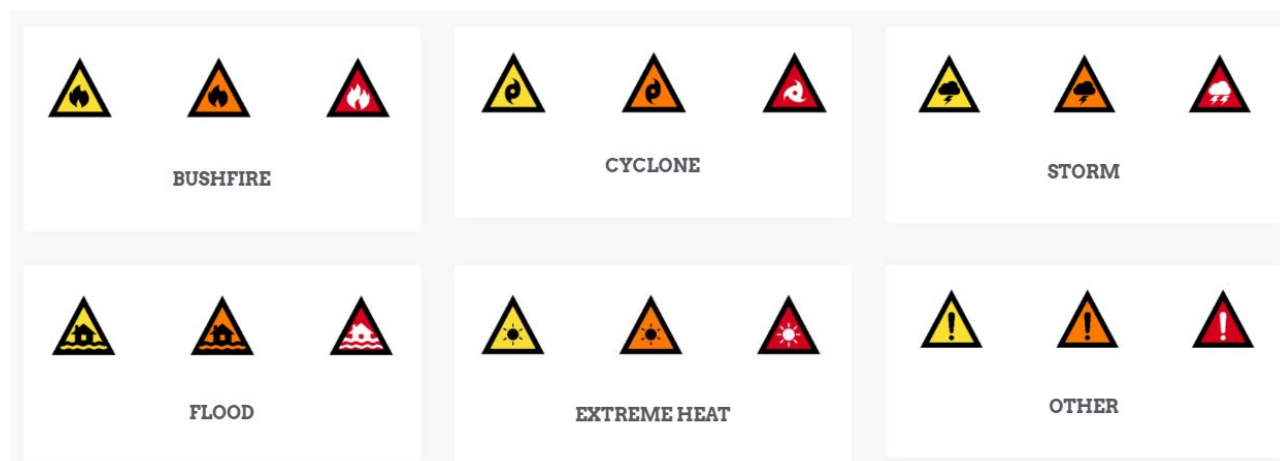
- identify the phone services located within that polygon area
- send a voice message of up to max 4000 characters, ideally message should be less than 450 characters to all identified landline telephone services
- send a text message of up to a maximum of 612 characters, ideally should be less than 160 characters including spaces to all identified mobile phone devices containing a SIM card and
- report on the delivery of these messages.

The local areas to receive the messages and contents of the message will be prepared by the TLDMG, approved by the LDC, TLDMG and processed as per the *Queensland Emergency Alert Manual – M.1.174*.

Predefined messages and mapped areas have been prepared for flood, tsunami and storm tide zones as per the *TLDMG Tsunami Evacuation Guide* and *Townsville Emergency Action Guide* (www.townsville.qld.gov.au) and stored by the Watch Desk, State Disaster Coordination Centre. These messages and mapped areas will be reviewed by the LDC annually in collaboration with Council's Spatial Analysts and Community Engagement Team.

A list of pre-approved emergency alert messages and map polygons have been prepared for implementation when required – refer [Annexure C](#) and [Annexure D](#).

3.4 Australian Warnings System (AWS)



The Australian Warning System is a national approach to information and warnings during and emergency. The Warning system aims to provide consistent warnings to Australian communities and uses a nationally consistent set of icons and colours for each hazard, so that people know what to do when they see a warning level.

There are three warning levels:

- **Advice (Yellow):**
An incident has started. There is no immediate danger. Stay up to date in case the situation changes.
- **Watch and Act (Orange):**
There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.
- **Emergency Warning (Red):**
An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

Each warning level has a set of action statements to give the community clearer advice about what to do. Calls to Action can be used flexibly across all three warning levels depending on the hazard.

The TLDMG will issue warnings for a storm, cyclone, and flood. Warnings about hazards such as bushfire, heatwave, biosecurity threats, and chemical spills will be issued by the relevant functional lead agency as set out in Section 2.2.

Warnings will be broadcasted to the community via the Emergency Management and Disaster Dashboard, social media, and through local media outlets.

For more information on the Australian Warning System visit [Australian Warning System](#)

3.5 Standard Emergency Warning System (SEWS)

The SEWS is a wailing siren sound that has been adopted by all States and Territories to alert the community to the broadcast of an urgent safety message relating to an emergency/disaster. The signal is sounded immediately prior to an emergency warning message being played on public media broadcasts, in the potential or likely impacted areas. As part of a coordinated national emergency plan, the SEWS is used to attract attention to emergency warnings such as cyclone warnings.

Responsibility for the management of SEWS in Queensland rests with the Chief Executive of the DM Act, in coordination with the Queensland State Manager BoM for meteorological purposes.

Full SEWS procedures can be found in the Queensland Standard Emergency Warning Signal - Manual M.1.171

3.6 Social Media and Websites (Digital Communications)

As per the TCC Communications Emergency Response Procedure, Council's Digital Design & Operations and Social Media teams will ensure relevant and up to date information is available for the community. The process includes:

- The Disaster Dashboard Banner will be first banner displayed on the public website. A warning notification will be created which will display on all pages within the site pointing users to the Emergency Management and Disaster Dashboard.
- Ensure the bandwidth capabilities of Townsville City Council website host (Squiz) are monitored and adjusted where required.
- Setup social monitoring for disaster comms team incl following relevant accounts, tracking keywords and hashtags. Add all relevant team members as editors to the Disaster Facebook page in preparation of providing 24/7 social support during a disaster.

When the Activation Level reaches Stand Up:

- Townsville City Council Corporate Facebook Page stays operational however only shares info from TDI page and answers queries as required.
- All TCC owned social media pages pause their own content and redirect to the Disaster Facebook page.
- Only banner on TCC website is Disaster Dashboard banner and all pages have a note to direct customers to the Emergency Management and Disaster Dashboard.

Part Four – Testing & Training of Emergency Alert Use

4.1 Emergency Alert Messaging and Polygons

Council and the TLDMG participate in exercises at least annually to evaluate the request process, as well as assess message content and polygon criteria for Emergency Alert. Recent exercises are outlined below:

Exercise Name	Date	EA Event Tested
TLDMG Exercise “Exercise Dwayne”	9 November 2022	Solar Flare / Cyclone
(Activation) December Water Pipe Rupture	11 Dec – 21 Dec 2020	Water Pipe Rupture
TLDMG Exercise “Scorpion King’	16 October 2020	COVID-19 / Cyclone
(Activation) January Rain Event	31 Jan-11 Feb 2019	Flood
LDCC Training (SDCC Watch Desk Staff and QFES EMC conducted training)	7 Nov 2018	EA production practiced
(Activation) Tropical Cyclone Debbie	25 – 29 March 2017	Cyclone / Storm Tide
DDMG Exercise “Echo Alpha”	26 October 2016	Flood / Dam Break
TLDMG Exercise “Dam You Huey”	26 October 2016	Flood / Dam Break
TLDMG Exercise “Trojan Horse”	2 December 2015	Chemical Incident
LDCC Exercise “Slingshot”	1 – 2 December 2015	Storm Tide

Related Documents

Townsville Local Disaster Management Plan

Townsville Local Disaster Coordination Centre Standard Operating Procedures

Townsville Local Disaster Management Group Standard Operating Procedures

TLDMG Community Education & Marketing Sub Plan

TLDMG Transport and Evacuation Sub Plan.

TLDMG Tsunami Response Sub Plan

TCC Communications Emergency Response Procedure

Communicating with People with Disability: National Guidelines for Emergency Managers

Queensland Disaster Management Act 2003

Queensland Emergency Alert Manual M.1.174

Annexure Index

A	Key Messages – used for messages on hold, radio ads, television ads and media releases
B	Local Information available for distribution for disaster events
C	Prepared Emergency Alert Template Messaging
D	Prepared Emergency Alert Map Polygons

Annexure A – Key Messages – used for radio ads, television ads and media releases

Phase 1 – Seasonal Preparedness (November to April)

PLAN. PREPARE. ACT

Target Audience	Message theme	Message script
General Townsville Community	For Facebook only, paid promotion for those that don't like the page yet	Are you ready this wet season? Like the Townsville Disaster Information Facebook Page – your official source of information from the Townsville Local Disaster Management Group
General Townsville Community	General prepare message	Townsville is a beautiful place to live but there is a potential risk from natural hazards. Council is committed to educating residents about the natural dangers that can occur in North Queensland during the summer. It pays to be prepared; GET READY TOWNSVILLE!
Head of households	Preparing your property	<p>Intro: Here's another Get Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Get ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>There are several things you can do now to minimise potential damage to your home and property during a cyclone or storm.</p> <p>Check the condition of your roof and fix loose tiles, eaves and screws.</p> <p>Clean gutters and downpipes so water can drain away quickly.</p> <p>Trim trees and overhanging branches.</p> <p>Secure loose items like garden furniture and toys that could cause damage if blown around in high winds.</p>
Head of households	Preparing your property	<p>Intro: Here's another Get Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Get ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>To minimise potential damage your home and property this wet season now is the time to prepare.</p> <p>Two important things you can do now are:</p>

Target Audience	Message theme	Message script
		<p>Identify where and how to turn off the mains supply for water, power and gas, and purchase emergency essentials to have on hand.</p> <p>These include containers to store drinking water, spare fuel for your vehicle, wide masking tape for windows, and hessian bags and sand for sandbagging indoor drains.</p>
Head of households	Preparing your household	<p>Intro: Here's another Get Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Get ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>When severe weather warnings are issued there are several things you need to do.</p> <p>Make sure you disconnect all electrical appliances and external TV and radio aerials.</p> <p>Turn off electricity and gas main supplies if advised by emergency authorities.</p> <p>Secure outdoor furniture and other garden items.</p> <p>Take your Emergency Kit with you.</p>
Head of households	Emergency Kit	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>An Emergency Kit is an important step to prepare, survive and recover from an emergency.</p> <p>Check that your emergency kit is in working order and that its contents haven't expired.</p> <p>Your emergency kit should include the following essential items:</p> <ul style="list-style-type: none"> 10 litres of water per person Non-perishable food for 3 days A First Aid Kit and manual Essential medications and prescriptions

Target Audience	Message theme	Message script
		<p>A torch</p> <p>Battery powered radio</p>
Head of households	Important Documents	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>To minimise any potential damage or loss to your important documents plan ahead of any emergency.</p> <p>Keep original and certified copies of your important documents in a safe and secure place.</p> <p>The type of documents you should include are:</p> <p>Home, contents and car insurance papers,</p> <p>Medicare, pension cards, immunisation records, and prescriptions</p> <p>As well as bank account and credit card details</p> <p>You should also keep a back-up copy of important computer files and a list of emergency contact numbers.</p>
Head of households	Emergency Plan	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Every household should have an emergency plan.</p> <p>Before you start putting together your plan check Council's disaster management plans, and read information about local warning systems, evacuation processes and nominated evacuation routes.</p> <p>Become familiar with weather warnings issued by the Bureau of Meteorology website and phone services.</p> <p>Discuss possible emergency scenarios and responses with everyone in your home.</p> <p>Also, nominate two emergency contacts who don't live with you in case you and your family become separated. And make sure everyone knows how to contact these people.</p>

Target Audience	Message theme	Message script
Head of households	Emergency Phone Numbers	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Communication is really important during an emergency:</p> <p>As part of your Emergency Plan make sure you have the following:</p> <p>Emergency phone numbers for Police, Fire, Ambulance and SES</p> <p>Contact numbers for medical services, Council, electricity and other service providers, and your insurance company.</p> <p>It's also a good idea to have in the one place all number for household mobile phones, relatives, work, school, childcare providers, friends, neighbours and your emergency contacts.</p>
Head of households	Be prepared	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Make sure everyone in your household is prepared for an emergency.</p> <p>You can do this in a number of ways.</p> <p>The first is prepare an Emergency Kit and keep it in a safe and accessible place.</p> <p>Review and practice your Emergency Plan regularly.</p> <p>Make sure you have a fully stocked First Aid Kit in your Emergency Kit.</p> <p>Tune into weather warnings.</p>
Head of households	Tune into Warnings	<p>Choose to be informed. In the event of a disaster, activate your plan and tune into warnings.</p>
Head of households	Evacuations – Emergency events	<p>Shelter in Place - If you live in a well-constructed home located outside of a Storm Tide Evacuation Zone, your best option is to shelter in your home. If you need to evacuate prearrange with friends or family first. Consider commercial accommodation or shelter options in your community as a last resort.</p>

Target Audience	Message theme	Message script
Head of households	Evacuations	Plan to leave early, well before hazards start to impact your area and allow time to secure and protect your property. Prepare supplies to take an evacuation kit. Check in advance where you can take your pets and pack supplies for them.
Head of households	Evacuations	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Every household should have an evacuation plan. Discuss possible emergency scenarios and consider whether it would be safe to shelter in your home if it's outside the evacuation zone.</p> <p>Or know where you could go if you need to find a safer place. Pre-arranged with friends and family first then consider shelters as last resort with COVID-19 risks still upon us.</p>
Head of households	Evacuation Centres	Evacuation Centres provide emergency accommodation for people when their home has been damaged and they have no other accommodation options. Centres may be operational for up to 7 days and are only intended as a short-term accommodation option. Evacuation Centres provide the basic necessities including bedding, food, water, toilets and showers. It's important that you consider alternate accommodation options (family, friends, hotel) before an event, as your first option, in case you need to evacuate from your home before or after an event. Only designated evacuation centres will accept pets (except assistance animals which will be permitted at all centres). Be sure to plan and pack supplies for your pet and know where you can shelter. [Add information about current COVID restrictions - GREEN, AMBER or RED. Evacuees should also bring their own face masks if current restrictions are AMBER or RED]
Head of households	Shelters	Emergency Shelters provide temporary shelter during a severe weather event such as a cyclone or storm tide where your home is at risk, and you have no other options. Sheltering with family or friends should be your first option if you need to evacuate as capacity is limited at Emergency Shelters. Shelters may be operational for up to 18 hours and only provide emergency shelter until the weather passes. Shelters have very basic amenities (e.g., toilets) with seating for evacuees to wait out the weather event. Evacuees need to bring their own supplies (including food and water) to last for a maximum of 18 hours and must fit into a single backpack per person. You also need a plan for your pets, as only designated shelters will accept pets (except assistance animals which will be permitted at all centres). Be sure to plan and pack supplies for your pet and know where you can shelter. [Add information about current COVID restrictions - GREEN, AMBER or RED. Evacuees should also bring their own face masks if current restrictions are AMBER or RED]
Head of households	Shelters	Shelters such as the Public Cyclone Shelter or Evacuation Centres should be considered only after they have exhausted all other options, or if they are unable to leave the warning area. Both types of facilities are intended as short-term options, have very basic amenities and limited capacity.

