



# **Cherbourg**

## **Evacuation Management & Evacuation Centre Management Operations Manual**

**Version 1.0**

**Dated:** March 2020

**This Manual has been developed to provide guidance to the Cherbourg Aboriginal Shire Council and the Cherbourg Local Disaster Management Group on the conduct of evacuations and the management of evacuation centres.**

**The Manual details the procedures to be followed and include Check Lists that will assist the personnel conducting evacuations and managing evacuation centres.**



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## Authority to Plan

This Evacuation and Evacuation Centre Management Operations Manual has been prepared by the Cherbourg Local Disaster Management Group (LDMG) under the provisions of Section 57(1) of the Disaster Management Act 2003.

## Approval

The preparation of this Evacuation and Evacuation Centre Management Operations Manual has been undertaken in accordance with the Disaster Management Act 2003, to provide for any evacuations in the Cherbourg Community and for the management of evacuation centres that may be provided in the Cherbourg Aboriginal Shire Council area.

The Operations Manual is endorsed for distribution by the Local Disaster Management Group.

**Cr Arnold Murray**  
**Chair**  
**Local Disaster Management Group**

**Date:.....**

## Amendments and Review

This Operations Manual will be reviewed as required by *Section 59 of the Disaster Management Act 2003*, with relevant amendments made and distributed as per the distribution and contacts lists, which are maintained by the Cherbourg Aboriginal Shire Council on behalf of the LDMG.

## Document Control

### Amendment Control and Version Register

The Evacuation and Evacuation Centre Management Operations Manual is a controlled document. The controller of the document is the Cherbourg Local Disaster Coordinator (LDC). Any proposed amendments to this manual should be forwarded in writing to:

*Cherbourg Local Disaster Coordinator, Cherbourg Aboriginal Shire Council, 22 Barambah Avenue, Cherbourg Qld 4605*

The LDC may approve inconsequential amendments to this document. Any changes to the intent of the document must be approved and endorsed by the Local Disaster Management Group.

### Amendment Register

Amendment		Manual Updated	
Version	Issue Date	Author	Reason for Change
1.0	February, 2013		Original Document
2.0	March, 2020	Warren Bridson Consulting	Redeveloped to contemporary evacuation procedures and evacuation centre management practices

## Distribution

This Operations Manual is not publicly available, and is not for distribution and/or release to persons or agencies other than those identified in the Cherbourg Local Disaster Management Plan.

# 1. Governance

## 1.1. Purpose

The purpose of this Evacuation and Evacuation Centre Management Operations Manual is to outline the arrangements for the implementation of an evacuation of “at risk” persons within the Cherbourg Community and to provide guidance on how to establish and manage evacuation centres.

This manual will support the LDMG to:

- Identify the persons exposed and at risk
- Document the process for making decisions to evacuate
- Co-ordinate an organised and coordinated movement of persons to a safer location and their eventual return home.
- Establish and manage evacuation centres

## 1.2. Activation

This Evacuation and Evacuation Centre Management Operations Manual will be activated by the Cherbourg LDMG where the movement of persons to a safer location is required to be coordinated by the LDMG.

## 1.3. Evacuations for Cherbourg

In very rare events requiring large scale evacuation of Cherbourg to other places, Cherbourg will seek assistance and support from the Gympie District Disaster Management Group and the State.

For all other events, the Cherbourg LDMG will provide the support necessary to Cherbourg residents requiring alternate accommodation and services and may establish an Evacuation Centre in Cherbourg to provide those services until people can be safely returned to their homes.

For major flood events, the Council will follow this manual and Council’s prepared procedures to evacuate threatened homes and workplaces.

## 1.4. Decision to Evacuate

The Local Disaster Management Group will analyse specific event information and intelligence and make an assessment on the necessity to evacuate persons at risk. The factors to be considered and the decision making process, particularly timelines, are **detailed on pages 10 and 11.**

## 1.5. Evacuation roles and responsibilities

The LDMG will be responsible for the management of all facets of any evacuation process that is not the direct responsibility of the DDC under the Queensland Evacuation Guidelines or pursuant to the Act.

The DDC is responsible for authorising the directed evacuation and exercising any statutory powers under sections 77-78 of the Act which are required to give effect to that directed evacuation.

## 2. Evacuation Strategy

### 2.1. Overview

The two main public protective measures that can be implemented to safeguard the community when a threat or potential threat arises are **shelter in place** and **evacuation**.

An evacuation strategy enables prompt decision making and can be refined at the time of an event, when the data is influenced by event specific factors such as size and magnitude and likely impact areas.

### 2.2. Evacuation Scenarios for Cherbourg

The most likely evacuation scenarios for Cherbourg in order of likelihood are:

#### **Severe Storm/Cyclone.**

Severe storms or Cyclones can cause widespread damage. People's homes may be severely damaged requiring them to seek alternate shelter. Utilities may be disrupted causing people to be displaced from their homes. In such circumstances, evacuation will likely be to places within Cherbourg. An Evacuation Centre in Cherbourg may be required to support people who cannot evacuate to friends or family. People will not be able to return until their homes are repaired and services are restored.

