EAS
Emergency Alert System

Cherbourg
Information & Warnings
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 development and distribution of information and warning to the Cherbourg Community.

The information may be part of community awareness programs and the warnings may be issued to the community prior to and during a disaster event.

Cherbourg Aboriginal Shire Council

22 Barambah Avenue
Cherbourg, Queensland,
Australia 4605

www.cherbourg.qld.gov.au

Table of Contents

Authority to Plan

This Information and Warnings 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 Information and Warnings Operations Manual has been undertaken in accordance with the Disaster Management Act 2003, to provide for any information and warnings regarding disaster management that may have to be provided in the Cherbourg Aboriginal Shire Council area.

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

Cr Elvie Sandow
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 Information and Warnings 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 information, warnings and messages for LDMG operations
	January 2023		Reviewed

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

~~Authority to Plan~~

~~This plan has been prepared by the Lockyer Valley LDMG for the Lockyer Valley Region Council under the provisions of Section 57(1) of the Disaster Management Act 2003. This sub-plan will be managed in accordance with the administrative and governance processes outlined within the Lockyer Valley LDMP including approval, document control, distribution and review.~~

1.1. Purpose

The Information and Warnings Operations Manual interfaces with the Cherbourg Local Disaster Management Plan, the Evacuation Operations Manual, the Local Disaster Coordination Centre Operations Manual and the Local Recovery Operations Manual. It ensures the effective collection, monitoring, management and dissemination of accurate, useful and timely information to the community. The central aims of this operations manual are:

- To increase the Cherbourg Community awareness and preparedness

- To assist the Local Disaster Management Group to communicate quickly, consistently and clearly so that Cherbourg Community members have access to the up-to-date information they need to stay safe and protect their properties

- To safeguard Council's reputation and relationships by managing the messages and perceptions surrounding the disaster event

This Manual also provides detailed information on the procedures for the use of Emergency Alert to provide warnings to the Cherbourg Community during disaster operations. It is not meant to replace the *Queensland Emergency Alert Manual* which is the principle reference for the use of Emergency Alert. A copy of this Manual can be found on line at. www.disaster.qld.gov.au/dmg/st/documents/M1174

The Information and Warnings Operations Manual outlines the goals, objectives, target audiences and strategies for each phase in the disaster communication process.

This Manual does not include:

- Tactical Communications between members of the Local Disaster Management Group about disaster operations, with participating agencies and/or operational response teams

- Reporting Communications with State and Federal Government agencies or with other Local Government authorities

1.2.

Communication Goals

- The Cherbourg Community receives adequate information regarding hazards and risks so they are aware and prepared
- The Cherbourg Community receives prior warning of potential events

1.3. Communication Objectives

- The awareness and preparedness programs delivered to the Cherbourg Community results in increased resilience
- The Cherbourg Community receives timely warnings of potential events, based on the best available information at the time
- Provide the Cherbourg Community with access to practical, accurate, plain English information about what to do in the immediate lead-up to an event to safeguard themselves, their families and their properties.

2. COMMUNITY EDUCATION AND AWARENESSSEC

2.1. Overview

The Cherbourg Aboriginal Shire Council has implemented programs so that an aware and prepared community is a resilient community.

These programs have many layers of actions that take place with the community to achieve the high levels of awareness ensuring understanding of warnings when they are issued by the Local Disaster Management Group.

The programs to encourage preparedness are implemented with a clear understanding that recent history has demonstrated the risks from flooding and bushfires.

Information is regularly provided to the community on how to prepare themselves and their property for hazards that are likely to threaten the Cherbourg Community. The following education and awareness tools are used:

- Council's website

1.4. Information and Warnings

Information is information provided to the community to assist them in understanding a particular situation and what they should generally do to prepare for, respond to, or recover from a disaster event.

Information is provided by the Cherbourg Aboriginal Shire Council supported by a range of State/Federal agencies.

Warnings advise the community of a specific threat and usually advise on specific actions the community should take. Warnings may be provided by external agencies or by the Cherbourg LDMG or Council.

- Council's Facebook page
- Community Information Packs
- Displays at community events
- Information via local radio station

2.2. Information Communicated

When the threats from hazards are increasing, and then during the disaster event, some or all of the following information will need to be communicated to the community:

- Nature of the threat
- Advice on what precautions to take and what immediate actions may be required
- Location of the area that may be affected
- Agencies involved in response
- Safety instructions, how to stay safe
- How and where to get personal assistance

3. GOALS AND OBJECTIVES IN EACH ACTIVATION PHASE

The table below outlines the communications goals and objectives across the four phases of Alert, Lean Forward, Stand Up and Stand Down and details what should be achieved in each of the phases.

Alert	**Communication goals for Alert Phase** • Cherbourg Community is aware of the presence of a hazard **Communication objectives for Alert Phase** • Residents monitor advice and warnings for their area • Widespread community awareness of the hazard
Lean Forward	**Communication goals for Lean Forward Phase** • Cherbourg Community receives prior warning of potential events • Cherbourg Community heeds warnings and takes appropriate action • Residents monitor advice and warnings via the Council's website, radio broadcasts, social media etc. **Communication objectives for Lean Forward Phase** • Provide the Cherbourg Community with timely warnings of potential events, based on the best available information at the time • Provide the Cherbourg residents access to practical, accurate, plain English information about what to do in the immediate lead-up to an event to safeguard themselves, their families and their properties
Stand up	**Communication goals – immediately prior to event** • Widespread community awareness of the impending event • The community has access to the best available information on predicted timing, severity and scope of the event; areas that may be impacted; the most likely impacts and consequences • Residents are aware of advice from authorities about the precautions/actions they can take to protect themselves, their families and property as the event approaches • Residents are able to make decisions based on accurate and timely information • Residents know the location of their nearest evacuation centres • Council's staff have scripts prepared to help them respond to resident enquiries • Council staff are fully informed about the impending event **Communication goals – during event** • The LDMG to communicate information, public safety messages, warnings and directions quickly, consistently, accurately and clearly • The community has access via a variety of communication channels (including radio, Council's website and social media) to relevant, up-to-date, accurate information on the event and its impacts • Residents are able to make decisions based on accurate and timely information