Target Audience	Message theme	Message script
Head of households	Shelters	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Know your storm tide zone this wet season. Review the Emergency Action Guide on the Emergency Management and Disaster Dashboard to determine if your property is located in an evacuation zone. Properties in storm tide evacuation zones are categories red, orange, yellow and blue base on inundation risk. The height of the predicted storm tide during the disaster event will determine which zones will be affected.</p>
Head of households	Emergency Action Guide	<p>You may need to evacuate your home due to a storm tide. Are YOU ready? The Emergency Action Guide will help you prepare for the cyclone and storm season. Evacuation zones have been identified. Authorities will advise evacuations by zones, NOT streets or suburbs. For more information and to download a copy of the guide visit townsville.qld.gov.au.</p>
Business owners	Preparing your business	<p>All businesses in cyclone and flood affected areas should have a current Emergency Management Plan. Identify the risks from cyclones and floods around your business, including those caused by wind, flooding and storm tides. Prepare an emergency plan and evacuation plan and ensure multiple certified copies of vital business records are stored in watertight containers and raised out of floodwater zones.</p>
Head of households	Emergency Alerts	<p>Townsville City Council utilises the Queensland Government Emergency Alert Service. This is a national emergency warning system that can send messages via landlines and mobile phones. Registration of this service is not required; residents will automatically receive targeted messages during a disaster.</p>
Head of households	Asbestos in Disasters	<p>Is it possible that your house could contain asbestos which could become damaged in a disaster event? It is important to know how to safely handle and dispose of asbestos. Visit Council's website for more information.</p>
Head of households	Pets and disasters	<p>Intro: Here's another Disaster Ready Tip brought to you by Townsville City Council.</p> <p>Outro: Be disaster ready – visit disaster.townsville.qld.gov.au for more information.</p> <p>Know what to do with your pet in an emergency. Plan ahead and be sure to include your animals in your emergency plans. Determine where you can safely shelter your pets if you are required to evacuate. Ensure your pets are properly identified and that animal registers are current and kept in a safe place. Move your pets to a safer place before a potential disaster. This might be with relatives, friends, animal boarding facilities or a temporary animal shelter. If attending emergency sheltering, check which location/s are accepting pets as not all will. Be sure to pack sufficient supplies for your pet including a collar and lead, muzzle if required, food and water, supplies to remove animal waste, and any medication required for your pet.</p>
Head of households	Pets and disasters	<p>Your animals are your responsibility. It is up to you to plan ahead and to prepare for the safety and welfare of your pets, livestock or other farm animals well before the effects of an event begin to affect your home or farm. By acting</p>

Target Audience	Message theme	Message script
		early, you will avoid unnecessary danger and anxiety to you and your animals. If attending emergency sheltering, check which location/s are accepting pets as not all will. Be sure to pack sufficient supplies for your pet including a collar and lead, muzzle if required, food and water, supplies to remove animal waste, and any medication required for your pet.
Head of households	Preparing your household	Protect your important documents like your passport, birth/marriage certificates and insurance forms this wet season.
Head of households	Preparing your property	Now is the time to prepare your home for the wet season. Plan ahead for rain and localised flooding by cleaning out roof gutters and downpipes, trimming tree branches close to your roof and inspecting your roof for potential leaks.
Head of households	Preparing your household	November to April is wet season: are YOU ready? Stock an emergency kit – include a battery operated radio, food, clothing, important documents and first aid. Know which is the strongest part of your house for shelter during a cyclone or storm, and in the event of a warning, keep your pets indoors and monitor local and online media for updates.

Phase 1 – Seasonal Preparedness (November to April)

ALERT

Target Audience	Message theme	Message script
Facebook Followers	Tune into Warnings	Did you know the Townsville Disaster Information Facebook Page is your official social media source of information from the Townsville Local Disaster Management Group? Choose to be informed this wet season.
Facebook Followers	Sign Off	Sign off – We will now be signing off for today and back in tomorrow morning at 8am. Be alert, be informed and most of all stay safe. Monitor local media including tv and radio for the latest updates this evening and tomorrow morning. For emergency assistance to protect homes contact the State Emergency Service on 132 500. For life threatening emergencies phone 000.
Head of households	Alert	A severe weather event is expected to impact the community in the next 7 days.
Head of households	Preparedness	Now is the time to prepare yourself, your family and your property. Ensure your emergency kit is stocked and you have enough food and water to survive for 3 days. Be alert, be informed. Monitor local media and Emergency Management and Disaster dashboard.
Tide Evacuation Zones	Evacuations	You may need to evacuate your home due to a storm tide. Authorities will advise evacuations by zones, NOT streets or suburbs. If you live in a low-lying area or near the foreshore know your evacuation zone, route and where you will stay. Monitor local media and Townsville City Council website.
Tide Evacuation Zones	Evacuations - Cyclone	Townsville City Council advises that homes in the red/orange/yellow/ blue zone maybe in an area affected by storm surge associated with the crossing of Tropical Cyclone ___ on _____. You should consider evacuation to friends or family now. More information to come. Monitor local media and the Emergency Management and Disaster dashboard.
Head of households	Shelters	Shelters such as Places of Refuge, the Public Cyclone Shelter and Evacuations Centres should be considered only after you have exhausted all other options. Both types of facilities are intended as short-term options, have very basic amenities and limited capacity.
Head of households	Evacuations	Do you need to evacuate? <ul style="list-style-type: none"> • Consider the location of your home - review the Emergency Action Guide. • Consider the construction and condition of your home. Do you live in an older home (built before 1982) that has not been maintained, or do you live in a caravan or temporary dwelling? • Consider your needs. Do you live alone, have pets or have special needs? You need to plan and prepare now so you can so you can quickly evacuate and shelter in a safer place if needed.
Head of households	Preparedness	Prepare yourself, your family and your property. Check on elderly family, single parents, young people, friends and neighbours and ensure they have a secure location to sit out the event and have an emergency kit. Be alert, be informed. Monitor local media and the Emergency Management and Disaster Dashboard.

Target Audience	Message theme	Message script
Business owners	Business preparedness	Now is the time to prepare your business and activate your emergency plan. Inform your staff of expectations leading up to, during and after the disaster. Be alert, be informed. Monitor local media and the Emergency Management and Disaster Dashboard.
Business owners	Business preparedness	Builders and Tradies are urged to clean up their job sites and secure machinery, equipment and loose items in the city.
Head of households	Preparedness	Townsville's landfills are open for free green waste disposal. Now is the time to clean out roof gutters and downpipes and trim tree branches close to your roof.
Head of households	Preparedness	Ensure you have food capable of lasting up to three days. Fill up gas bottles for cooking. Ensure your car is full of fuel. Ensure you have torches and spare batteries. Pack spare clothes including wet weather gear in a water proof container. Don't forget to stock up on any medication you may need over the next few days. Make arrangements for your pets.
Head of households	Asbestos in disasters	Houses built before 1990 are likely to contain asbestos. If your home is damaged in a natural event and contains Asbestos you are responsible for the debris clean-up. Do you have an asbestos clean-up kit ready? Your asbestos clean-up kit should contain: <ul style="list-style-type: none"> • Latex gloves • Marker pen • Paper • Masking tape • Builders plastic or plastic bags • Disposable P2 mask • Disposable coveralls • Council fact sheet – Asbestos After a Disaster – Handling Asbestos Safely
Head of households	Preparedness	Make a plan for your animals - Consider whether you can move your pets and other animals to a safer place when a warning is issued. This will depend on whether you intend to stay or leave and whether you have alternative accommodation in a safer location. You may be required to evacuate so ensure you have the appropriate plans in the place.
Head of households	Preparedness	Make an emergency kit for your animals. Contents could include; Sturdy crate and/or carrier, Identification tag and collar for both dogs and cats, Leads, Food/water (7-day supply for each pet), Bowls, Litter/litter box Any special medication(s), Manual can opener/plastic lid, Copy of your pet's current vaccination history Recent photos of your pet, Pet First-Aid book, Pet First-Aid kit (see inside this booklet for contents) Phone numbers of the local emergency veterinary clinic, Phone number of your local animal shelter Portable caging or crate, Large plastic bags for cat litter disposal and dog clean-up and Newspapers and paper towels.

Phase 2 – Imminent Event

LEAN FORWARD

Target Audience	Message theme	Message script
Head of households	Preparedness	A severe weather event is expected to impact the community in the next 48 hours.
Head of households	Preparedness	If you are not required to evacuate, the safest place for you is in your own home. If you feel unsafe, please move to the home of a family member or friend.
Storm Tide Evacuation Zones	Evacuations	If you are in the red/orange/yellow/ blue zone you need to evacuate your home due to a storm tide. Please make immediate arrangements to move via the evacuation route to the home of a friend of family member and register your location with Queensland Police.
Head of households	Sandbags	Free sandbags and sand are available from “listed Locations”. Please bring your own shovel, you will need to fill the bags yourself.
Head of households and business owners	Preparedness	Listen to weather advice from BOM issued on the radio and television. Be prepared for an emergency.
Head of households and business owners	Preparedness	The Local Disaster Coordination Centre is now active and staffed to take your enquiries. Please call 13 48 10 for any enquiries regarding [name of emergency/disaster]
Head of households	Myth-busters	Reintegrate key messages to stop incorrect information.
Head of households	Waste collection	Townsville City Council will collect wheelie bins tomorrow as normal but there will be NO collections on _____. Collections will resume on _____. Residents who were due to have their bins collected on _____ are requested to place them out for collection on _____. Residents due to have their bins collected on _____ should put them out as normal.
Head of households	Emergency Sheltering	Residents required to evacuate need to first try to lodge with family and friends. There are public shelters as a last resort. Facilities will be basic. Toilets and water will be available and security will be on hand but you will need to bring food for at least 18 hours, bedding, medicines, clothing and other essential supplies. Space is limited so please do not bring unnecessary items. [Add line for COVID-19 if necessary]
Head of households	Road safety	Queensland Police advises motorists to stay off the roads, only travel if absolutely necessary.
Head of households	Power outages	Households with solar panels need to prepare to switch off their household connections as the natural hazard approaches to protect your system in the event of a power surge or outage. These can be switched back on once advise has been provided by Ergon that it is safe to do so.
Head of households	Power outages	Refer to the Ergon Energy’s website and Facebook site for information on power outages or the Emergency Management and Disaster Dashboard.
Head of households	Preparedness	You should by now have your asbestos clean-up kit ready to go

Target Audience	Message theme	Message script
Head of households	Preparedness	Do you have asbestos materials you need to dispose of? Do you know how to handle asbestos waste correctly? Do you know where you can get help with the disposal of asbestos waste?
Head of households	Preparedness	<ul style="list-style-type: none"> • 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 18 hours (back-pack size) • Communicate who will be accepted into the public cyclone shelter • Communicate what will not be allowed at a shelter (illicit drugs, alcohol etc.) • Communicate designated pet-friendly place of refuge • No food will be supplied at shelters
Head of households	Preparedness	Stock up on water by filling your bath and other containers and freeze extra water, or buy bags of ice for your fridge, freezer or esky to keep food cool in case your power is cut.
Head of households	Shelters	<p>Emergency Shelters provide temporary shelter for people during a severe weather event such as a cyclone or storm tide where your home is at risk and you have no other accommodation options. Sheltering with family or friends should be your first option if you need to evacuate as capacity is limited at Emergency Shelters. Shelters may be operational for up to 18 hours and only provide emergency shelter until the weather passes. Shelters have very basic amenities (e.g., toilets) with seating for evacuees to wait out the weather event. Evacuees need to bring their own supplies (including food and water) to last you a maximum of 18 hours and fit into a single backpack per person. You also need a plan for your pets, as only designated shelters will accept pets (except assistance animals which will be permitted at all shelters). Be sure to plan and pack supplies for your pet and know where you can shelter.</p> <p>[Add information about current COVID restrictions - GREEN, AMBER or RED. Evacuees should also bring their own face masks if current restrictions are AMBER or RED]</p>
Head of households	Evacuation Centres	Evacuation Centres provide emergency accommodation for people when their home has been damaged and they have no other accommodation options. Centres may be operational for up to 7 days and are only intended as a short-term accommodation option. Evacuation Centres provide the basic necessities including bedding, food, water, toilets and showers. It's important that you consider alternate accommodation options (family, friends, hotel) before an event, as your first option, in case you need to evacuate from your home before or after an event. You also need a plan for your pets, only designated centres will accept pets (except assistance animals which will be permitted at all centres). Be sure to plan and pack supplies for your pet and know where you can shelter.

Target Audience	Message theme	Message script
		[Add information about current COVID restrictions - GREEN, AMBER or RED. Evacuees should also bring their own face masks if current restrictions are AMBER or RED]
Head of households	Mosquitoes	<p><u>Mosquitoes (general)</u> – Residents are urged to be proactive and if safe to do so, check their own backyards for any water holding containers that may breed mosquitoes. Empty water or remove if possible containers such as:</p> <ul style="list-style-type: none"> • Pot plants • Bird baths • Palm fronds • Tarpaulins • Bromeliads • Buckets • Tyres • Boats or trailers • Drainage sumps <p>Blocked roof guttering</p>

Phase 3 – Operational

STAND UP (1 – 2 days out from an event)

Target Audience	Message theme	Message script
Head of households	Preparedness	A severe weather event is expected to impact the community in the next 48 hours.
Head of households	Preparedness	If you are not required to evacuate, the safest place for you is in your own home. If you feel unsafe, please move to the home of a family member or friend.
Storm Tide Evacuation Zones	Evacuations	If you are in the red/orange/yellow/ blue zone you need to evacuate your home due to a storm tide. Please make immediate arrangements to move via the evacuation route to the home of a friend of family member and register your location with Queensland Police.
Head of households	Sandbags	Free sandbags and sand are available from “Listed Locations”. Please bring your own shovel, you will need to fill the bags yourself.
Head of households and business owners	Preparedness - Cyclone	Listen to cyclone advices from BOM issued on the radio and television. Cyclones can change direction, intensity and speed very suddenly.
Head of households and business owners	Preparedness	The Local Disaster Coordination Centre is now active and staffed to take your enquiries. Please call 13 48 10 for any enquiries regarding [name of emergency/disaster]
Head of households	Myth-busters	Reintegrate key messages to stop incorrect information.
Head of households	Waste collection	Townsville City Council will collect wheelie bins tomorrow as normal but there will be NO collections on _____. Collections will resume on _____. Residents who were due to have their bins collected on _____ are requested to place them out for collection on _____. Residents due to have their bins collected on _____ should put them out as normal.
Head of households	Emergency Sheltering	Residents required to evacuate need to first try to lodge with family and friends. There are public evacuation centres as a last resort. Facilities will be basic. Toilets and an emergency supply of water will be available and security will be on hand but you will need to bring food and water, medicines, clothing and other essential supplies. Space is limited so please do not bring unnecessary items.
Head of households	Road safety	Queensland Police advises motorists to stay off the roads, only travel if absolutely necessary.
Head of households	Power outages	Households with solar panels need to prepare to switch off their household connections as the cyclone approaches to protect your system in the event of a power surge or outage. These can be switched back on once advise has been provided by Ergon that it is safe to do so.
Head of households	Power outages	Refer to the ERGON Energy’s website and Facebook site for information on power outages.