#### **Major Flooding.**

Major flooding will inundate workplaces and homes adjacent to Barambah Creek and people will need to be evacuated from those places. Materials in these places will need to be relocated quickly to avoid damage. Evacuation of people and material will be to places within Cherbourg. Given the small number of homes affected, this is likely to be to friends and family. The areas likely to be impacted can be determined from flood mapping held by Council and those affected can be pre-warned. Arrangements for these evacuations can be documented before the event and implemented when required.

#### **Dam Failure**

If dam failure has occurred, or is expected to occur, people should be evacuated from low lying areas to the highest point in Cherbourg in the vicinity of the school. Dam failure may cause flooding exceeding those experienced in the past and water rises will occur quickly. Evacuation of most of the town to the vicinity of the school will be required to ensure public safety. Return will depend on the scale and impact of the event.

#### **Bushfire**

Large bushfires in the Wondai State Forest in severe fire weather conditions may threaten Cherbourg through smoke hazard and embers blowing in front of the fire causing spot fires in Cherbourg. In catastrophic circumstances it may be necessary to evacuate the community to safer places outside of the Cherbourg Local Government area. Evacuation of individuals for health related reasons e.g. respiratory problems, will use normal community resources and arrangements.

#### **Earthquake**

A large earthquake could cause damage to buildings and utilities. Residents may have to evacuate to safer places either to friends and family or to an Evacuation Centre in Cherbourg.

#### **Long Term Loss of Utilities**

Many of the hazards affecting Cherbourg can damage community infrastructure causing loss of utilities – power, water, sewerage treatment, etc. In most cases disruptions may only be for short periods. However any sustained outage of utilities that will directly affect the public health of the community may require evacuation. This may be evacuation of only parts of the community to other places in Cherbourg or to an evacuation centre able to provide the necessary services. In extreme circumstances evacuation of the entire community to places outside of the Cherbourg Local Government area may be deemed necessary until services can be returned.

## 2.3. Cherbourg Evacuations

These scenarios indicate that a major evacuation of all of Cherbourg is unlikely to be required. It is much more likely that only some residents will require evacuation and that such evacuation will be to friends and family or to an Evacuation Centre in Cherbourg.

## 2.4. Cherbourg Local Disaster Management Group Evacuation Strategy

The following table outlines a pre-determined evacuation strategy for a range of threats.

Threat	Areas at Risk	Evacuation Method	Safer Location	Estimated Evacuation Timeframe
Minor Flooding	Nil	n/a	n/a	n/a
Moderate Flooding	As per flood maps	Voluntary	Family and friends	Unknown
Major Flooding	As per flood maps	Voluntary or Directed	Family and friends Evacuation Centres	5 - 6 hours
Dam Failure	As per flood maps	Directed	Out of Community	55 minutes
Tropical Cyclone Category 1 & 2	Cherbourg Community	Shelter in Place	n/a	n/a
Tropical Cyclone Category 3	Cherbourg Community	Voluntary	Family and friends	12 to 18 hours
Tropical Cyclone Category 4 & 5	Cherbourg Community	Voluntary and Directed	Family and friends	12 to 18 hours
Severe Weather (flash flooding, damaging winds,	Cherbourg Community	Shelter in Place	n/a	n/a
Bushfire	Cherbourg Community	Directed	Bushfire Safe Locations Evacuation Centres	3 to 4 hours
Earthquake	Cherbourg Community	Directed	Open spaces, suitable buildings Evacuation Centres	3 to 4 hours
Loss of Utilities	Cherbourg Community	Voluntary	Out of Community	1 to 2 days

## 3. Evacuation Planning

### 3.1. Overview

If an evacuation of some or all of the Cherbourg Community is being considered, then the following factors should be considered when planning the evacuation:

#### Decision time

The time required to make an informed decision to evacuate. This calculation should include mobilisation and deployment of resources

#### Warning Time

The time taken to advise the community of the evacuation. This warning time would effectively overlap into the withdrawal phase as public messages continue to be conveyed.

#### Withdrawal Time

The time taken for persons to travel to a safer location. The withdrawal time is the total of the leave time and travel time.

- Leave time - the time people take to secure the home and prepare to leave
- Travel time - the time taken by a person or vehicle to travel from the evacuation zone to the safer places

### 3.2. Authority to Evacuate

This Evacuation and Evacuation Centre Management Operations Manual is designed for the evacuation of persons at risk from large-scale disaster events in accordance with, and under the authority of, the Disaster Management Act 2003.

There are three (3) types of evacuations, two (2) of which can be authorised.

### 3.3. Self-Evacuation

Self-evacuation refers to persons who may be impacted by an impending hazard and proactively choose to evacuate prior to advice or direction from authorities (Queensland Evacuation Guidelines).

### 3.4. Voluntary Evacuation

Persons who choose to voluntarily evacuate following an announcement of a LDMG coordinated voluntary evacuation. Exposed persons, who may be impacted by an impending hazard, are encouraged to commence early voluntary evacuations.