Stand down	**Communication goals**
	• The community know the help that is available and where to go/who to contact to access it
	• The community feels supported through the recovery and rebuilding process
	• The community acknowledges Council and its State Government/ emergency management partners are working to make them safe, restore services and assist residents back to their homes as quickly as possible
	• Residents feel encouraged to assist neighbours, friends and their local communities in recovery/ clean-up operations
	• Residents feel they are well-informed about what is happening on the ground to assist the recovery and rebuilding process
	• Residents are engaged in the recovery process
	Communication objectives
	• Provide residents with ready access to factual, plain English information on where and how to obtain the services/ goods/ assistance they need
	• Provide residents with detailed information about the work being undertaken by Council and others to help their community to recover and rebuild such as:
	o Help with cleaning up residential and commercial properties
	o Temporary housing and emergency food and other supplies
	o Counselling services for people experiencing emotional issues as a result of the event
	o Financial assistance being offered by Council and/or State and Federal Governments
	• Provide the community with ongoing recovery updates and advice, including on resumptions of essential and non-essential services and community activities
	• Provide residents with factual information on maintaining personal health and safety during the clean-up phase

4. OPERATIONAL ~~SEC~~INFORMATION AND WARNINGS

4.1. Communications Officer Role

The Cherbourg Aboriginal Shire Council has an officer who will manage all information and warnings and media matters relating to the operation.

This officer is to directly interact with the Local Disaster Coordinator regarding the preparation and dissemination of information and warnings.

4.2. Documentation

Copies of all media release and written advices are to be registered on a log kept by the Communications Officer and then filed with the event archives.

4.3. Process for Release of Media Messages

All information/warning messages and media releases must be approved by Local Disaster Coordinator and Local Disaster Management Group Chair.

- All information/warning messages and media releases must contain a date and time of issue.
- All media messages and media releases must be sent to:
  - All media on the distribution list
  - Chair, Local Disaster Management Group
  - All Local Disaster Management Group members
  - Local Disaster Coordinator
  - Council's Disaster Website and social media

4.4. Media Content

In order for messaging to have the desired effect, such as have the recipients take a certain course of action, care must be taken to ensure that the content of the message is clear, unambiguous and follow the guidelines below:

- Include the official source of the information
- Be brief
- Use plain English
- Describe the nature of the event
- Give the probability of event occurring
- Give expected time frame of event impact
- Provide safety instructions
- Advise time of next warning/update
- Give direction on how to get further information

The Communications Officer will reference the Australian government document **"Emergency Warnings - Choosing your Words"** when preparing information and warnings. This is a national reference document on how to construct emergency warning for the Australia community.

4.5. Methods of Release

The local radio and social media will be the primary mechanism for information in most events. Other methods of release may include:

- Community Noticeboards
- Council's customer service number
- Council's Disaster Website and social media
- UHF-CB Radio network
- Community meetings
- House to house (SES, Police or Council staff)
- Emergency Alert System (SMS and Voice Messages)

5. WARNING MESSAGES

5.1. How Cherbourg Receives Warnings

Cherbourg Aboriginal Council receives warnings from agencies via email to the Chief Executive Officer (CEO) or by phone or fax to the Council offices. Council will action warnings received during normal during office hours.

The CEO is Cherbourg's primary point of contact for warnings received outside of normal working hours. Such warnings will be by email/phone or SMS.

When weather or other conditions indicate a period of increased risk, the CEO may nominate a council staff member to be a secondary point of contact to ensure after-hours warnings are received and appropriately actioned. The CEO may also establish alternate after-hours points of contact to cover periods when the CEO is unable to act in that capacity.

The CEO is to ensure that all warning agencies are advised of after-hours point of contact arrangements including ensuring the ability of such officers to receive after hours warnings and act upon them.

5.2. Warnings from Other Agencies

Warnings from external agencies may be issued by any of the following:

- BOM – weather warnings.
- QFES – bushfire Warnings.
- Sunwater – dam failure or other issues with Bjelke Petersen Dam.
- Parks and Wildlife – forestry fire.
- Queensland Health – heatwave and pandemic.
- Biosecurity Queensland – emergency animal or plant disease outbreaks.

5.3. Authority to Release Information and Warnings

The Cherbourg Aboriginal Shire Council is responsible for passing information and warnings to the Cherbourg Community. The Chief Executive Officer is to ensure Council maintains a capability to distribute timely warnings and Information to the Community.

LDMG members are responsible for passing on warnings within their own organisation.

5.4. Actioning Warnings

Warnings received from external agencies will need to be passed to the Cherbourg Community in a timely manner. This can be done using a variety of methods including (but not limited to):

- Word of mouth and community networking through community organisations
- Council's Facebook Page.
- Community Notice Boards.
- Radio Us Mob 94.1.
- Other media (TV, ABC Radio, Crow FM).
- Use of Emergency Alert.
- Doorknocking by emergency services and/or Council staff.

Warnings should be repeated EXACTLY as provided by the warning agency. However, the Cherbourg Aboriginal Shire Council or the LDMG may provide additional information and advice on actions to be taken by the community.