Phase 3 – Operational

STAND UP

POSSIBLE KEY MESSAGES – DEPENDING ON IMPACT ASSESSMENT AND SITUATIONL ANALYSIS

Target Audience	Message theme	Message script
Head of households	Personal Safety	Townsville residents are asked to be patient and remain at their safe place of refuge. Please do not leave your homes and GO SIGHTSEEING. Sightseers are causing problems for emergency and council recovery crews.
Head of households	Sewerage overflows	E.g. 1. Power disruptions and heavy rain are affecting sewerage services in the city. Residents are advised that sewerage overflows will occur in low lying areas of the city. E.g. 2. If you are experiencing sewerage overflows, please call 13 48 10 Stay away from sewerage as it is a health risk.
Head of households	Water restrictions and water use	E.g. Water Treatment Plants are currently without power and are a priority for restoration. Residents of Townsville and Magnetic are urged to conserve water until further advised. Water levels are expected to reach critically low levels. Please use water ONLY for drinking and basic needs. A ban on outdoor water use is in place.
Head of households	Council crews	E.g. 1. There are powerlines down, trees and debris blanketing the roads in Townsville. Council and other crews are working hard to get the city cleaned up. E.g. 2. Roads will be assessed by council crews and removed if possible commencing with main roads and progressing into suburbs.
Head of households	Power outages	Households with solar panels need to prepare to switch off their household connections as the cyclone approaches to protect your system in the event of a power surge or outage. These can be switched back on once advise has been provided by Ergon that it is safe to do so.
Head of households	Power outages	Relay Ergon messages. Visit Ergon’s website or Facebook page for power updates.
Head of households	SES	Report trees that may have hit your home or are blocking access to your property to the SES on 132 500. Priority is given to damaged houses from these fallen trees.
Head of households	Council waste collections	Advise updates on council waste collections and bin days.
Head of households	Landfills	Information on Landfills and opening days and times. Outline if charges apply.
Head of households	Health tips	Injuries, food, hygiene, dengue, boil water alerts etc...

Head of households	Animal safety	Injuries, food, hygiene
Head of households	Evacuation Centres	<p>Evacuation Centres provide emergency accommodation for people when their home has been damaged and they have no other accommodation options. Centres may be operational for up to 7 days and are only intended as a short-term accommodation option. Evacuation Centres provide the basic necessities including bedding, food, water, toilets and showers. It's important that you consider alternate accommodation options (family, friends, hotel) before an event, as your first option, in case you need to evacuate from your home before or after an event. You also need a plan for your pets, as only designated centres will accept pets (except assistance animals which will be permitted at all centres). Be sure to plan and pack supplies for your pet and know where you can shelter.</p> <p>[Add information about current COVID restrictions - GREEN, AMBER or RED. Evacuees should also bring their own face masks if current restrictions are AMBER or RED]</p>
Head of households	Generator rules and regulations	<p>i.e. Noise, ventilation etc...</p> <p>Noise – Be considerate of your neighbours when using generators. Limit the use of generators for essential needs only and restrict the use of generators at night when noise is likely to be excessive.</p>
Head of households	Health tips	<p>Injuries, food, hygiene, dengue, boil water alerts etc...</p> <p><u>Food</u> – Be food safe during a disaster. Discard food which may have come into contact with contaminated or flood waters. Consider other options for storing cold food if the power is out. Remember, if in doubt, throw it out. It is better to be safe than become ill from consuming unsafe food. Refer to Council's Food Safety in a Disaster factsheet for more information.</p> <p><u>Hygiene</u> – Remember to consider basic hygiene during a disaster. Where contaminated water has inundated your home, ensure you are cleaning and disinfecting surfaces and practising good personal hygiene. Refer to Council's Potential Hazards around the home factsheet for more information.</p> <p><u>Water Supply</u> – If the drinking water supply is contaminated, follow all directions issued by Council or relevant Health Authority. Consider, use other water supplies including bottled water. Refer to Council's Health Advice on Water factsheet for more information.</p>

Phase 4 – During and Immediate Post Event

STAND DOWN

POSSIBLE KEY MESSAGES – DEPENDING ON IMPACT ASSESSMENT AND SITUATIONAL ANALYSIS

Target Audience	Message theme	Message script
Head of households	Australian Government Disaster Recovery Payment	Release information on [name of disaster] - Australian Government Disaster Recovery Payment.
Head of households	Road Safety	People in Cyclone affected areas are being advised to by Queensland Police Service to STAY OFF THE ROADS . A large number of traffic signals are out and the roads are covered with trees and debris.
Head of households	Health tips	Maintain health tips – injuries, food, hygiene, dengue, boil water alerts etc... <u>Food</u> – Be food safe during a disaster. Discard food which may have come into contact with contaminated or flood waters. Consider other options for storing cold food if the power is out. Remember, if in doubt, throw it out. It is better to safe than become ill from consuming unsafe food. Refer to Council's Food Safety in a Disaster factsheet for more information. <u>Hygiene</u> – Remember to consider basic hygiene during a disaster. Where contaminated water has inundated your home, ensure you are cleaning and disinfecting surfaces and practicing good personal hygiene. Refer to Council's Potential Hazards around the Home factsheet for more information. <u>Water supply</u> – If the drinking water supply is contaminated, follow all directions issued by Council or relevant Health Authority. Consider use of other water supplies including bottled water. Refer to Council's Health Advice on Water factsheet for more information
Head of households	Clean up	Start the clean-up in your own neighbourhood. Check if your neighbours, including the frail and elderly, need assistance to clear their property.
Business owners	Council facility/precinct closures.	E.g. The Strand is closed to allow Council crews to remove debris and clean the area. Residents need to stay away from The Strand.
Business owners	Power and telephone outages	Relay Telstra and Ergon messages on power and phone lines.
Head of households	Landfills	E.g. Landfills and transfer stations are now open normal business hours. Dumping is free until _____ for DOMESTIC WASTE ONLY . Please take care on these sites as they are wet and muddy.
Head of households	Waste Collections	E.g. Rubbish bin collections have return to normal. Bins should be on your curb side for collection by 6am on your designated day.
Head of households	Volunteer Assistance Program	Council will share various sources that are current during the particular event.
Head of households	Green waste	What is happening, what can be left, who will be collecting, is mulch available? E.g. Green Waste should be

		left on your curb for collection from Council.
Head of households	Clean up factsheets	Distribute information factsheets for clean up regarding building materials (e.g. asbestos), health risks and food safety, mould health, cleaning up gardens, restoring your swimming pool and is your house habitable?
Head of households	Mosquitoes	<p><u>Dengue</u> – Residents are warned to protect themselves against mosquito-borne diseases. Confirmed cases of Dengue Fever have been recorded. Council is asking all residents to be vigilant and when safe to do so, check their own backyards for any water holding containers that may breed mosquitoes. Empty water from all containers such as:</p> <ul style="list-style-type: none"> • Pot plants • Bird baths • Palm fronds • Tarpaulins • Bromeliads • Buckets • Tyres • Boats or trailers • Drainage sumps • Blocked roof guttering <p>Remain vigilant and see your doctor if you are experiencing symptoms of Dengue Fever including fever, headaches, muscle and joint pains, a rash, vomiting or diarrhoea.</p> <p><u>Mosquitoes (general)</u> – Rain has left stagnant water lying in many areas which may breed mosquitoes. Residents have been urged to protect themselves and their families by:</p> <ul style="list-style-type: none"> • Applying mosquito repellent • Wearing loose-fitting, light coloured clothing • Avoiding time spent outdoors during hours on dawn and dusk.






Annexure B – Local Disaster Resources Available to the Public





Resource Type	Resource Name
Emergency Management and Disaster Dashboard	http://disaster.townsville.qld.gov.au/
Fact Sheets / Brochures	Emergency Action Guide
	Are you Disaster Ready Guide
	Get Ready Townsville Guide
	Household Emergency Plan Template
	Emergency Kit Checklist
	Public Shelter Options
	Preparing for a disaster with pets
	Pets emergency grab and go kit
	Storm Tide Evacuation Guide
	Storm Tide Evacuation Maps by Suburb
	Tsunami Evacuation Guide
	Food Safety for Businesses
	Food Safety for Residents
	Asbestos in a disaster
Health advice on water	
Mould and your health	
Children's Resources	When Bully-wind Bob Comes to Town
	Get Ready for Cyclones Activity Book
	Birdie and the Virus (external)
Translated Disaster Resources	Auslan – Know Your Risks
	Auslan – Prepare an Emergency Kit
	Auslan – Prepare Your Emergency Plan
	Auslan – Prepare Your Home for Cyclones
	Culturally and Linguistically Diverse (CALD) – Are you ready? – videos






	<ul style="list-style-type: none"> - French - Karen - Kinyarwanda - Kirundi - Sango - Somali - Swahili
Video	Be Disaster Ready
	Cyclone Plan
	Be Road Safe
	Know what to do with your pet in an emergency
	Know your storm tide zone this wet season
	Be aware of disaster warnings
	Know your evacuation zone
	Prepare your home for bushfires
	Be aware of fire bans
	Are you fuelling the fire?
Other	Townsville Local Disaster Management Plan and associated sub plans
	Hazard Studies
	Various Videos (Council-developed and external)
	Additional External resources





The TLDMG also shares informative resources for the community from external agencies.






Annexure C – Prepared Emergency Alert Template Messaging (*Internal use only*)





Event	EA Reference	Associated Map Polygon	Australian Warning System	Voice Message	Text Message
Storm Tide	EA 1.1 (Red Zone including Magnetic Island)	a) StormTide_TCC_01N b) StormTide_TCC_01S	Advice 	This is a Storm Tide Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red zone is likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. Warn neighbours, secure belongings, and seek safe shelter. For more information listen to local radio.	TSV DISASTER GROUP Advice message for the red zones. Dangerous Storm Tide is possible in [XX] hours OR at [TIME]. Check your zone at disaster.townsville.qld.gov.au or call 13 48 10. For more information listen to local radio.
	EA 1.2 (Red Zone including Magnetic Island)		Watch and Act 	This is a Storm Tide Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red storm tide zone is likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. You should warn neighbours, secure belongings and seek safe shelter away from coastal areas. For more information listen to local radio.	TSV DISASTER GROUP Watch and Act message. Storm tide warning for red zone. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW / LEAVE NOW. Check your zone at disaster.townsville.qld.gov.au or call 134810.
	EA 1.3 (Red Zone including Magnetic Island)		Emergency Warning 	This is a Storm Tide Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red storm tide zone is likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Move to higher ground away from the coast, creeks and rivers and shelter in place. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10.	TSV DISASTER GROUP Storm Tide Emergency message. Storm tide warning for red zone. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. LEAVE IMMEDIATELY / SHELTER IN PLACE. For more information listen to local radio or visit disaster.townsville.qld.gov.au or call 134810
	EA 2.1 (Red/Orange Zone including Magnetic Island)	a) StormTide_TCC_02N b) StormTide_TCC_02S	Advice 	This is a Storm Tide Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red and orange zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. Warn neighbours, secure belongings, and seek safe shelter. For more information listen to local radio.	TSV DISASTER GROUP Advice message for the red and orange zones. Dangerous Storm Tide is possible in [XX] hours OR at [TIME]. Check your zone at disaster.townsville.qld.gov.au or call 13 48 10. For more information listen to local radio.
	EA 2.2 (Red/Orange Zone including Magnetic Island)		Watch and Act 	This is a Storm Tide Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red and orange storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at	TSV DISASTER GROUP Watch and Act message. Storm tide warning for the red and orange zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW / LEAVE NOW. Check your zone at disaster.townsville.qld.gov.au or call 134810






Event	EA Reference	Associated Map Polygon	Australian Warning System	Voice Message	Text Message
				disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. You should warn neighbours, secure belongings and seek safe shelter away from coastal areas. For more information listen to local radio.	
	EA 2.3 (Red/Orange Zone including Magnetic Island)		Emergency Warning 	This is a Storm Tide Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red and orange storm tide zone is likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Move to higher ground away from the coast, creeks and rivers and shelter in place. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10.	TSV DISASTER GROUP Storm Tide Emergency message. Storm tide warning for the red and orange zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. LEAVE IMMEDIATELY / SHELTER IN PLACE. For more information listen to local radio or visit disaster.townsville.qld.gov.au or call 134810
	EA 3.1 (Red/Orange/Yellow Zone including Magnetic Island)	a) StormTide_TCC_03N b) StormTide_TCC_03S	Advice 	This is a Storm Tide Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange and yellow zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. Warn neighbours, secure belongings, and seek safe shelter. For more information listen to local radio.	TSV DISASTER GROUP Advice message for the red, orange and yellow zones. Dangerous Storm Tide is possible in [XX] hours OR at [TIME]. Check your zone at disaster.townsville.qld.gov.au or call 13 48 10. For more information listen to local radio.
	EA 3.2 (Red/Orange/Yellow Zone including Magnetic Island)		Watch and Act 	This is a Storm Tide Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange and yellow storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. You should warn neighbours, secure belongings and seek safe shelter away from coastal areas. For more information listen to local radio.	TSV DISASTER GROUP Watch and Act message. Storm tide warning for the red, orange and yellow zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW / LEAVE NOW. Check your zone at disaster.townsville.qld.gov.au or call 134810.
	EA 3.3 (Red/Orange/Yellow Zone including Magnetic Island)		Emergency Warning 	This is a Storm Tide Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange and yellow storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Move to higher ground away from the coast, creeks and rivers and shelter in place. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10.	TSV DISASTER GROUP Storm Tide Emergency message. Storm tide warning for the red, orange and yellow zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. LEAVE IMMEDIATELY / SHELTER IN PLACE. For more information listen to local radio or visit disaster.townsville.qld.gov.au or call 134810