### 3.5. Directed Evacuation

Directed evacuations are when persons are formally directed, by appropriately authorised persons, to evacuate to a safer location.

The decision to order a directed evacuation during an event lies with the DDC, however it is noted that this decision should be made in close consultation with the LDC and based on the pre-planning undertaken by the LDMG.

A directed evacuation under the Act requires the declaration of a disaster situation. During a disaster situation, the DDC and Declared Disaster Officers are provided with additional powers. These powers may be required to give effect to a directed evacuation.

The LDC, with approval from the LDMG, will make a recommendation to the DDC that a directed evacuation is required based on their situational awareness and in preparation for an imminent disaster event.

Upon approval of the declaration, a directed evacuation order may be issued by the DDC and persons may be authorised to exercise declared disaster powers to enable the effective conduct of the withdrawal process.

### 3.6. Considerations

The considerations listed below are examples and should only be used as prompts (refer to Queensland Evacuation Guidelines):

- Is evacuation the best option?
- Are there other alternatives?
- Is it possible to evacuate?
- Have any special arrangements for the vulnerable persons been considered?

### 3.7. Special Considerations

Other considerations would be the demographic of the population exposed to the hazard. Some areas that may need special considerations include:

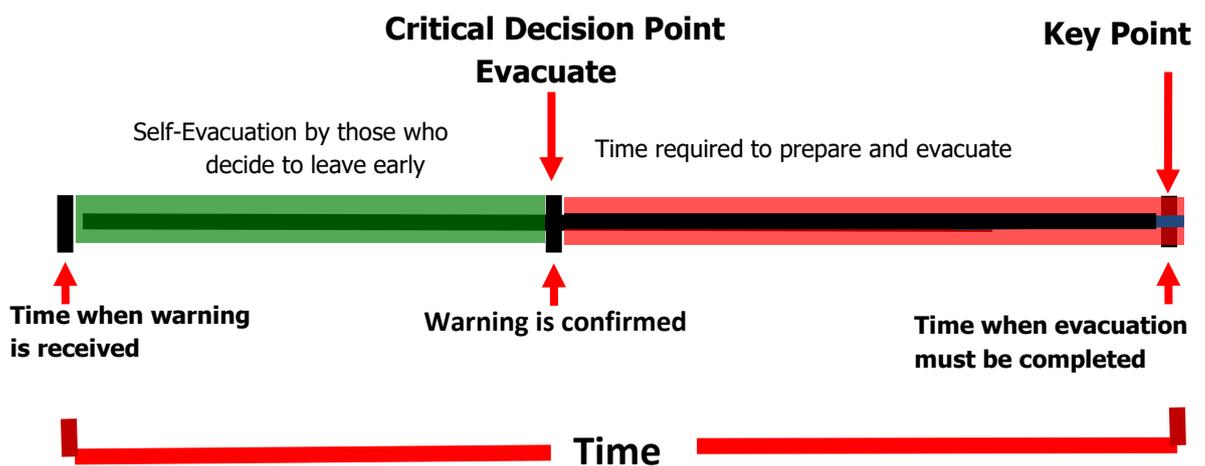
- Critical facilities such as hospitals
- Aged care facilities
- Schools and childcare centres
- Persons with a disability or special needs
- Pet ownership.

### 3.8. Evacuation Timelines

An important factor to be considered when planning for evacuations is the time required to safely and effectively undertake an evacuation. A timeline to map the steps in an evacuation process has the advantage of showing the critical links between the predicted impact time, the decision to evacuate, and the many factors that will determine the time taken to complete the withdrawal.

The timeline is developed graphically to clearly indicate the time requirements for each phase of the evacuation process. The timeline displays the phases of evacuation, decision points and other considerations that will inform the evacuation process. The resultant timeline can be used to illustrate the actions necessary, when actions are to be commenced, and timeframes for their completion.