5.5. Rumour Control

Disaster events are often characterised by confusion and conflicting information. Rumours within the Cherbourg Community can have a significant detrimental effect on the community and public safety. The LDMG and the Council must take quick action to dispel incorrect rumours through the issue of official information.

5.6. Message Construction

Warnings are intended to achieve two distinct outcomes:

- To inform the Cherbourg Community of an impending or current threat

- To promote appropriate actions

The LDMG needs to be very clear about whether they need to achieve one or both of these outcomes when drafting a warning.

Messages should be worded to prompt appropriate community response and/or action.

Warning content and format must:

- Be simple, arresting and brief

- Be suited to the needs of the community

- Be worded in accordance with advice from the relevant agencies

- Utilise appropriate templates
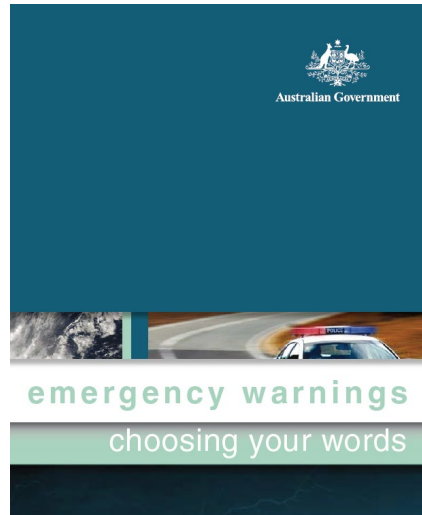
A table of template messages is at Annexure A:

5.7. Decision and Authorisation Process

The decision to use Emergency Alert or SMS messages will be taken after the consideration of a number of factors. These are:

- The circumstances of the event and the criteria discussed in 5.6.

- The likely community behaviour and perceptions

- Consequence management activities. For example the time taken to set up evacuation centres if the Emergency Alert is advising community members to evacuate to the centre.

Refer to Annexure C for the Emergency Alert Guiding Principles.

6. ~~SECTION TWO~~ EMERGENCY ALERTS

6.1. Overview

Emergency Alert is a national system that enables emergency services to send warning messages to fixed line telephones and SMS messages to mobile telephones within a prescribed area. More detail on this system is available in the Queensland Emergency Alert Manual.

Emergency Alerts should not be used until all other methods of providing warnings to the community have been utilised. Emergency Alerts can be used when there are time constraints and warnings need to be urgently provided or information previously provided has quickly changed.

Emergency Alert provides the capability to send warning messages to individuals within a particular area.

Emergency Alert is not an opt-in system and will work across all networks and carriers. It is designed to alert receivers about an emergency situation and direct them to other sources of information, further directions or warnings.

6.2. Use of Emergency Alert System

A request to use the Emergency Alert System can be made by Cherbourg LDMG to the State Disaster Coordination Centre. Costs associated with use of Emergency Alert will be borne by the State Government.

The Emergency Alert System can be used to send alerts to the Cherbourg Communities by the Local Disaster Management Group providing the polygon and message content to the State Disaster Coordination Centre for transmission. The State Disaster Coordination Centre, after discussions with the Cherbourg Local Disaster Coordinator, may also prepare polygons and transmit the alerts to the Cherbourg Community

on behalf of the Local Disaster Management Group.

6.3. Emergency Alert System

Emergency Alert Messages will:

- Warn targeted areas of imminent and severe threats
- Direct those warned, to other sources of information and/or direct them to move away from an imminent hazard or threat

6.4. The System Will:

- Define an emergency incident area on a map
- Identify the phone services located within that polygon area
- Send a voice message of up to 35 seconds in duration. to all identified landline telephones
- Send a text message of up to 160 characters to all identified mobile phones

6.5. Responsibility for EA in Queensland

The management and administration of Emergency Alert in Queensland is by the Queensland Fire and Emergency Services (QFES).

Emergency Alerts can be requested by the Local Disaster Coordinator and are managed through the State Disaster Coordination Centre.

6.6. Decision and Authorisation Process

Use of Emergency Alert involves three key stakeholders. They are:

- The Local Disaster Coordinator – makes the request and confirms the campaign .
- The SDCC operator – enters the EA requirement into the EA system, confirms it

with the LDC and activates it once authorised

- The Authorising Officer – Authorises the EA

6.7. Emergency Alert Process

The following factors should be considered when *deciding on the use* of Emergency Alert:

Certainty
- If it is expected within 12 hours, what factors could increase or decrease the threat?
- Is the expected impact inevitable?

Severity
- Is there a potential for loss of life and/or a major threat to a significant number of properties or the environment?

Timeframe
- Is the event going to occur in a timeframe that makes the use of other warning methods ineffective? *i.e. a significant number of people need to be warned in a short period.*
- Is the event going to occur in a timeframe too short to allow EA to be used effectively?

Frequency
- Is the event likely to happen so frequently as to raise unrealistic expectations in the communities mind about receiving alerts?

Similarity
- Is the event similar to those that would trigger the use of SEWS?

Action
- Does the community need to act in some way, for example listen to local media for detailed information?