Event	EA Reference	Associated Map Polygon	Australian Warning System	Voice Message	Text Message
	EA 4.1 (Red/Orange/Yellow/Blue Zone – all areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)	StormTide_TCC_04N	Advice 	This is a Storm Tide Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. You may be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. Warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio.	TSV DISASTER GROUP Advice message for coastal areas. Dangerous Storm Tide is possible in [XX] hours OR at [TIME]. Check your zone at disaster.townsville.qld.gov.au or call 13 48 10. For more information listen to local radio.
	EA 4.2 (Red/Orange/Yellow/Blue Zone – all areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Watch and Act 	This is a Storm Tide Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange, yellow and blue storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. You should warn neighbours, secure belongings and seek safe shelter away from coastal areas. For more information listen to local radio.	TSV DISASTER GROUP Watch and Act message. Storm tide warning for the red, orange, yellow and blue zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW / LEAVE NOW. Check your zone at disaster.townsville.qld.gov.au or call 134810.
	EA 4.3 (Red/Orange/Yellow/Blue Zone – all areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Emergency Warning 	This is a Storm Tide Emergency Warning from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange, yellow and blue storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Move to higher ground away from the coast, creeks and rivers and shelter in place. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10.	TSV DISASTER GROUP Storm Tide Emergency message. Storm tide warning for the red, orange, yellow and blue zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. LEAVE IMMEDIATELY / SHELTER IN PLACE. For more information listen to local radio or visit disaster.townsville.qld.gov.au or call 134810
	EA 5.1 (Red/Orange/Yellow/Blue Zone – all areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)	StormTide_TCC_04S	Advice 	This is a Storm Tide Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. You may be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. Warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio.	TSV DISASTER GROUP Advice message for coastal areas. Dangerous Storm Tide is possible in [XX] hours OR at [TIME]. Check your zone at disaster.townsville.qld.gov.au or call 13 48 10. For more information listen to local radio.
	EA 5.2 (Red/Orange/Yellow/Blue Zone – all areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Watch and Act 	This is a Storm Tide Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. The red, orange, yellow and blue storm tide zones are likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Check your zone at disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10. You should warn neighbours, secure	TSV DISASTER GROUP Watch and Act message. Storm tide warning for the red, orange, yellow and blue zones. Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW / LEAVE NOW. Check your zone at disaster.townsville.qld.gov.au or call 134810.

Event	EA Reference	Associated Map Polygon	Australian Warning System	Voice Message	Text Message
				belongings and seek safe shelter away from coastal areas. For more information listen to local radio.	
	EA 5.3 (Red/Orange/Yellow/Blue Zone – all areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Emergency Warning 	This is a Storm Tide Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. [Red / Orange / Yellow / Blue] is likely to be affected by a dangerous Storm Tide caused by Cyclone [NAME] in [NUMBER] hours OR at [TIMEandDAY]. Move to higher ground away from the coast, creeks and rivers and shelter in place. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au or call 13 48 10.	TSV DISASTER GROUP Storm Tide Emergency message. [Red / Orange / Yellow / Blue] Dangerous Storm Tide is likely in [XX] hours OR at [TIME]. LEAVE IMMEDIATELY / SHELTER IN PLACE. For more information listen to local radio or visit disaster.townsville.qld.gov.au or call 134810
Tsunami	EA 6.1 (All areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)	Tsunami_TCC_05N	Advice 	This is a Tsunami Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Areas between [LOCATION] may experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least ten metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Advice message for [LOCATION]. Possible destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au
	EA 6.2 (All areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Watch and Act 	This is a Tsunami Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Areas between [LOCATION] could experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least 10 metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Watch and Act message for [LOCATION]. Expect destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au
	EA 6.3 (All areas North bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Emergency Warning 	This is a Tsunami Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Places between [LOCATION] will experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least 10 metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. Do not wait. Act immediately. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Emergency message for [LOCATION]. Expect destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au

	EA 7.1 (All areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)	Tsunami_TCC_05S	Advice 	This is a Tsunami Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Areas between [LOCATION] may experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least 10 metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Advice message for [LOCATION]. Possible destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au
	EA 7.2 (All areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Watch and Act 	This is a Tsunami Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Areas between [LOCATION] could experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least 10 metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Watch and Act message for [LOCATION]. Expect destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au
	EA 7.3 (All areas South bounded by Charters Towers Rd and Ross River Rd – incl. Magnetic Island)		Emergency Warning 	This is a Tsunami Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Places between [LOCATION] will experience dangerous and destructive waves around [TIME]. You should warn neighbours, move to higher ground immediately, at least 10 metres above sea level, or if possible, move at least one kilometre away from all beaches, harbors and coastal creeks and rivers. Do not wait. Act immediately. For more information listen to local radio or visit disaster dot Townsville dot Q L D dot gov dot au	TSV DISASTER GROUP Tsunami Emergency message for [LOCATION]. Expect destructive waves at [TIME]. WARN OTHERS AND GO TO HIGHER GROUND NOW. For more information listen to local radio or visit disaster.townsville.qld.gov.au
Ross River Flood and Dam Failure	EA 8.1 (Black Zone)	RossRiverFlood_TCC_01	Advice 	This is a flood Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is possible in your area by [TIMEFRAME]. You should PREPARE NOW FOR POSSIBLE FLOODING. Conditions could change quickly. For more information listen to your local radio station. For the full list of warnings and what to do go to disaster dot Townsville dot q l d dot g o v dot a u	TSV DISASTER GROUP Advice message. A dangerous flood could come to your area by [TIMEFRAME]. PREPARE NOW FOR POSSIBLE FLOOD. Conditions could change quickly. Listen to local radio or go to disaster.townsville.qld.gov.au
	EA 8.2 (Black Zone)		Watch and Act 	This is a flood Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is [coming soon to / coming overnight to / coming tomorrow to / happening now at] Clue-den, Rosslea, Hermit Park, Ooo noon bah, Eye dahlia and Railway Estate [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [COULD CHANGE QUICKLY / ARE VERY DANGEROUS]. Listen to local radio or go to	TSV DISASTER GROUP Watch and Act message . A dangerous flood is [coming soon to / coming overnight to / coming tomorrow to / happening now at] Ross and Bohle Rivers [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster.townsville.qld.gov.au. If your life is in

				disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero. Call SES on 132 500 for evacuation assistance	danger call 000. Call SES on 132 500 for evacuation assistance.
EA 8.3 (Black Zone)			Emergency Warning 	This is a flood Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is happening now at Clue-den, Rosslea, Hermit Park, Oo noon bah, Eye dahlia and Railway Estate [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero	TSV DISASTER GROUP Emergency message. A dangerous flood is happening now at Ross and Bohle Rivers. [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Listen to local radio or go to disaster.townsville.qld.gov.au. If your life is in danger call 000
EA 9.1 (Pink Zones)	a) RossRiverFlood_TCC_06 b) RossRiverFlood_TCC_05 c) RossRiverFlood_TCC_04	Advice 		This is a flood Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is possible in your area by [TIMEFRAME]. You should PREPARE NOW FOR POSSIBLE FLOODING. Conditions could change quickly. For more information listen to your local radio station. For the full list of warnings and what to do go to disaster dot Townsville dot q l d dot g o v dot a u	TSV DISASTER GROUP Advice message. A dangerous flood could come to your area by [TIMEFRAME]. PREPARE NOW FOR POSSIBLE FLOOD. Conditions could change quickly. Listen to local radio or go to disaster.townsville.qld.gov.au
EA 9.2 (Pink Zones)		Watch and Act 		This is a flood Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is [coming soon to / coming overnight to / coming tomorrow to / happening now at] Hermit Park, Eye dahlia, Munding-burra, Hyde Park, Pimlicko, Aitkenvale, Curra-jong, Annandale and West End. [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [COULD CHANGE QUICKLY / ARE VERY DANGEROUS]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero. Call SES on 132 500 for evacuation assistance.	TSV DISASTER GROUP Watch and Act message. A dangerous flood is [coming soon to / coming overnight to / coming tomorrow to / happening now at] Ross and Bohle Rivers [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000. Call SES on 132 500 for evacuation assistance.
EA 9.3 (Black/Pink Zones)	a) RossRiverFlood_TCC_01 b) RossRiverFlood_TCC_06 c) RossRiverFlood_TCC_05 d) RossRiverFlood_TCC_04	Emergency Warning 		This is a flood Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP A dangerous flood is happening now at Hermit Park, Eye dahlia, Munding-burra, Hyde Park, Pimlicko, Aitkenvale, Curra-jong, Annandale and West End. [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero.	TSV DISASTER GROUP Emergency message. A dangerous flood is happening now at Ross and Bohle Rivers [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000
EA 10.1 (Dam Failure – Black/Pink/Green Zones)	a) RossRiverFlood_TCC_03 b) RossRiverFlood_TCC_01 c) RossRiverFlood_TCC_05 d) RossRiverFlood_TCC_04	Watch and Act		This is a flood Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP The Ross River Dam wall is at risk of BREACH / PIPING / SPILLWAY FAILURE [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [COULD CHANGE QUICKLY / ARE VERY DANGEROUS]. Listen to local radio or go to	TSV DISASTER GROUP Watch and Act message. The Ross River Dam wall is at risk of BREACH / PIPING / SPILLWAY FAILURE [PREPARE TO LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in

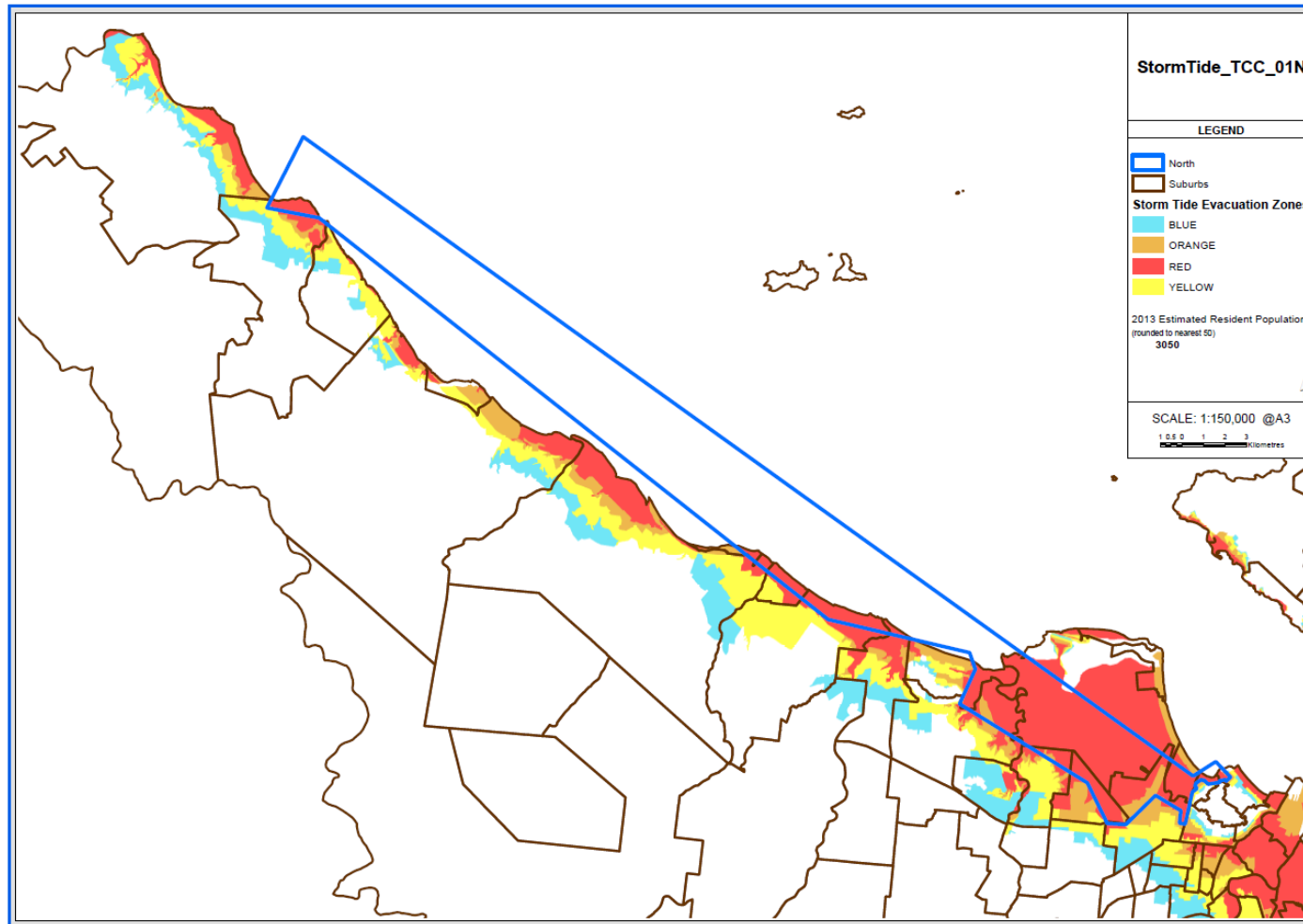
		e) RossRiverFlood_TCC_06 f) RossRiverFlood_TCC_02		disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero. Call SES on 132 500 for evacuation assistance.	danger call 000. Call SES on 132 500 for evacuation assistance.
	EA 10.2 (Dam Failure – Black/Pink/Green Zones)		Emergency Warning 	This is a flood Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP The Ross River Dam has failed. A catastrophic flood is happening now at the Ross and Bohle Rivers [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero.	TSV DISASTER GROUP Emergency message. The Ross River Dam has failed. A catastrophic flood is happening now at the Ross and Bohle Rivers [LEAVE BY / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000
Dam Failure – Earthquake / Impact Collision / Terrorist Event	EA 11.1 (Dam Failure – Black/Pink/Green Zones)	a) RossRiverFlood_TCC_03 b) RossRiverFlood_TCC_01 c) RossRiverFlood_TCC_05 d) RossRiverFlood_TCC_04 e) RossRiverFlood_TCC_06	Advice 	This is a flood Advice message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. EARTHQUAKE/IMPACT COLLISION/TERRORIST EVENT has occurred at ross river dam. You should PREPARE NOW FOR UNEXPECTED FLOODING. Conditions could change quickly. For more information listen to your local radio station. For the full list of warnings and what to do go to disaster dot Townsville dot q l d dot g o v dot a u	TSV DISASTER GROUP Advice message. EARTHQUAKE/IMPACT COLLISION/TERRORIST EVENT has occurred at Ross River Dam. PREPARE NOW FOR POSSIBLE UNEXPECTED FLOOD. Conditions could change quickly. Listen to local radio or go to disaster.townsville.qld.gov.au
	EA 11.2 (Dam Failure – Black/Pink/Green Zones)		Watch and Act 	This is a flood Watch and Act message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. Ross River Dam has suffered significant structural damage from an EARTHQUAKE/IMPACT COLLISION/TERRORIST EVENT. [LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [COULD CHANGE QUICKLY / ARE VERY DANGEROUS]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero. Call SES on 132 500 for evacuation assistance.	TSV DISASTER GROUP Watch and Act message . Ross River Dam has suffered significant structural damage from an EARTHQUAKE/IMPACT COLLISION/TERRORIST EVENT. [LEAVE / MOVE TO HIGHER GROUND NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000. Call SES on 132 500 for evacuation assistance.
	EA 11.3 (Dam Failure – Black/Pink/Green Zones)		Emergency Warning 	This is a flood Emergency message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP Ross River Dam wall has failed. A catastrophic flood is happening now at Ross and Bohle Rivers. [GET UP AS HIGH AS YOU SAFELY CAN]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero.	TSV DISASTER GROUP Emergency message . Ross River Dam wall has failed. A catastrophic flood is happening now at Ross and Bohle Rivers [GET UP AS HIGH AS YOU SAFELY CAN]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000