#### Decision points to determine timeframes for effective evacuations:



### 3.9. Cherbourg Evacuation Timelines

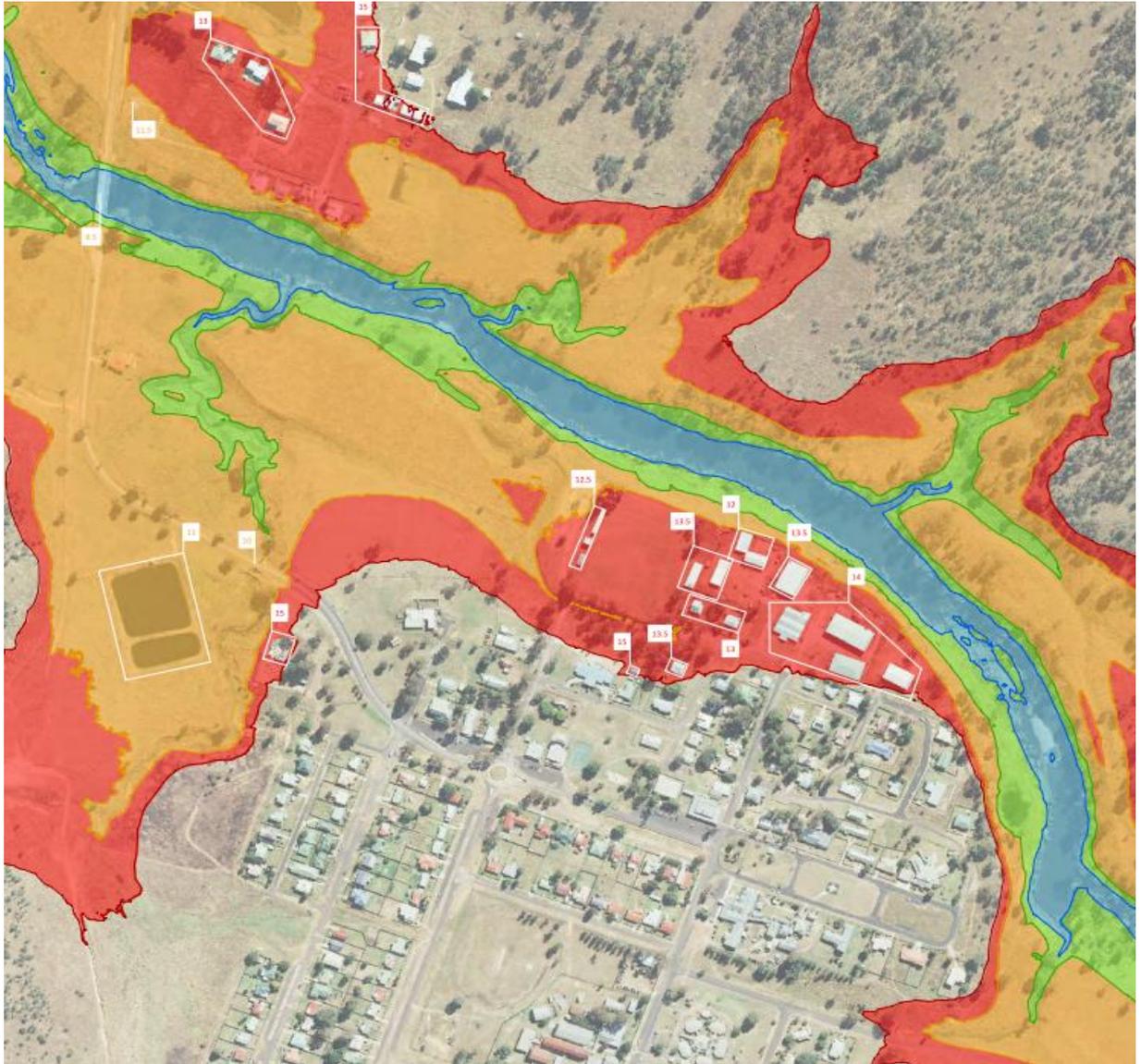
Evacuation Timeline		Major Flood		
Latest Time for Decision	Time to develop and deliver Warnings	Time for Withdrawal	Safety Factor Time Allowance	Predicted Time of Impact
				Withdrawal Complete
<b>Example:</b>	1 hour	4 hours	30minutes	
<b>8.30am</b>	9.30am	1.30 am	2.00pm	<b>2 pm</b>

Evacuation Timeline		Dam Failure		
Latest Time for Decision	Time to develop and deliver Warnings	Time for Withdrawal	Safety Factor Time Allowance	Predicted Time of Impact
				Withdrawal Complete
<b>Example:</b>	15 min	30 min	10 min	
<b>1.05pm</b>	1.20pm	1.50pm	2.00pm	<b>2 pm</b>

Evacuation Timeline		Post Event		
Impact Time	Time to develop and deliver Public Information	Time for Return	Return Complete	
			Return Complete	
<b>Example:</b>	4 hours	4 hours		
<b>10 am</b>	2pm	6 pm	<b>6 pm</b>	

## Flood Evacuation Zones

The map below depicts the flood inundation levels provided in the Cherbourg Flood Study. The areas marked in red indicate the areas inundated in major flooding. Those houses and workplaces in the red area will require evacuation. These levels are based on the best possible information available for the flood study, but water levels may be higher. Houses and workplaces adjacent to the red zone may need to be evacuated in extreme cases.



Flood Inundation levels in Cherbourg (*AECOM Flood Study*)

## 4. Evacuation Stages

Evacuation is conducted in five phases:

### 4.1. Decision.

The decision to evacuate must be made in a timely manner to ensure it can be effectively implemented. Understanding the timeline of hazard impact and how long it will take to evacuate is vital to effective evacuation decision.

### 4.2. Warning.

Warnings to the public are required to advise them of the threat and the actions they should take.

### 4.3. Withdrawal.

How people will move from their homes to designated safer places will depend on the situation. For most events involving Cherbourg, people evacuating within the town will walk or drive.

### 4.4. Shelter.

The Shelter phase is when people seek alternate accommodation requirements either with friends and family or at a designated Evacuation Centre.

### 4.5. Return.

The evacuation is not complete until all evacuees are returned.

These stages are interlinked and follow each other as depicted in the diagram opposite.