6.8. Making a Request for Emergency Alert

The internal process for making an Emergency Alert request is as follows:

```
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│  Intel receieved is │      │ Decision is made by │      │                     │
│  passed by LDC to   │ ───▶ │ LDMG based on       │ ───▶ │ LDC tasks Planning  │
│  LDMG for decision  │      │ considerations      │      │ unit with completing│
│  on whether an EA   │      │ e.g. certainty,     │      │ EA process          │
│  is required        │      │ severity, timeframe,│      │                     │
│                     │      │ frequency,          │      │                     │
│                     │      │ similarity, action  │      │                     │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
           │                                                          │
           ▼                                                          │
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│                     │      │                     │      │ EA message developed│
│  EA Request Form    │ ───▶ │ EA Polygon developed│ ───▶ │ (maximum of 160     │
│  completed          │      │ and confirmed       │      │ characters including│
│                     │      │                     │      │ spaces)             │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
           │                                                          │
           ▼                                                          │
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ Submit EA request to│      │ Advise all relevant │      │ Ensure all relevant │
│ the SDCC Watch Desk │ ───▶ │ stakeholders that EA│ ───▶ │ arrangements are in │
│ by email -          │      │ will be sent out -  │      │ place in relation to│
│ sdcc@qfes.qld.gov.au│      │ including call      │      │ EA - e.g. Evacuation│
│                     │      │ centre              │      │ Centres             │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
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6.9. Emergency Alert Polygons

Polygons are developed to identify the distribution area of the Emergency Alert. Polygons are closed, 2-dimensional shapes made up of straight lines.

Cherbourg has developed a single polygon (shape on a map) that depicts the prescribed area to be used in any Emergency Alert request. This polygon is shown below at Map 1. It is registered in the Emergency Alert System within the State Disaster Coordination Centre (SDCC). A copy of this polygon in KML format is held by Council. An electronic copy can be found on the attached CDROM/USB Device.

A copy is also held on the Emergency Alert Sub Web of the Disaster Management Portal.

6.10. Cherbourg Polygon

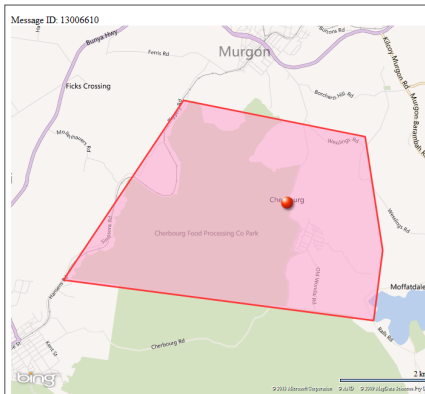## 6.11. Emergency Alert – Cherbourg Resources on Disaster Management Portal

Emergency Alert pre-prepared messages and the EA Polygon for the Cherbourg area are loaded into the Cherbourg directory under the Emergency Alert sub portal of the Disaster Management Portal. Below is the link to this location:

- https://community.emergency.qld.gov.au/ea/Cherbourg/Forms/AllItems.aspx

The DM Portal is a secure website that provides access to a range of disaster management information and resources. Council staff are to ensure the Cherbourg Resources on the Emergency Alert Sub Portal are reviewed and maintained.

EA Polygons and pre-prepared messages located in the Emergency Alert Sub Portal can be referred to in the Emergency Alert Request Form allowing the SDCC Watch Desk to quickly access the necessary details for an Emergency Alert when required.

The Emergency Alert pre-prepared messages are detailed in Annexure B in this manual.
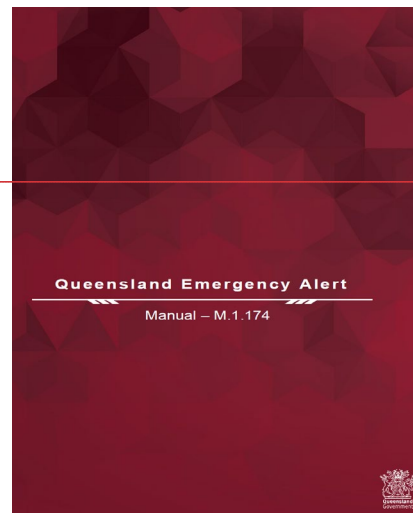
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7. MANAGEMENT OF INFORMATION AND WARNINGS

7.1. Media Management

The media spokesperson during disaster operations is the Mayor supported by the Local Disaster Coordinator. All media releases during disaster operations are to be authorised by the Local Disaster Coordinator. LDMG Member agencies may engage with the media in accordance with their own agency's media management policy in order to convey information on their agency's response operations.

7.2. Management of Warning Consequences

The management of the consequences of media warnings, an Emergency Alert campaign and SMS messages must start with the initial decision to use these methods of warning the community.

Consequent management measures will be event-dependent but will normally include:

- Informing others of the impending use. Particularly Emergency Alerts and SMS messaging such as media and particularly the local radio station

- Updating the Council websites and social media with relevant information

- Preparing for a surge of calls to Council

- Establishment of evacuation centres and associated arrangements

7.3. Closing Information

At the end of an event, a message is sent to the community advising them that the event has eased/passed/ceased. The community is advised that recovery is progressing and information and advice will be provided by the recovery agencies.

Agencies should be mindful of the wording of the message when response ends as there may be residual sensitivities within the community experienced as a result of the disaster event.

The agency responsible for issuing the initial messages (control agency) is to issue the final message, through the most appropriate methods.

8. RECOVERY INFORMATION

8.1. Overview

The main objective of disaster recovery communication is to actively engage the community to determine recovery objectives and to provide timely information on the progress of the recovery process.

Detail on the recovery process is contained in the Recovery Operations Manual which should be read in conjunction with this section.

8.2. Recovery Communication

The following activities should be considered during the initial stages of the recovery process:

- Provide regular updates and reassurance to the community about relief efforts

- Establish strong web and social media streams
- Notify the community about the support and services available

- Notify the community when key milestones have been achieved

- Develop information packs for the community on how to 'get back on track' after a disaster

8.3. Facilitate Two-way Communication