Cyclone	EA 12.1		Advice 	This is a Cyclone message from the TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. [LOCATION] may be affected by Tropical Cyclone [NAME]. Destructive winds are likely in [NUMBER] hours OR from [TIME]. You should warn neighbours, secure belongings and prepare now. For more information listen to local radio, or visit [RELEVANT URL] disaster dot Townsville dot q l d dot g o v dot a u. For cyclone damage assistance contact the State Emergency Service on 1 3 2 500	TSV DISASTER GROUP Cyclone message. Destructive winds are possible in [XX] hours OR at [TIME]. WARN OTHERS AND PREPARE NOW. Listen to local radio or disaster.townsville.qld.gov.au for more information.
	EA 12.2		Watch and Act 	This is a Cyclone Watch and Act message from TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. [LOCATION] is likely to be affected by Tropical Cyclone [NAME]. Destructive winds are likely in [NUMBER] hours OR from [TIME]. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit disaster dot Townsville dot q l d dot g o v dot a u. For cyclone damage assistance contact the State Emergency Service on 132 500	TSV DISASTER GROUP Cyclone Watch and Act message. Destructive winds are likely in [XX] hours OR at [TIME]. WARN OTHERS AND SEEK SHELTER. Listen to local radio or disaster.townsville.qld.gov.au for more information
	EA 12.3		Emergency Warning 	This is a Cyclone Emergency message from TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. [LOCATION] is likely to be affected by Tropical Cyclone [NAME]. Very destructive winds are likely in [NUMBER] hours OR from [TIME]. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio or visit disaster dot Townsville dot q l d dot g o v dot a u. For cyclone damage assistance contact the State Emergency Service on 1 3 2 500	TSV DISASTER GROUP Cyclone Emergency message for [LOCATION]. Destructive winds are likely in [XX] hours OR at [TIME]. WARN OTHERS AND SEEK SHELTER. Listen to local radio or disaster.townsville.qld.gov.au for more information.
Flash Flood	EA 13.1		Watch and Act 	This is a flash flood Watch and Act message from TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. A [dangerous / localised] flash flood is [coming soon to / happening now at] [LOCATION]. [MOVE TO HIGHER GROUND / TAKE SHELTER NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero.	TSV DISASTER GROUP Watch and Act message . A [dangerous / localised] flash flood is [coming soon to / happening now at] [LOCATION]. [MOVE TO HIGHER GROUND / TAKE SHELTER NOW]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000
	EA 13.2		Emergency Warning 	This is a flash flood Emergency message from TOWNSVILLE LOCAL DISASTER MANAGEMENT GROUP. A [dangerous / localised] flash flood is happening now at [LOCATION]. [MOVE TO HIGHER GROUND / TAKE SHELTER NOW]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to disaster dot Townsville dot q l d dot g o v dot a u If your life is in danger call Triple zero.	TSV DISASTER GROUP Emergency message . A [dangerous / localised] flash flood is happening now at [LOCATION]. [MOVE TO HIGHER GROUND / TAKE SHELTER NOW]. Listen to local radio or go to disaster.townsville.qld.gov.au If your life is in danger call 000

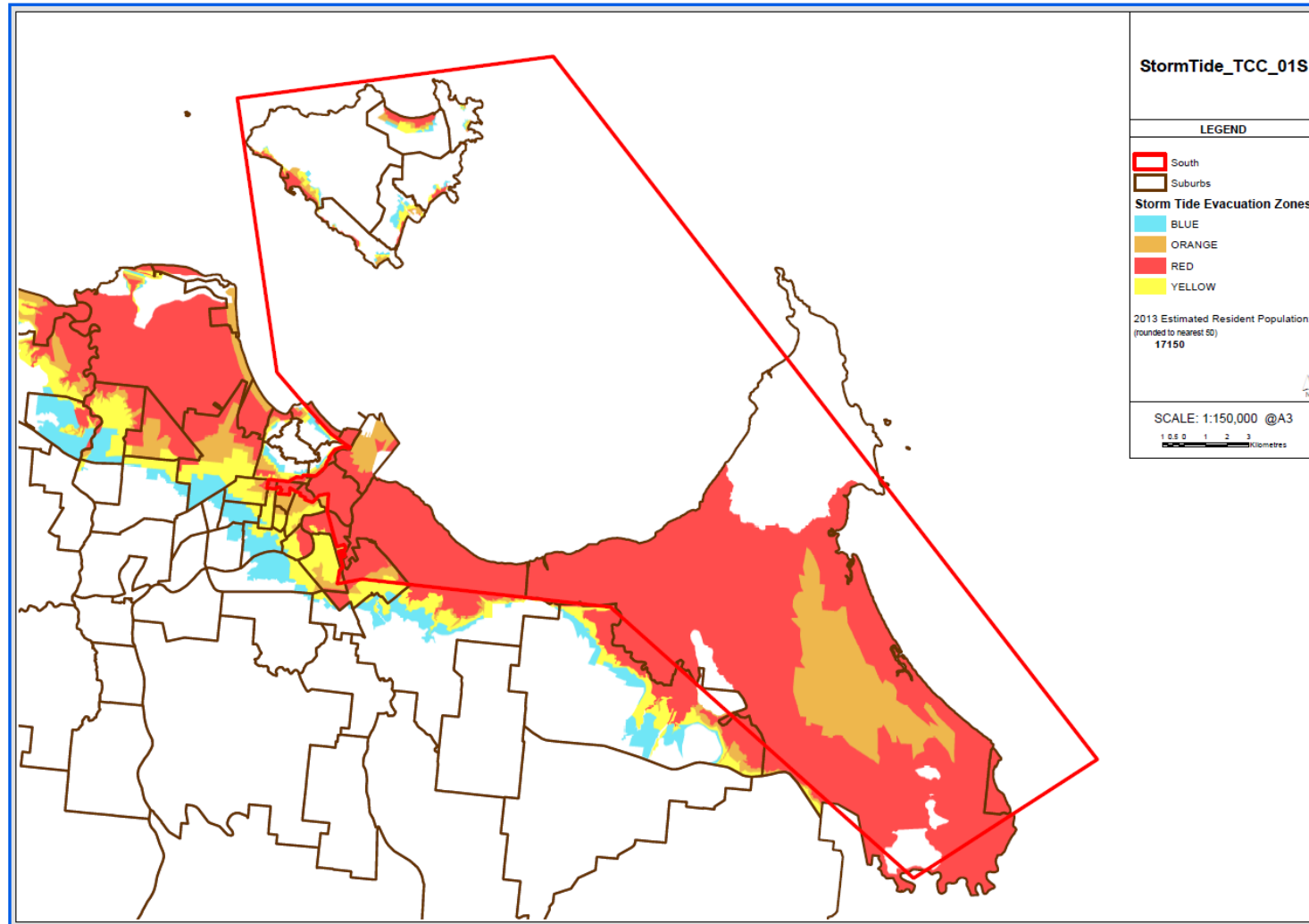
Water Supply Interruption	EA14			TCC WATER ADVICE: There has been a significant disruption to the water supplying Townsville. Please restrict your water use immediately to emergency use only - drinking and toilets. Visit Council's website or call 13 48 10	TCC WATER ADVICE: There has been a significant disruption to the water supplying Townsville. Please restrict your water use immediately to emergency use only - drinking and toilets. Visit www.townsville.qld.gov.au or call 13 48 10
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Annexure D – Prepared Emergency Alert Map Polygons