The evacuation process must provide relative safety to those who are asked to voluntarily evacuate or ordered to evacuate. The decision to evacuate, the withdrawal process, the period of shelter and the return process should not expose the community to risks.



## 5. Decision

### 5.1. Timelines

Evacuation Timelines guide the decision making for evacuation. Developing them requires a prediction of the likely impact time (not possible for all hazards). Once a predicted impact time is assessed, planners simply work backwards subtracting time allowances for Warning and Withdrawal. The resulting time is the latest time a decision can be made.

The timelines at **pages 10 and 11** are provided for initial use when planning evacuation. They should be adjusted to the current situation and timeframes. The LDC should develop evacuation timelines when the assessed impact of a hazard indicates that evacuations may be required.

### 5.2. Analysis of Information

The Cherbourg LDMG will analyse specific event information and intelligence and make an assessment of the necessity to evacuate person at risk. Factors which will affect this decision include:

- Advice from the relevant authorities on severity, arrival and impact areas
- The number of persons that may require evacuation
- The best shelter and evacuation option
- The suitability of proposed evacuation centres including the ability to establish them quickly and sustain them for the duration of the event
- The time required to complete the evacuation and the lead time available
- Specific transportation requirement for vulnerable groups
- Availability and access to the resources required to effectively manage the evacuation centres

## 6. Warnings

### 6.1. Overview

Information needs to be communicated to the community when exposed areas have been identified, the location of safer areas has been determined and the decision to evacuate members of the community has been made.

### 6.2. Warning dissemination and methods

The following table details the Evacuation warning methods and agencies responsible. It should be used for guidance when developing warning messages for evacuation.

Exposed Population	Warning Methods	Agency primarily responsible for dissemination of warning
All Residents Dam Failure	<ul style="list-style-type: none"> <li>Emergency Alert</li> <li>Doorknocking if safe</li> <li>Word of mouth</li> </ul>	Sunwater Council Qld Police Service Community Groups
Residents in Red Zone for Major Flood	<ul style="list-style-type: none"> <li>Door knocking/Telephone to implement pre-agreed arrangements</li> </ul>	Council
All Residents Bushfire	<ul style="list-style-type: none"> <li>Cherbourg Facebook Page</li> <li>Emergency Alert</li> <li>Word of Mouth</li> <li>Radio</li> <li>Doorknocking as needed</li> </ul>	Council QFES Council Radio US Mob Council and Community Groups
All Residents Storm/Cyclone	<ul style="list-style-type: none"> <li>Cherbourg Facebook Page</li> <li>Radio</li> <li>Word of Mouth</li> </ul>	Council Radio Us Mob Council and Community Groups

**Further information on communication with the public and specific information on Emergency Alerts is contained in the Cherbourg LDMG Information and Warnings Operations Manual.**

## 7. Withdrawal

### 7.1. Overview

The withdrawal stage involves the safe and efficient process of relocating community members from hazardous or potentially hazardous environments to safer areas.

### 7.2. Evacuation Routes

Evacuation of people within Cherbourg will be mainly by foot or vehicle.

Evacuation to safer places outside of the Cherbourg Local Government area is via the Cherbourg – Murgon Road. The forestry track to Wondai is **not** a viable Evacuation Route, particularly during wet periods. The road to Murgon is vulnerable to flooding. If the road is flooded, the only way to withdraw people is by Helicopter(s).

### 7.3. Assistance to Evacuate

Council and/or Emergency Services may need to render assistance to people needing help to evacuate. This may include helping people to move furniture and appliances to safer locations. For Flood events it is possible for the LDMG to determine who may need assistance and to put arrangements in place to ensure community support is provided to those who need it. Council may also have to provide transportation assistance to people or to help move material.

Council will also need to evacuate the Council workplaces adjacent to Barambah Creek. Council has the procedures and timelines to follow for evacuation of these places.

### 7.4. Pets and Animals

Provision must be made for pets and animals of evacuees. This provision is for companion animals and not for stock e.g. Horses. Public information on arrangements for pets should be provided to evacuees prior to withdrawal.

### 7.5. District and State Support

The movement of evacuees to areas outside of the Cherbourg Community would be coordinated jointly at Local and District coordination centres and may involve state level involvement. Some individuals and groups in the community will require assistance. Early liaison with the Gympie District Disaster Management Group should be initiated as positioning of state resources may take several hours to days to occur.

### 7.6. Assisted Evacuees

Assisted evacuation will include those persons without the means to evacuate themselves to a place of safety. While many residents without their own transport will evacuate with friends or neighbours, arrangements are necessary to accommodate those requiring transport assistance.

### 7.7. Special Needs Evacuees

- Facilities managing vulnerable people are required to implement their own evacuation plans and move their residents to a safer location.
- Evacuees with special needs may require personalised transport such as taxis or special carriage vehicles.
- The LDC will manage arrangements for the transport of persons with special needs.

## 8. Shelter

### 8.1. Overview

People may wish to seek Shelter with friends and family rather than go to an Evacuation Centre and this outcome should be encouraged where possible. However, not everyone is able to do so and the Cherbourg LDMG may need to open an Evacuation Centre.