The Cherbourg Community must be engaged throughout the recovery process to ensure recovery plans meet community desires and expectations. Apart from meeting with community members, there must be communication avenues in place to allow two-way communication between Council and the community.

The following measures are simple ways for the community to provide feedback:

- Direct the community to the Council Facebook page and Website

- Provide email addresses for submitting ideas on the recovery process

Annexure A: Media Templates

Preformatted Media Releases
Cyclone Information Bulletin
Cyclone Watch (48 hours to 80 km/h winds)
Cyclone Warning (24 hours to 80km/h winds)
Cyclone Warning (XX hours to 80km/h winds)
River Flood Warning
River Flood Evacuation Centres
Voluntary Evacuation Advice
Evacuation Order
Total Loss of Communications
Preformatted Community Information Guides Releases
Food Safety Requirements in a Disaster Event
Drinking Water – Flood Affected Areas
Management of Effluent During Disaster Events
Disease Control
Vermin and Vector Control
Ensuring the Safety of Pets
Water Conservation
Internal Staff Updates
Internal Staff – Event Update Activation of Emergency Coordination Centre
Internal staff Event Update – Ceasing of all External Operations

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MEDIA RELEASE

XX XX 20XX

Tropical Cyclone Information Bulletin

Issued by Cherbourg Local Disaster Management Group at …………AM/PM on ………………….. (Date)

Standard Emergency Warning Signal is **NOT** to be used

The Bureau of Meteorology advises that a Tropical Cyclone Information Bulletin has been issued for the coastline including inland areas that may include Cherbourg.

Residents should clear their house yards of loose items and prepare an Emergency Kit.

Emergency Kits should include a portable radio, a torch, spare batteries, first aid kit, bottled water, candles, matches, essential medications and copies of important documents in sealable plastic bags.

Residents should check with the Council on how to prepare for storms and cyclones

Council advises that if you feel unsafe then you should prepare to move to friends and family so that you are with other people.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

The next local advice will be issued at <   >AM/PM.

For further information contact:

Name   Phone: Mobile

MEDIA RELEASE

XX XX 20XX

Tropical Cyclone Watch (48 hours to 80 km/h winds)

Issued by Cherbourg Local Disaster Management Group at …………AM/PM on …………………..(Date)

Standard Emergency Warning Signal is **NOT** to be used

The Bureau of Meteorology advises that a Tropical Cyclone Watch has been issued for the coastline for category __ Tropical cyclone _____.

Residents should check that their Emergency Kit is complete and easily accessible and that their property is clear of all loose items. This means bringing outdoor furniture, children's toys and gardening equipment inside or undercover. Secure and refuel and move all vehicles under cover.

Residents should check with the Council on how to prepare for storms and cyclones

Council advises that if you feel unsafe you should prepare to move to friends and family where you will be with other people.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

The next local advice will be issued at <   >AM/PM.

For further information contact:

Name: Phone: Mobile:

MEDIA RELEASE

XX XX 20XX

Tropical Cyclone Warning (24 hours to 80 km/h winds)

Issued by Cherbourg Local Disaster Management Group at …………AM/PM on …………………..(Date)

Standard Emergency Warning Signal is **NOT** to be used

The Bureau of Meteorology advises that a Tropical Cyclone Warning has been issued for category __ Tropical cyclone _____.

Residents should have completed their preparations and their property should be clear of all loose items. Household emergency kit should be ready for use.

Residents should check with Council on how to prepare for storms and cyclones.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

The next local advice will be issued at <   >AM/PM.

For further information contact:

Name: Phone: Mobile:

MEDIA RELEASE

XX XX 20XX

Tropical Cyclone Warning (__ hours to 80 km/h winds)

Issued by Cherbourg Local Disaster Management Group at …………AM/PM on …………………..(Date)

Standard Emergency Warning Signal is **NOT** to be used

The Bureau of Meteorology advises that a Tropical Cyclone Warning has been issued for category __ Tropical cyclone _____.

Residents should have completed their preparations and their property should be clear of all loose items. Household emergency kit should be ready for use.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

Council advises that if you feel unsafe then you should prepare to move to friends and family where you will be other people.

KEEP LISTENING TO YOUR RADIO.

The next local advice will be issued at <   >AM/PM.

For further information contact:

Name: Phone: Mobile:

MEDIA RELEASE

XX XX 20XX

River Flood Warning

Issued by the Cherbourg Local Disaster Management Group at ……………….AM/PM on ………………
(Date)

Standard Emergency Warning Signal to be used prior to announcement

Heavy rain in the _____ River Catchment has resulted in flooding at _____ which is expected to reach <   >metres at the gauge at _____ Bridge at _____am/pm --- day

Inundation into the _____Area (_____ Road/s) is expected when the floodwaters reach <   > metres at the _____ Bridge and may flow over _____.

The flood will close _____ (Bridge/ roads) and inundate land at _____ to a depth of < > metres.

Flooding is expected to last <   > hours.

Residents who feel their homes are prone to flooding are advised to move to a safer place.
The area prone to flooding includes properties bounded by _____
(streets).

Residents should avoid entering floodwaters.

Parents are advised that children should not be allowed to play in or near fast flowing water, stormwater drains, creeks or enter floodwaters.

KEEP LISTENING TO YOUR RADIO.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

The next advice will be issued at <   >am/pm.

Broadcast Interval – Every 30 minutes – Radio.

For further information contact:

Name: Phone: Mobile

MEDIA RELEASE

XX XX 20XX

River Flood Evacuation Centres

Issued by the Cherbourg Local Disaster Management Group at ………………AM/PM on …………………… (Date)

The following Evacuation Centres have been opened for people with no alternative accommodation due to flooding.

These centres are:-