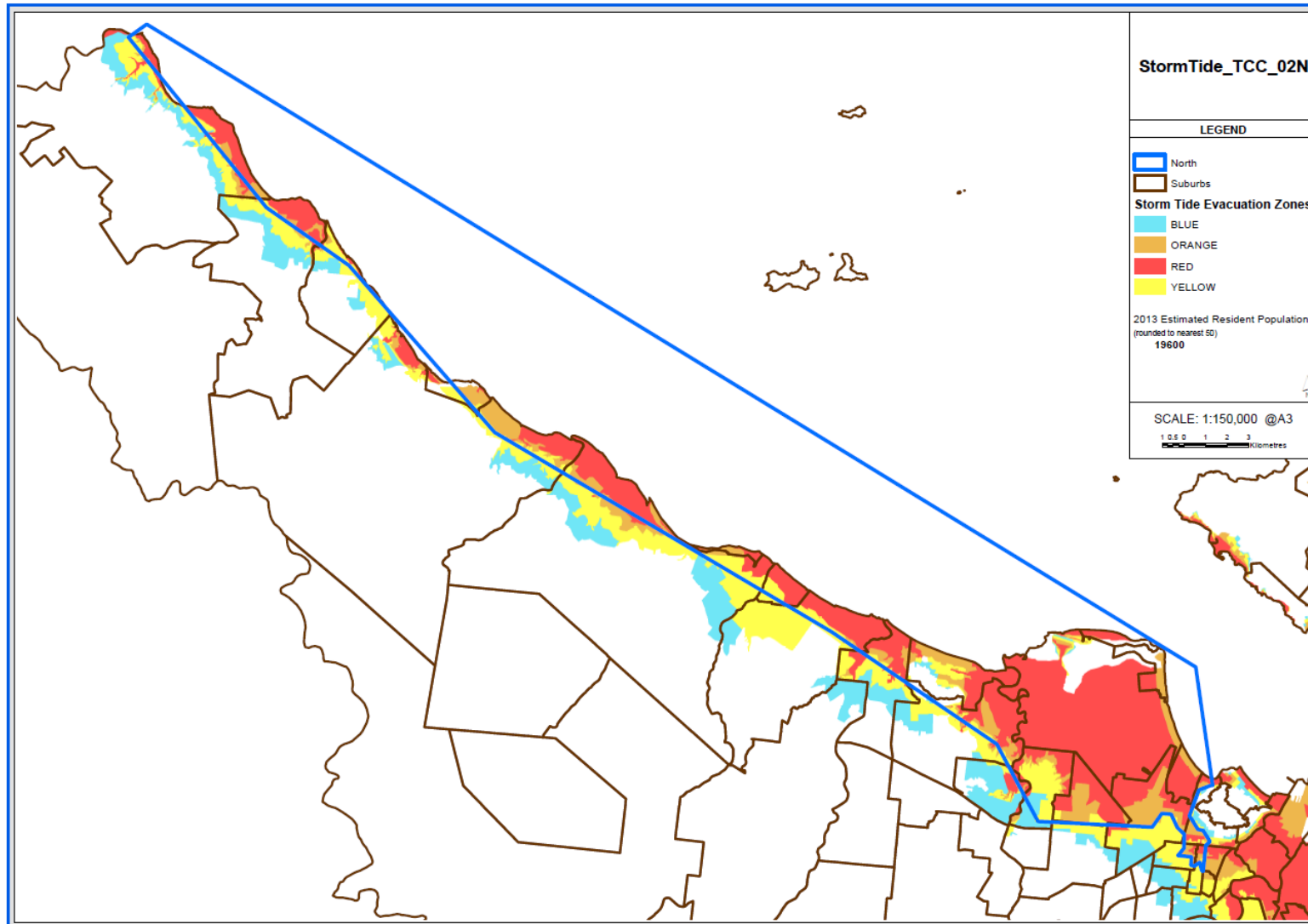
Storm Tide_TCC_01N



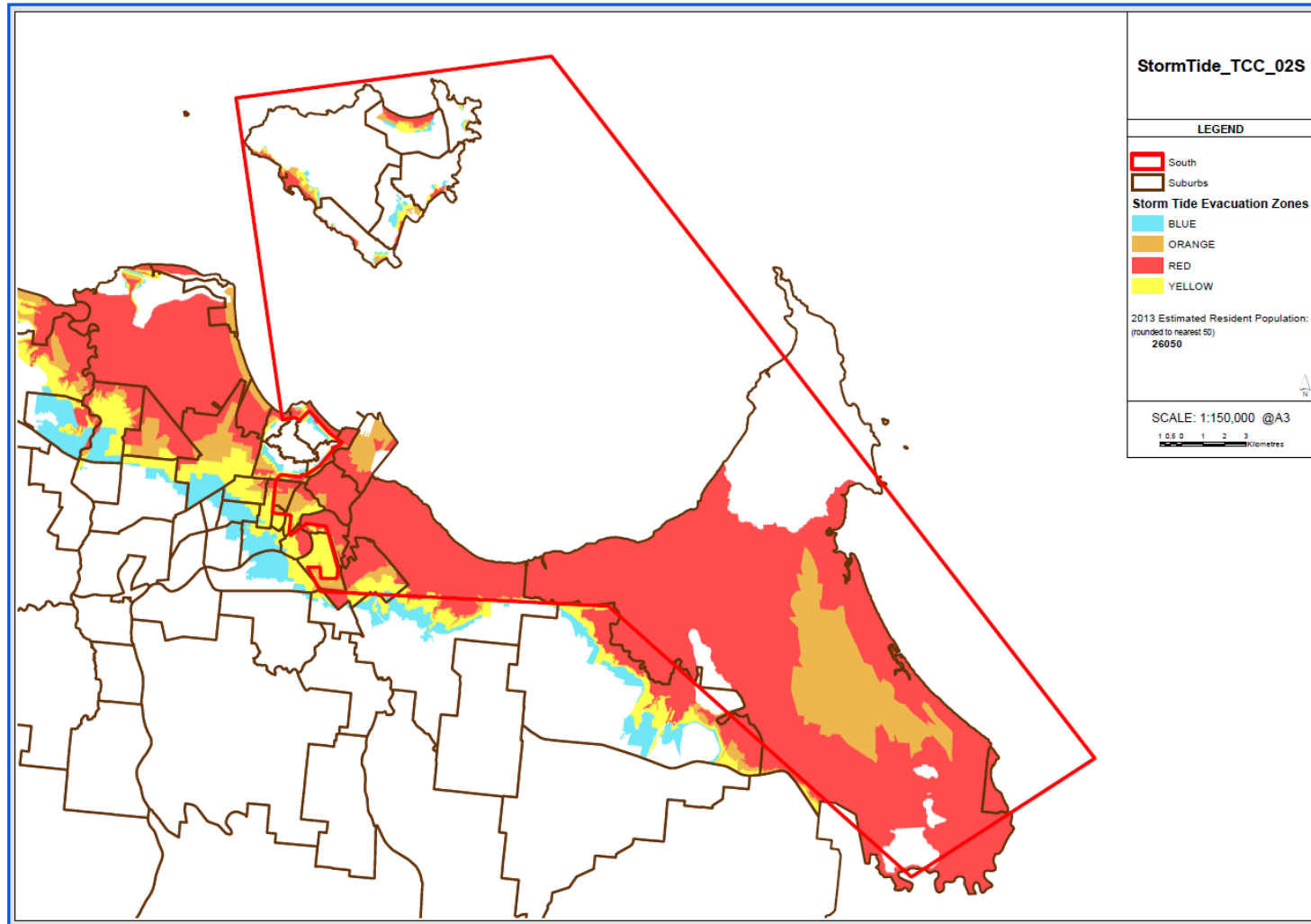
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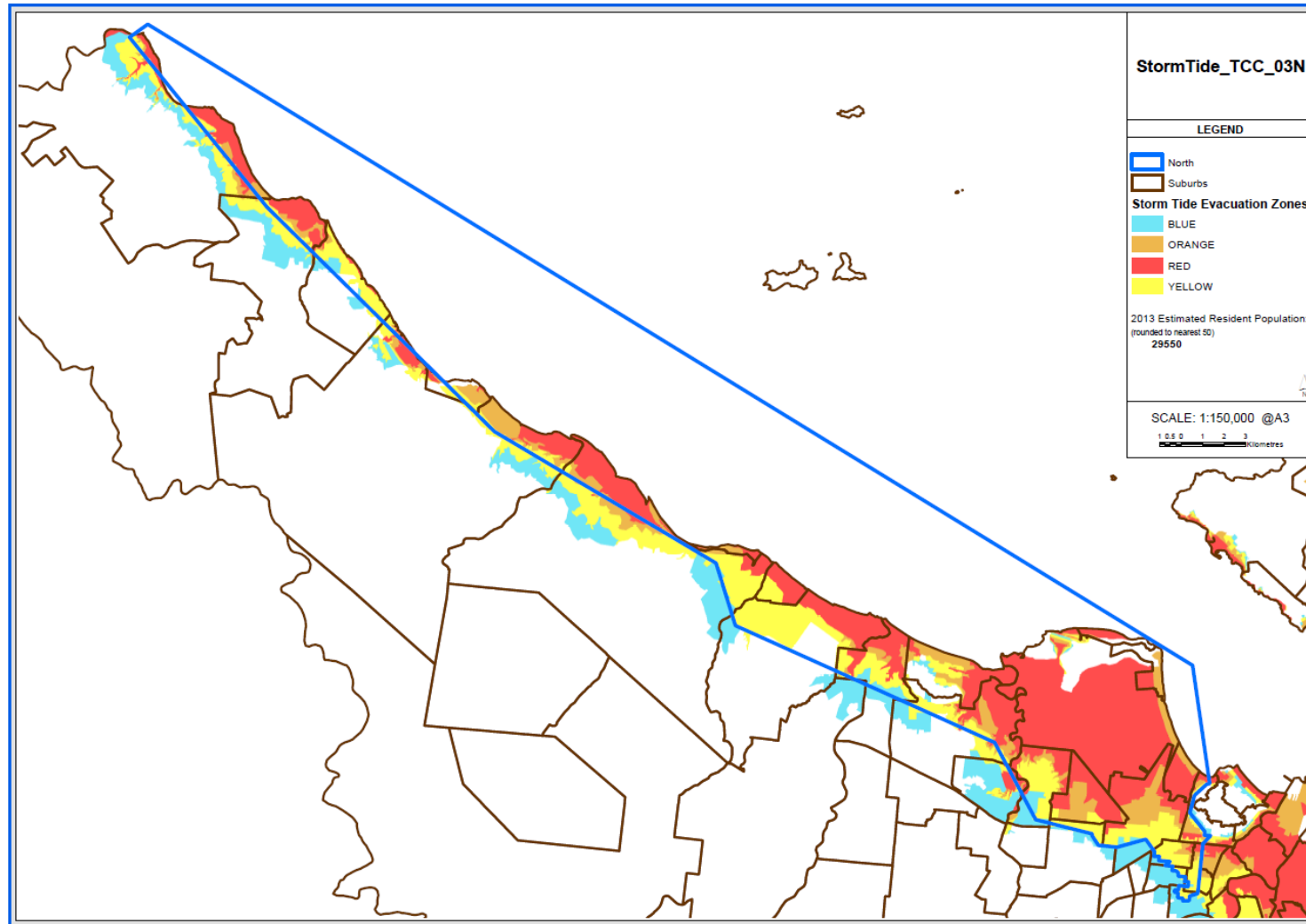
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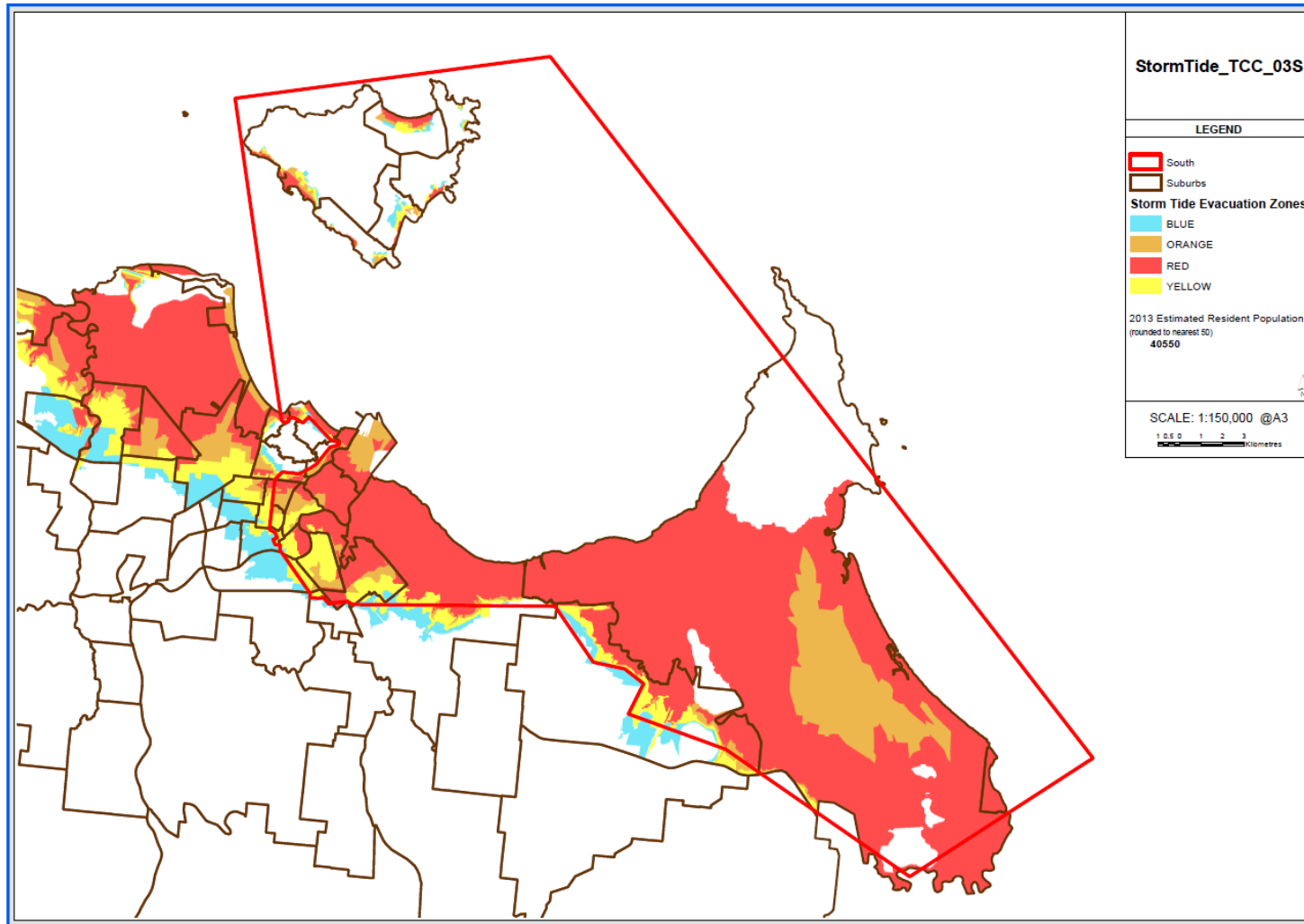
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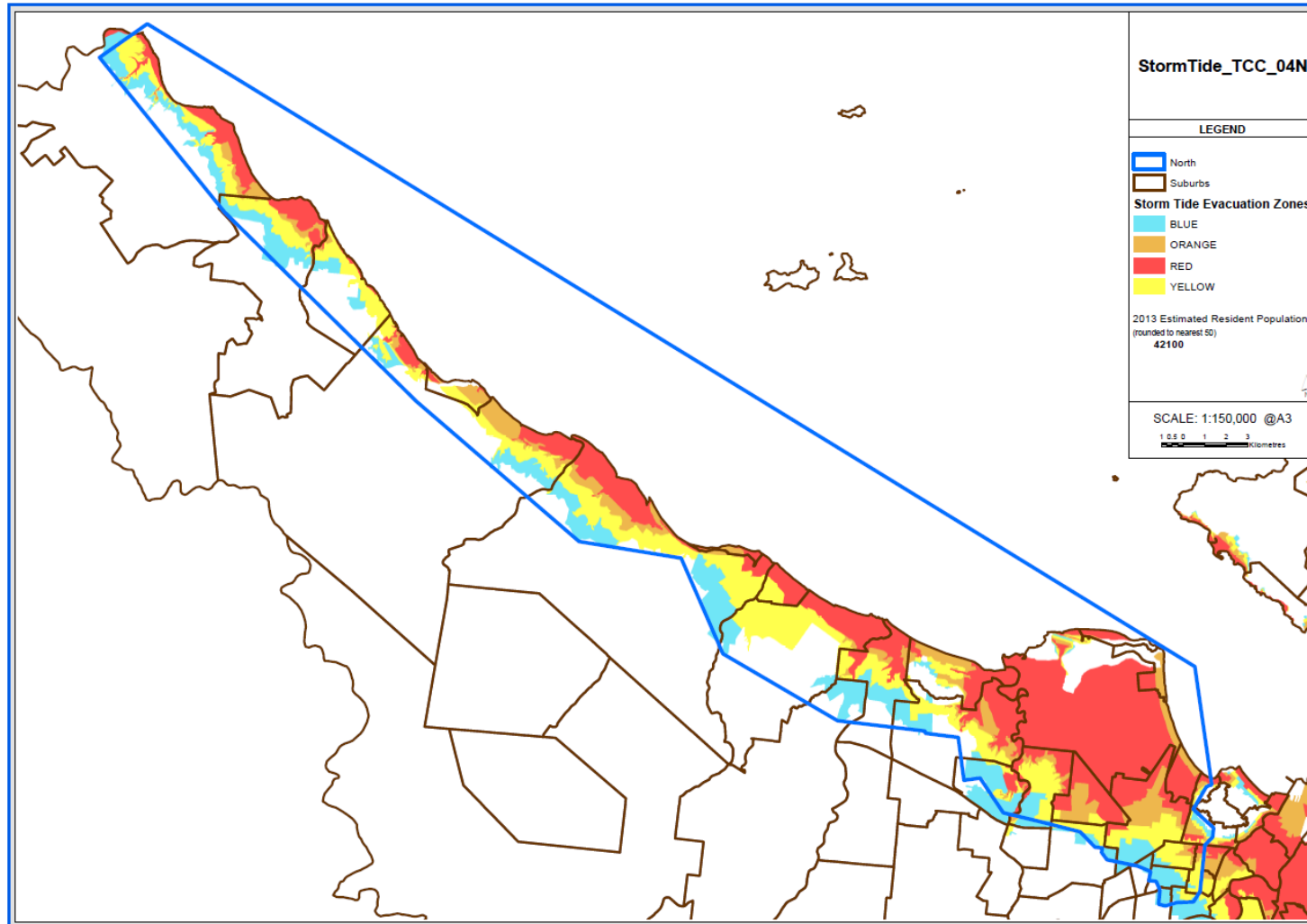
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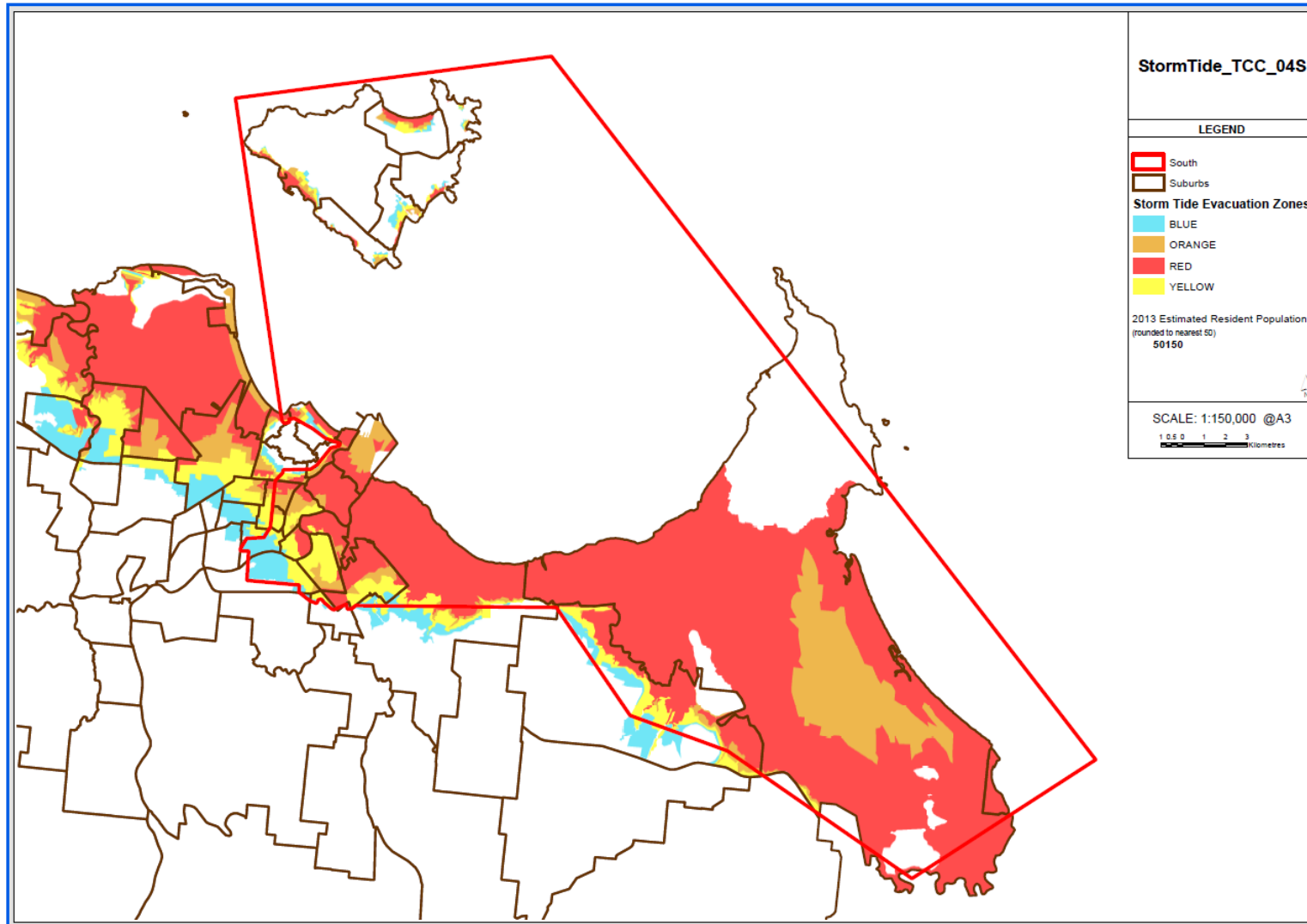