An evacuation centre is a designated building specifically selected as a location not anticipated to be adversely affected by the hazard.

Evacuation centres are pre-determined and categorised for event suitability. **Annexure 3 details how the facilities that could be used as an Evacuation Centre in Cherbourg are assessed for suitability.** Making people aware of these facilities and how they will be activated and operated will be included in the Annual Community Education and Awareness Programs.

### 8.2. Registration of Evacuees

Registration of evacuees is vital to ensure that all evacuees can be identified and located. Registration assists in answering enquiries from friends or relatives about the person’s safety. Registration is normally undertaken using the National Registration and Inquiry System (NRIS) which is often managed by the Red Cross. Any evacuation to safer locations outside of Cherbourg will certainly include evacuee registration processes on arrival in Evacuation Centres.

For evacuation within Cherbourg, registration processes will need to be undertaken by individuals or by Council on behalf of individuals.

Council should undertake this task in the Evacuation Centre by collecting and recording relevant identification and contact details of the evacuees.

The table below details the information that should be collected from evacuees on arrival in the Evacuation Centre.

Cherbourg Evacuee Registration	
First Name	
Last Name	
Gender	
Approximate Age	
Phone (home or mobile)	
Email Address	
Address	

### 8.3. Neighbourhood Safer Places

A Neighbourhood Safer Place (NSP) is a local open space or building where people may gather, as a last resort, **to seek shelter from a bushfire.** Use of an NSP may be a contingency plan when:

- The plan was to stay but the extent of the fire means that the home cannot withstand the impact of the fire and therefore the home is not a safe place to shelter
- The fire has escalated to an ‘extreme’ or ‘catastrophic’ level and evacuation to the Neighbourhood Safe Place is the safest option

The main purpose of an NSP is to provide some level of protection to human life from the effects of a bushfire. The following limitations may need to be considered:

- Firefighters may not be present as they will be fighting the main fire front elsewhere.
- NSPs do not cater for animals or pets.
- NSPs do not provide meals or amenities.
- NSPs may not provide shelter from the elements, particularly flying embers.

## 9. Evacuation Centre Management

### 9.1. Overview

This part of the manual provides guidance on the establishment and management of facilities that have been designated as Evacuation Centres within the Cherbourg area. Evacuation centres provide basic needs such as accommodation, food, water, information and personal support services.

### 9.2. Potential Evacuation Centres

The use of buildings as evacuation centre will be determined by the hazard, the suitability of the location, the suitability of the building for the hazard, and the facilities that are available for use by the evacuees.

The decision to use or not use any of these buildings will be made by the Local Disaster Management Group. Only then will the community be advised what locations are going to be used as evacuation centres. Templates for these media messages are contained in the Information and Warnings Operations Manual.

The following locations have been identified as potential evacuation centres.

- Cherbourg Sporting Complex
- Cherbourg State School

### 9.3. Appointment of Evacuation Centre Manager

Wherever possible the Council will need to appoint a suitable person to undertake the role of Evacuation Centre Manager whenever an Evacuation Centre is activated in Cherbourg. The person appointed should have undertaken training in Evacuation Centre Management under the Disaster Management Training Framework.

This person is responsible for ensuring the effective activation, resourcing and operation of the Evacuation Centre.

### 9.4. Evacuation Centre Set Up

When setting up the Evacuation Centre it is essential the following areas are made available:

#### Main entry (including reception area)

- One main public entrance will ensure registration officers are aware of all movement into and out of the facility

#### Registration area

- Close to the main entrance in a position that all must pass by to enter and exit

#### First Aid

- Separate room or screened area close to hand washing facilities

#### Food preparation area

- Near dining area

#### Dining area

- Space for refreshments available 24 hours a day
- Can also be used as an information area

#### Sleeping area

- Sufficient space provided

### 9.5. Responsibility for Establishment/ Operation of Evacuation Centres

The Cherbourg Aboriginal Shire Council is responsible for establishing and operating evacuation centres within Cherbourg. The Council is supported by the LDMG and the following entities may be able to assist:

- Queensland Health
- Department of Communities, Disability Services and Seniors
- Community organisations in Cherbourg
- Red Cross
- Community Organisations from outside of Cherbourg brought in to assist

## **9.6. Resourcing and Staffing Evacuation Centres**

Evacuation Centres may require significant resources depending on the number of evacuees and their needs. Wherever possible local resources should be used, however if local resources are insufficient or are not available, the LDC may seek external assistance from agencies such as the Red Cross via the DDC using Requests for Assistance.

The Red Cross publishes 2 documents that can be downloaded and used as reference manuals for managing evacuation centres. Queensland Evacuation Centre Planning Toolkit and Queensland Evacuation Centre Field Guide can be found at:

[www.disaster.qld.gov.au/dmg/st/Documents](http://www.disaster.qld.gov.au/dmg/st/Documents)

## **9.7. Communication & Reporting to LDCC**

The Evacuation Centre Manager is to provide to the Local Disaster Coordination Centre the Evacuation Centre Daily Report by 1000 hours and a Situational Update by 1700 hours. These reports should include statistics on the centre – registration numbers, how many meals provided, number evacuees using the facility overnight, percentage of centre capacity reached etc.