Centre   Address

Flooding is expected to last at least <   >hours.

Residents who feel their homes are prone to flooding are advised to move to a safer place.

Residents should avoid entering floodwaters and refrain from going sightseeing.

Parents are advised that children should not be allowed to play in or near fast flowing water, stormwater drains, creeks or entering floodwaters.

KEEP LISTENING TO YOUR RADIO.

For more information please keep listening to your radio or log on to Council's website www.cherbourg.qld.gov.au.

The next advice will be issued at <   >am/pm.

Broadcast Interval – Every 15 minutes – Radio.

For further information contact:

Name: Phone: Mobile:

MEDIA RELEASE

XX XX 20XX

Total Loss of Communications

Issued by the Cherbourg Local Disaster Management Group at ……….AM/PM on ……………… (Date)

Standard Emergency Warning Signal to be used prior to announcement

Residents of Cherbourg are advised that due to the effects of _____, all telephone communications into and out of Cherbourg has been cut.

If you have an urgent need for assistance you may visit the Cherbourg Aboriginal Shire Council.

ENDS

TOP PRIORITY FOR IMMEDIATE AND FREQUENT BROADCAST

Transmitters serving the areas of Cherbourg are requested to use the **STANDARD EMERGENCY WARNING SIGNAL** before broadcasting this message.

VOLUNTARY EVACUATION ADVICE

For *[insert hazard]*

Issued: *[Time, Day, and Date]*

As a result of the *[insert impact e.g. flood level]* associated with *[insert event]* advised by *[insert authority e.g. Bureau of Meteorology]* for *[location]* at *[date/time],* Cherbourg Local Disaster Management Group is advising residents within the **[nominated areas/ evacuation zones]** to evacuate within the next **[number]** hours.

Do not delay your evacuation as you could become isolated and need rescue. Remaining in those areas nominated for evacuation may be dangerous and may place your life at risk.

You are encouraged to relocate to family and/or friends outside the area nominated for evacuation.

As you evacuate you should:

- take your emergency kit with you (such as cash/cards, bedding, medications & prescriptions and specifics including baby formula, glasses)
- ensure neighbours have received and understand the evacuation order
- turn off the electricity and gas and lock your home
- do not walk or drive through floodwater
- continue listening to your local radio station for further information and instructions.

For assistance or further information contact the Cherbourg Aboriginal Shire Council.

.

Authorised By: *[insert name & operational position title   ]*

Message End

TOP PRIORITY FOR IMMEDIATE AND FREQUENT BROADCAST

Transmitters serving the areas of Cherbourg Community are requested to use the **STANDARD EMERGENCY WARNING SIGNAL** before broadcasting this message.

EVACUATION ORDER
For FLOODING

Issued: [Time, Day, and Date]

As a result of the flood level predicted by the Bureau of Meteorology for [location*]* at [***date/time***] the Queensland Police Service is directing residents within the [***nominated areas/ evacuation zones***] to evacuate within the next [***number***] hours.

Do not delay your evacuation as you could become trapped and need rescue. Remaining in those areas nominated for evacuation is dangerous and may place your life at risk.

Evacuation centres will be established at [***name and address***] where you can obtain temporary accommodation and other assistance. You may also choose to go to friends or relatives who reside outside the area nominated for evacuation.

As you evacuate you should:

- Take your emergency kit with you.
- Ensure neighbours have received the evacuation order.
- Turn off the electricity and gas and lock your home.
- Do not walk or drive through floodwater.
- Continue listening to your local radio station for further information and instructions.

For assistance or further information contact the Cherbourg Aboriginal Shire Council.

Authorised By: [insert name & operational position title]

Message End

MEDIA RELEASE

XX XX 20XX

Food Safety Requirements in a Disaster Event

In the event of a disaster, the following actions should be undertaken to prevent food borne illness:

- Ensure all refrigerated food items are stored at a temperature below five degrees Celsius. It is recommended not to consume any product that has exceeded this temperature.

- During a power shortage, minimise the number of times the refrigerator door is opened. If power is to be disconnected for an extended period of time, place refrigerated items in the freezer. If freezer blocks or ice are available, place them below food packages to maintain the temperature bellow five degrees Celsius.

- Do not refreeze any thawed items.

- Ensure all food is protected from contamination and pests. Cover all food items and store in a manner that prevents cross contamination (Eg. Separate all raw meats from ready to eat food items).

- Inspect food products to ensure they have not been contaminated or show any signs of damage from vermin or other pests.

- Wash hands prior to handling food and equipment used to handle food.

- Ensure all items used to handle food items are clean.

For more information on minimising the effects of a disaster event contact the Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Drinking Water – Flood Affected Areas

In the event of a flood event the supply of drinking water may become contaminated from floodwater that may contain bacteria that could cause illness.

It is essential that a safe supply of water is available for consumption.

As a precautionary measure, please ensure that drinking water in the affected areas is boiled prior to consumption.

It is recommended that all water used for drinking and food preparation be brought to a rolling boil for approximately 5 to 10 minutes.

Water should be used immediately and not be stored for long periods of time without chlorination.

ENDS

MEDIA RELEASE

XX XX 20XX

Management of Effluent during disaster events

During a disaster event sewerage services may be affected or may not be operational.

In the interest of public health, it is essential that the following steps be taken to prevent the spread of disease and to ensure that a high standard of hygiene is maintained.

- Only flush the toilet when necessary to avoid overloading the sewerage system;

  Remember! Only Flush the Loo when you do a number 2!