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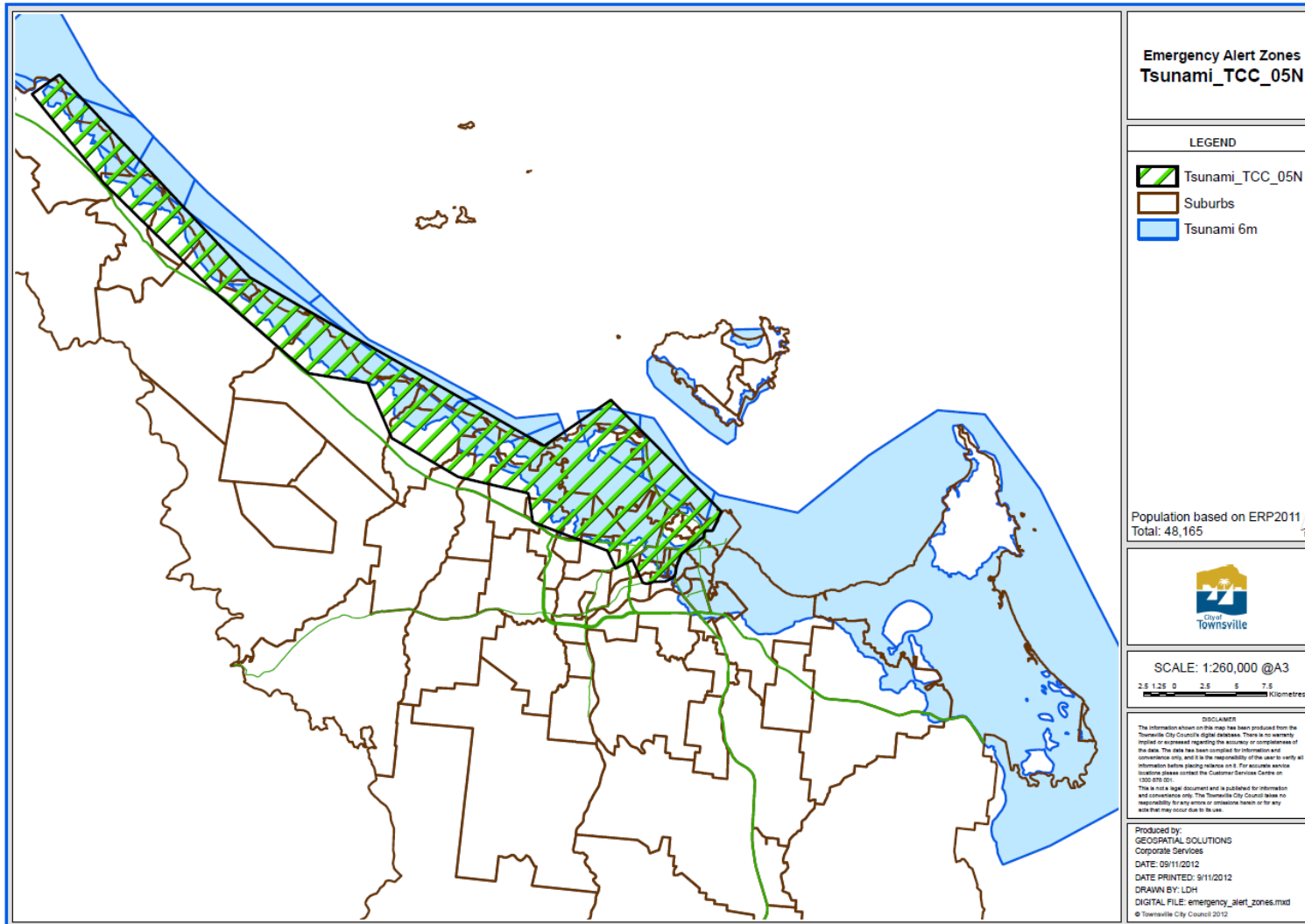
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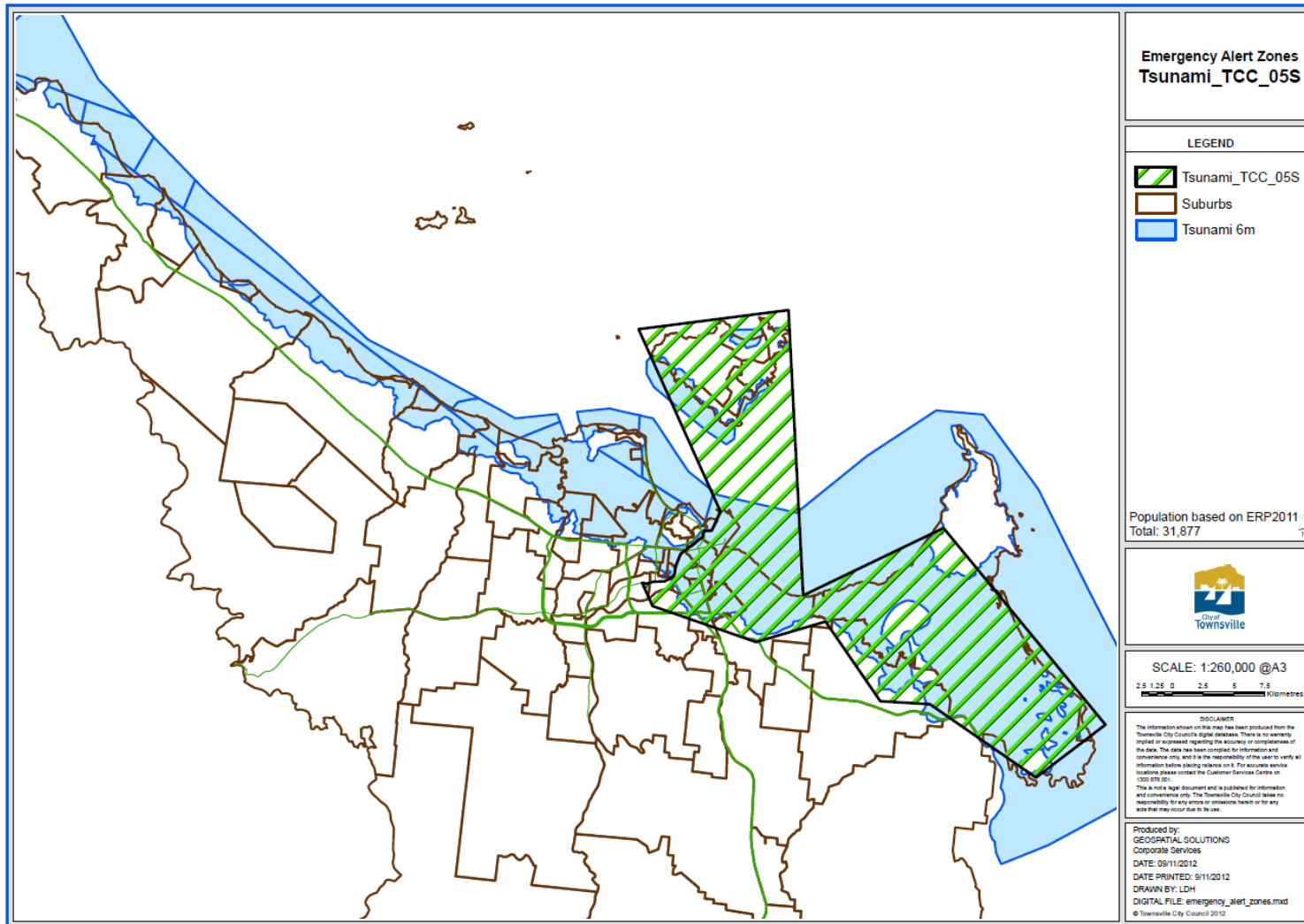
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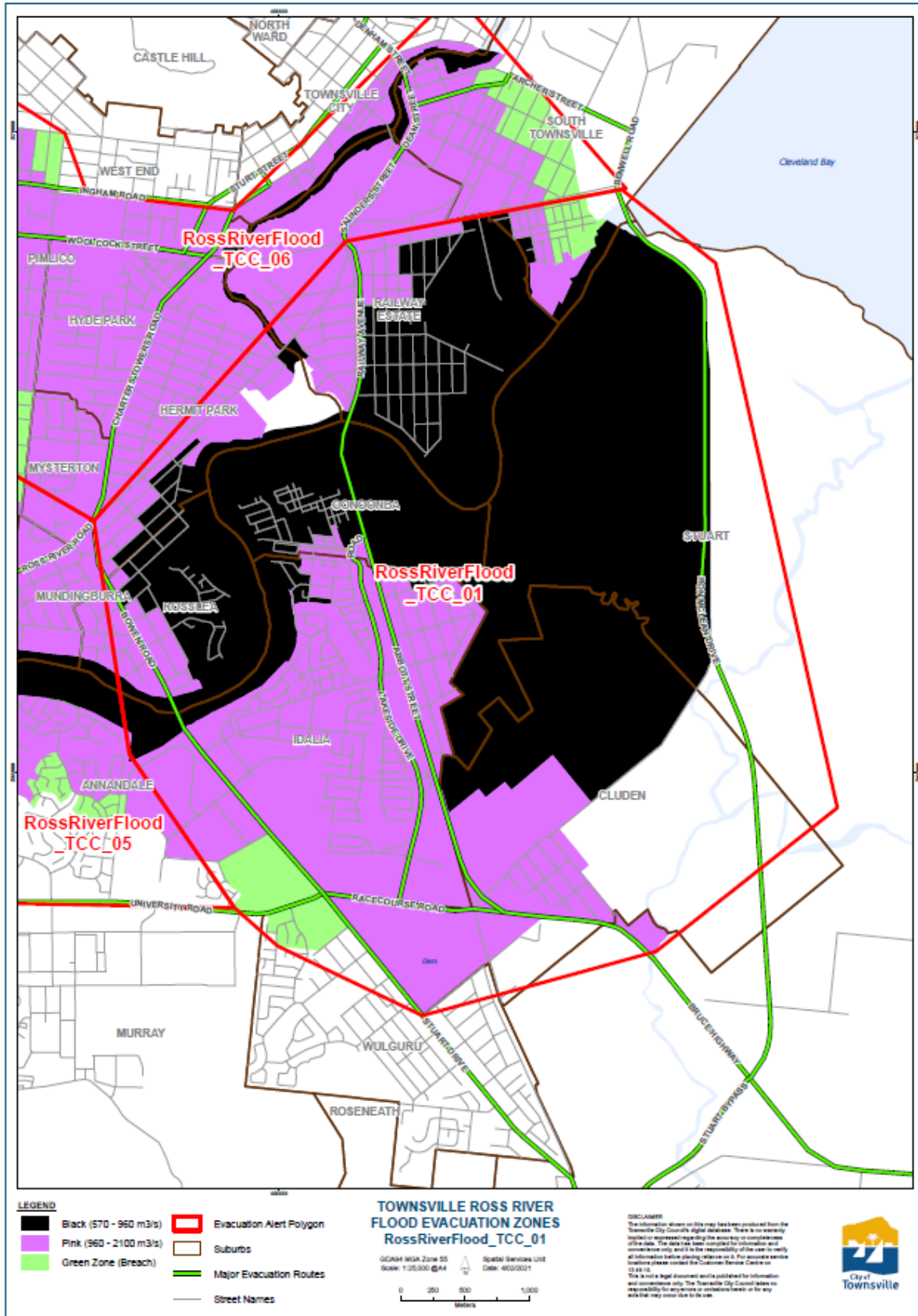
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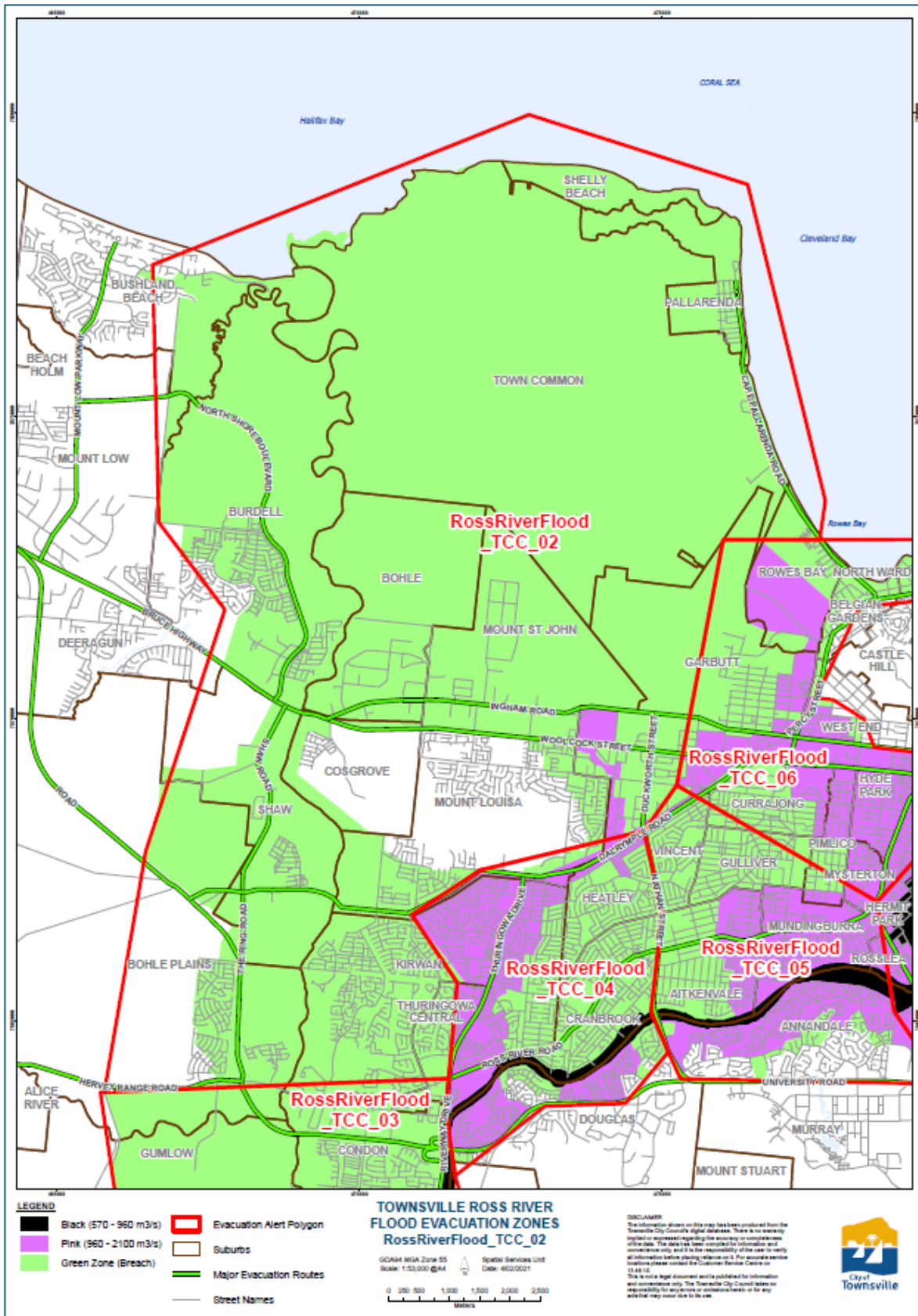
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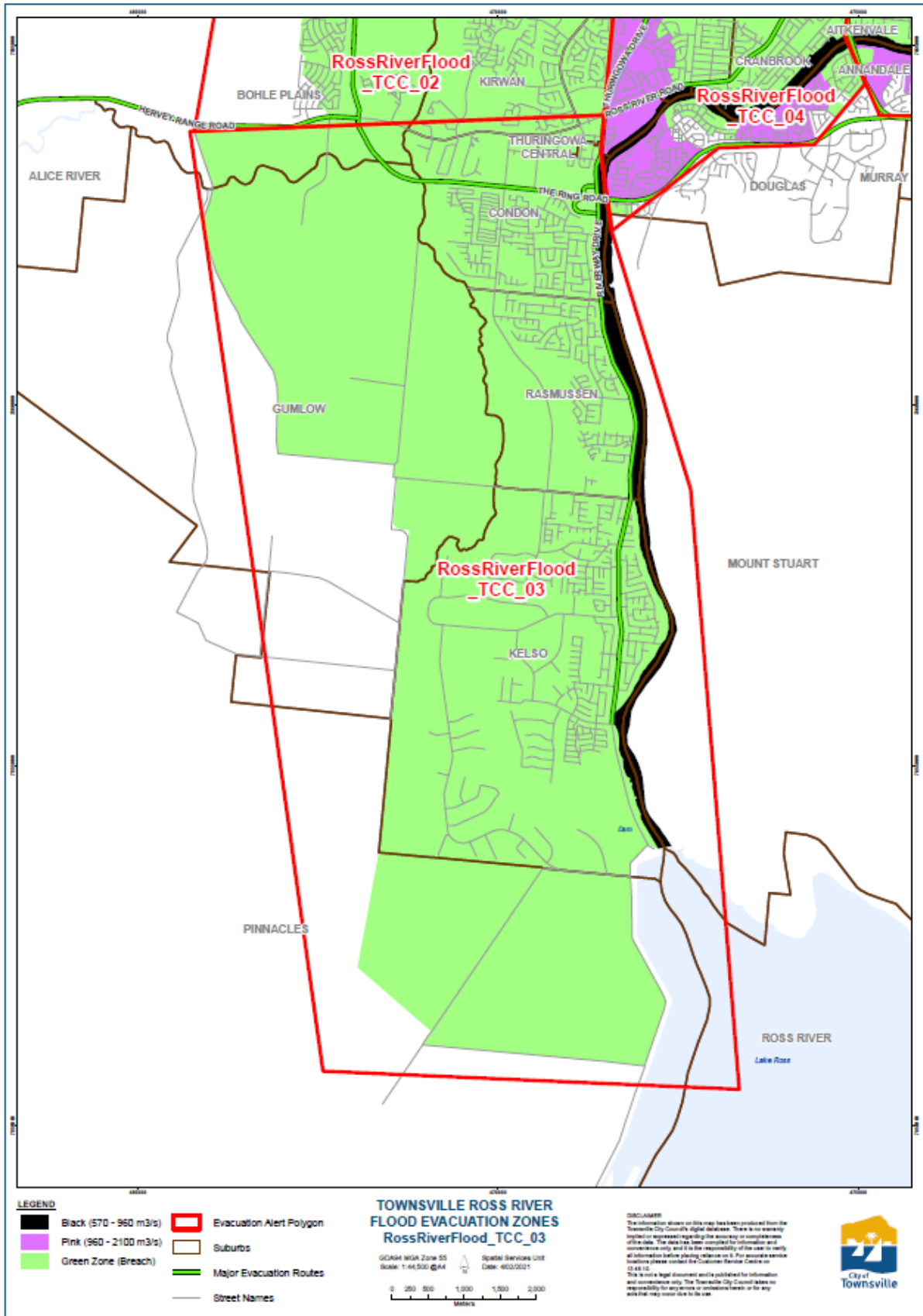
RossRiverFlood_TCC_01