## **9.8. Public Information**

The evacuation centre coordinator shall provide regular disaster related and general information for evacuees at the centre. The provision of television/and or radio facilities for use by evacuees will assist with this task.

## **9.9. Finance**

All requests for expenditure of funds in support of an evacuation centre's operations must be made by the Evacuation Centre Manager to the Local Disaster Coordinator. These requests are then submitted to the Logistics Cell in the Local Disaster Coordination Centre. The Local Disaster Coordinator shall determine what funding is available and provide advice to the Evacuation Centre Manager.

## **9.10. Closure of evacuation centres**

The Centre Manager will brief the Local Disaster Coordinator on the proposed centre closure times. This information needs to be conveyed to evacuees as soon as possible to make them aware the centre is only a temporary measure. It is important to ensure that those with special requirements have alternate accommodation and/or care arrangements as required.

When leaving the evacuation centre, evacuees should be well equipped with information and guidance on available recovery options. Information sessions should provide details on the de-registration process and the return of bedding etc.

The Evacuation Centre Manager will coordinate the packing and cleaning of all Council resources and make an inventory of resources to identify re-stocking needs and/or claims for reimbursement of costs incurred.

## **9.11. Management of Closure**

When the decision is made to close evacuation centres the following issues will then be implemented:

- (a) Ensure that the closing date/time is effectively communicated to evacuees and personnel
- (b) Determine if evacuees who have special requirements have alternate accommodation or care arrangements as required
- (c) Ensure that guidance is provided on recovery options e.g. housing, legal and financial
- (d) The Local Disaster Management Group is kept fully apprised of agency interaction and preparedness actions implemented for support and counselling services, where possible, by local, State or non-government agencies

## 10. Return

### 10.1. Overview

The decision for the return of evacuees and the development of a return strategy will be undertaken by the LDMG in close consultation with the following:

- The Council (for matters related to council services e.g. water, sewerage, roads, etc.).
- DDC and DDMG.
- Cherbourg LDMG members,
- Ergon, and
- Sunwater (as necessary).

### 10.2. Decision for Return

The decision to return should be made after the following issues have been assessed and addressed (*the list below should be used as a prompt only*):

- Absence of the hazard and the possibility of its return
- Safety of buildings and structures
- Availability of schools and work places
- Operation of utilities; power, water, gas, sewerage, and communications
- Public health
- Security of remaining damaged or unsafe areas
- Availability of support services and infrastructure

## Annexure 1: Evacuation Check List

Action	Responsible Agency / Officer	Specific Information	Status
<b>Decision to Evacuate</b>			
Activate Evacuation and Evacuation Centre Management Operations Manual			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Consider the specific circumstances of the event and review the Evacuation Strategy in light of: <ul style="list-style-type: none"> <li>• advice from relevant authorities on severity, arrival and impact area</li> <li>• the nature of the “at risk” population</li> <li>• the suitability of safer locations</li> <li>• the requirements of special needs persons and associated actions;</li> <li>• specific transport issues</li> <li>• the availability of appropriate resources to effectively manage all aspects of the evacuation</li> </ul>			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Consider all aspects with particular emphasis on the time required to complete the evacuation and the lead time available. Conduct a local risk assessment. <b>Is evacuation the most suitable option?</b>			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Decide on the type of evacuation being contemplated			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Define the timeframe for conduct of evacuation if pre-impact			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Determine the amount of external assistance that may be required to effect evacuation			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Advise DDC that evacuation decision has been made and make a request for assistance, if required			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Recommend to DDC if directed evacuation is required			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed

Action	Responsible Agency / Officer	Specific Information	Status
<b>Resources</b>			
Ensure adequate copies of evacuation flood zone maps for operational teams			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Check current and predicted status of evacuation routes			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Populate Evacuation Order templates with relevant information including affected zones. Hold pending approval for release.			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Confirm and ready warning mechanisms			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Where transportation will be required, review transport availability			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Confirm evacuation centres, arrange opening, manning of centres and test of communication system back to LDCC			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Where warning mechanisms will include door knocking, mobile public address systems, ensure coverage of community			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
<b>Warnings</b>			
Upon <b>authorisation</b> , issue voluntary evacuation advice to exposed population			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Provide notice to “at risk” persons to evacuate			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Receive <b>authorisation</b> for directed evacuation from DDC, if required			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Issue directed evacuation order to the “at risk” persons			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Provide evacuation teams with written order to be provided to members of public			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed

Action	Responsible Agency / Officer	Specific Information	Status
<b>Withdrawal</b>			
Activate door to door evacuation teams			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Ensure evacuation messages continue to be conveyed to public.			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Consider the needs of the identified vulnerable population			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Provide regular situation reports on evacuation to DDMG			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Ensure regular reporting from field teams of completed tasks			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Implementation of security strategy for evacuated areas			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
<b>Shelter</b>			
Identify locations suitable for use as Evacuation Centres			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Ensure evacuation centre management is in accordance with Evacuation Centre Management Operations Manual			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Request and maintain a record of evacuees at evacuation centres. Use programs such as NRIS			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
<b>Return</b>			
Determine areas that are safe for return with consideration of the following issues: <ul style="list-style-type: none"> <li>• results of damage assessment</li> <li>• health and safety issues</li> <li>• functioning of utilities; power, water, sewerage and communications</li> <li>• status of re-opening of roads</li> </ul>			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed

Action	Responsible Agency / Officer	Specific Information	Status
Review and modify the Return Strategy, addressing: <ul style="list-style-type: none"> <li>• specific areas deemed safe for return</li> <li>• security of damaged, unsafe structures or infrastructure</li> <li>• detailed return advice to evacuees</li> <li>• transportation requirements</li> </ul>			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Advise DDMG of Return Strategy being implemented			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Issue information on return strategy for evacuees. Distribute return advice to Evacuation Centres. Tailor advice to vulnerable populations			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Release appropriate information to returning evacuees on reactivation of utilities, damage repairs, clean up and debris removal, process for human/social recovery support services			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Maintain security controls for those areas that cannot be safely reoccupied			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Ensure the coordination of temporary housing for evacuees unable to return to their residences			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Close evacuation centres			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed
Complete final situation report on evacuation and stand down Evacuation Committee, if this committee has been established			<input type="checkbox"/> Assigned <input type="checkbox"/> Completed

## Annexure 2: Evacuation Centre Manager Duty List

The Evacuation Centre Manager is responsible for everything that occurs within the centre and is the link to everything external to the centre.

He/she is to determine the roles and responsibilities of other team members and for the relationships with agency team leaders.

SET UP / ESTABLISHMENT DUTIES	
1.	Determine the expectations of the Local Disaster Coordination Centre
2.	Undertake a facility walkthrough
3.	Welcome incoming personnel and agencies
4.	Establish communication channels with the LDCC
5.	Update the Local Disaster Coordinator on the status of the centre
ONGOING DUTIES	
6.	Establish a schedule for daily activities
7.	Report to Local Disaster Coordinator
8.	Ensure various systems for communication with evacuees are in place
9.	Oversee centre operations by regularly walking through the facility
10.	Ensure safety, security and sanitation practices are in place
11.	If needed facilitate the handover of the centre to the incoming Centre Manager
DECOMMISSION DUTIES	
12.	Ensure all documentation has been collated
13.	Ensure equipment and resources are returned to their owners
14.	Ensure the facility is returned to its original condition
15.	Inspect the centre with the facilities officer and identify any issues
16.	Arrange handover of the facility

## Annexure 3: Evacuation Centre Assessment

Evacuation Centre Details – To be completed when an Evacuation Centre is identified for use

FACILITY NAME	ADDRESS	CONTACT	FLOOD IMMUNITY	BUSHFIRE IMMUNITY	CAPACITY	AMENITIES	KITCHEN	ALTERNATIVE WATER SUPPLY	CONNECTIVITY	ALTERNATIVE POWER SUPPLY	PARKING	OTHER

## Annexure 4: Evacuation Centre Report

*To be completed and reported daily (or as required) to the Local Disaster Coordination Centre*

<b>FACILITY NAME &amp; LOCATION:</b>	<b>Date:</b>	<b>Day No:</b>
<b>Completed by:</b> <i>(name, role &amp; contact details)</i>	<b>Time:</b> <b>From:</b> <span style="margin-left: 150px;"><b>To:</b></span>	

<b>1. EVACUEES STAYING</b> <i>(refer to intake forms &amp; confirm with a headcount)</i>					
Adult Males	Adult Females	Children <i>(under 16)</i>	Response personnel <i>(not internal)</i>	Other	<b>TOTAL EVACUEES</b> <i>(sleeping on site)</i>
<b>2. PEOPLE WHO VISITED</b> <i>(refer to Visitor Log)</i>					
Visitors <i>(eg VIPs, contractors, media)</i>		No of others who visited and not signed in <i>(estimate)</i>		Other	
<b>3. PEOPLE WITH SPECIAL NEEDS</b> <i>(discuss with support agencies)</i>					
Aged Care Support		Household Pets		Childcare Support	Other
<b>4. MEALS SERVED</b> <i>(discuss with food distribution agency)</i>					
Breakfast		Lunch		Dinner	Other
<b>5. AGENCY PERSONNEL WORKING ON SITE</b> <i>(discuss with agency representative)</i>					
1. Council		2.		3.	4.
5.		6.		7.	8.
<b>7. ISSUES IDENTIFIED AND / OR ANTICIPATED REQUIREMENTS</b> <i>(eg pets, facility, resources, overall mood etc.)</i>					
<b>Information distributed to:</b> <i>(name, role, method, eg email, phone)</i>					<b>Date &amp; Time:</b>

***Do not release this information to members of the public, visitors or the media without Local Disaster Coordination Centre approval***