- Use buckets of water instead of pressing the button on the toilet to minimise the amount of water used.

- Regularly clean toilet area to maintain a high level of cleanliness.

- Wash hands after visiting the toilet.

- If flooding occurs place a sandbag in the toilet bowl and over all drain holes in floors to prevent sewage back flowing into your home. Do not remove until water recedes.

For more information on minimising the effects of a disaster event contact the Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Disease Control

Disaster events often result in the destruction of homes, businesses and services. This can provide opportunities for the harbourage of vermin, mosquitoes and other pests as well as poor personal and domestic hygiene that may result in the spread of disease.

To limit the impact on the public health, it is recommended the following steps be taken:

- Remove all rubbish from the area

- Correctly dispose of all effluent *(how, when, where)*

- Maintain a high level of personal hygiene. Wash hands after visiting the toilet, before preparing food, have regular showers and regularly clean household and clothing

- Wear appropriate personal protective equipment when handling blood and body fluids (eg. Disposable gloves, safety glasses)

- All food that requires disposal must be stored in an enclosed container

- Clean up any items that may attract or provide harbourage for vermin and other pests

For more information on minimising the effects of a disaster event contact the Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Vermin and Vector Control

During disaster events vermin, mosquitoes and other pests have opportunity to proliferate.

The availability of food and shelter increases the risk of the spread of disease in the community.

It is imperative that the following actions are taken to prevent the spread of disease:

- Empty all buckets, containers and any other items that collect water to prevent mosquito breeding

- Fill holes or depressions in the ground that hold water

- Clear drains around the house to prevent the collection of water

- Remove all perishable waste from the area. Prevent access to waste by vermin and other pests by storing items in a covered and / or sealed receptacle

- Remove all garden waste from exterior perimeter of building to prevent the attraction of vermin

- Report all large numbers of pest sightings to Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Ensuring the Safety of pets

It is essential to plan for the safety of pets during floods or storms.

Here are some things to consider when thinking about your animals:

- Prepare a kit for each pet
- Have a leash ready at all times
- Have a carrier that is large enough for your pet to stand and turn around in
- Ensure that your pet has current vaccinations
- Be sure your pet has a current registration tag and a second method of identification, such as a tattoo or implanted microchip
- Keep a current photograph of your pet, in case your pet is lost
- If you stay at home, prepare an easily cleaned room, bathroom or laundry for your pet, preferably with small or no windows
- Keep a good supply of newspapers for your pet's sanitary needs
- Have a supply of tinned food and bottled water
- If you will be evacuating with your pet, consider safe relocation options. For example, investigate temporary animal shelters or safe refuge with family or friends

For more information on pet care in natural disaster contact the Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Water Conservation

Residents are advised that due to the current event _____ (flood/storm), there is an urgent need to minimise the non-essential use of water.

The Council is currently attempting to ensure all reservoirs are completely filled in preparation for _____(flood/storm) and the possibility that water supplies and/or pumping capabilities may become severely limited.

Residents are requested to limit their use of water for essential domestic purposes or storage of water for domestic purposes only

For more information contact Council.

ENDS

MEDIA RELEASE

XX XX 20XX

Internal Staff – Event Update #1

Issued by the Chief Executive Officer ………AM/PM on …………… (Date)

Activation of the Local Disaster Coordination Centre

Staff are advised that the Local Disaster Management Group has activated the Local Disaster Coordination Centre.

The Bureau of Meteorology has advised a _____(Warning / other event) is current for the Cherbourg Community.

The Local Disaster Management Group is continuing to monitor the situation and further advice will be issued as required.

As part of the Council's preparations, ALL COUNCIL VEHICLES and PLANT should be immediately refuelled and maintained at near full capacity until such time as the threat passes.

Staff are advised that if they have any immediate concerns, they should contact their immediate Supervisor.

ENDS

MEDIA RELEASE

XX XX 20XX

Internal staff Event Update #2

Issued by the Chief Executive Officer ………..AM/PM on ……………. (Date)

Ceasing of all External Operations

Staff are advised that the Local Disaster Management Group has activated the Local Disaster Coordination Centre at the Council Chambers.

Details of event_____

As such, ALL EXTERNAL OPERATIONS ARE TO CEASE IMMEDIATELY (or by ___ am/pm) AND STAFF ARE ADVISED TO SEEK IMMEDIATE PROTECTIVE SHELTER/MOVE TO HIGHER GROUND, until further advised.

ALL COUNCIL VEHICLES and PLANT should be immediately returned to the relevant depots or designated staging points.

Staff are advised that if they have any immediate concerns, they should contact their immediate Supervisor.

ENDS

Annexure B: Emergency Alert Templates

Cherbourg Pre-Prepared Messages

These pre-prepared messages have been lodged on the Emergency Alert Sub Portal to allow quick access by SDCC Watch Desk staff when necessary. These pre-prepared messages may be amended as necessary to suit the circumstances.

Copies of these pre-prepared messages are provided below.

FLASH FLOOD (Warning)

(Voice Message) Emergency, Emergency. This is a Flash Flood Warning from the Cherbourg Aboriginal Shire Council. Barambah Creek is likely to experience rapidly rising water levels which may cause property inundation and possible road closures over the next /TIME/ hours. People living in low lying areas near the Creek should warn neighbours, secure their belongings and move to higher ground now. Do not enter flood waters. For more information listen to Radio Us Mob 94.1 or see the Cherbourg Council Facebook Page.