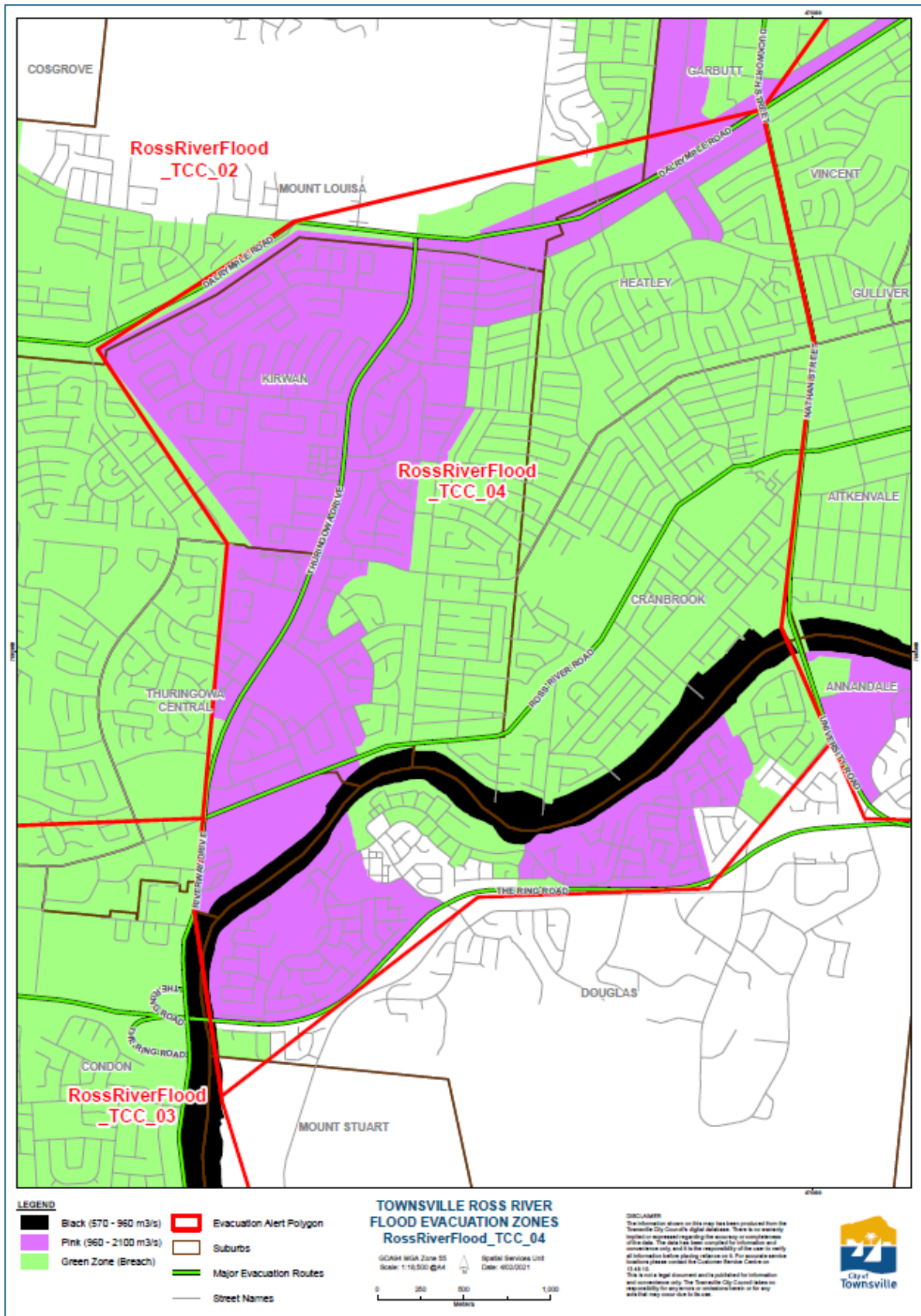
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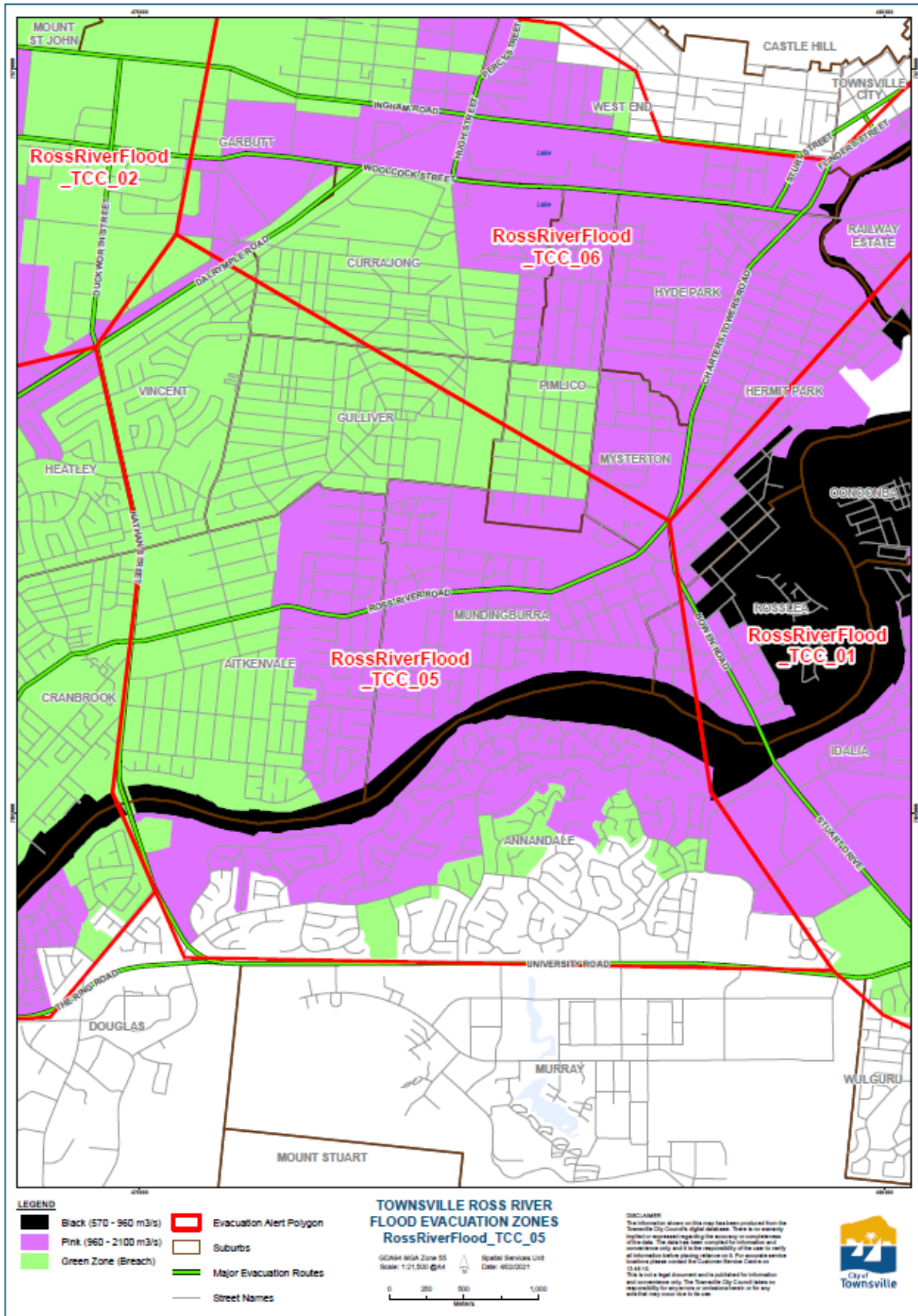
RossRiverFlood_TCC_03



RossRiverFlood_TCC_04



RossRiverFlood_TCC_05



RossRiverFlood_TCC_06