(Text Message) Flash Flood Warning from Cherbourg Council for next //NUMBER// hours. People in low lying areas - Warn others – Leave area/prepare NOW or seek higher ground. Listen to Radio.

DAM FAILURE (Warning)

(Voice Message) Emergency, Emergency. This is an Evacuation Warning for Cherbourg due to failure of Bjelke Petersen Dam. Barambah Creek will experience rapid rises above Major Flood Level in the next //NUMBER// minutes. People in low lying areas adjacent to creek should IMMEDIATELY warn others and evacuate to the higher ground near the Cherbourg School. Do not enter flood waters. For more information listen to Radio Us Mob 94.1 or see the Cherbourg Council Facebook Page.

(Text Message) Dam Failure expected. Flash flooding in Cherbourg likely soon. People in low lying areas - Warn others – Evacuate to school NOW. Listen to Radio.

Annexure C: Emergency Alert Guiding Principles

EA Guiding Principles	Prompts for Authorising Officers	Completed
Coordinated	Have checks been done with other jurisdictions and warning agencies to avoid duplication?	☐
Consistent & Standard-based	Are the messages consistent across different sources available to the community?	☐
Multi-modal	Are messages disseminated using a variety of delivery mechanisms, and do they complement each other to produce a complete picture?	☐
Targeted	Are messages ONLY targeted to the community at risk? (Avoid public complacency and over-warning)	☐
Accessible & Responsive	Are the messages appropriate to the Cherbourg Community and delivered using appropriate technologies?	☐
Underpinned by Education & Awareness Initiatives	Does the community have knowledge of Emergency Alert, the urgency and credibility of the system?	☐
Compliant with Relevant Legislation	Are messages compliant with relevant commonwealth and jurisdictional legislation and policy?	☐
Authoritative & Accountable	Has an authorised person approved the message for dissemination? Have you maintained a record of the message approval and delivery process?	☐
Complete	Do the messages contain all relevant pertinent details? Contact # or Web site for further information? Are the messages presented in a way that is easily and quickly understood? Are the messages delivered in a format appropriate to people with hearing and vision impairment?	☐
All Hazards	Is the warning system capable of providing messages for any type of emergency?	☐
Verifiable	Is the community able to verify and authenticate the warning messages to avoid accidental activations?	☐
Compatible	Are the messages compatible with the telecommunications networks?	☐
Integrated	Are messages integrated to ensure efficient and timely delivery to multiple stakeholders?	☐

Annexure D: Information & Warnings Check List

OPERATIONAL CHECKLIST				
Action	**Commenced (Time)**	**Responsible Organisation**	**Contact Numbers**	**Completed √**
Develop an information dissemination plan for the event		LDC Communication Officer	Mob	☐
The key public spokesperson is to be the Mayor		Communication Officer	Mob	☐
Use (in conjunction with relevant member agencies of the Local Group) pre-formatted information fact sheets regarding various impacts of the event and recommended community action		LDC Communication Officer	Mob	☐
Use the pre-printed media releases and web pages		Communication Officer	Mob	☐
Manage relationships With media organisations during the event		Communication Officer	Mob	☐
Determine media release and briefing timetables during disaster events		LDC	Mob	☐
Check draft media release for suitability and amend where necessary		LDC Communication Officer	Mob	☐
Prepare and arrange Emergency Alerts messaging		LDC Communication Officer	Mob	☐
Monitor news coverage for accuracy, currency, completeness and report discrepancies to the LDC		Communication Officer	Mob	☐
Maintain a record of all media releases, contacts and activities for the Event Log		Communication Officer	Mob	☐

Activities during Alert Phase

Alert Phase Action	Completed √
Seek the prior support and partnership of local radio station in issuing warnings prior to and during an event	☐
Encourage, support and promote community awareness and education initiatives by emergency agencies eg: bushfire awareness by QFES	☐

Contact the Target Audiences for Alert Phase		Contacted √
Community	Residents/businesses/services (eg: respite) that potentially will be affected by the event	☐
	General community and geographically-isolated residents	☐
Partners	State Government	☐
	Emergency management organisations (QPS, QFES etc.)	☐
	Other relevant agencies, such as BOM	☐
Internal	Customer contact staff	☐
	Mayor, CEO and Councillors	☐
	All other Council staff	☐
	LDMG members	☐
Media	Radio Station Us Mob	☐
	Social media	☐
	TV	☐
	Press	☐
	Community newspapers	☐

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Activities during Lean Forward Phase

Lean Forward Phase Actions to be completed	Completed √
Activate the Council Facebook and Website and posts warning of credible threat	☐
Issue a media alert warning of the potential threat, advising residents of actions they can take to mitigate possible impacts, and referring them to Council's Website and Facebook Page	☐
Ensure the media alert and all subsequent warnings/messages are transmitted/relayed immediately to LDMG members, Mayor, CEO, Councillors, and all CASC staff, including field staff	☐
Prepare key messages/ briefing for Council spokespeople	☐
Follow up Media Releases with telephone calls to the radio station to ensure broadcast of warnings	☐
Disseminate warning of potential event via social media and Website	☐
Maintain close contact with media and communication personnel of relevant agencies (such as BOM, QPS, QFES etc.) to enable constant updating and aligning of information being delivered to/via all communication channels	☐

Contact the Target Audiences for Lean Forward Phase		Contacted √
Community	Residents/businesses/services (eg: respite) that potentially will be affected by the event	☐
	General community and geographically-isolated residents	☐
	Schools, day care centres and kindergartens	☐
	Community organisations	☐
Partners	State Government	☐
	Emergency management organisations (QPS, QFES etc.)	☐
	Other relevant agencies, such as BOM	☐
	Owners of critical infrastructure	☐
Internal	Customer contact staff	☐
	Mayor, CEO and Councillors	☐
	All other Council staff	☐
	LDMG members	☐
Media	Radio Station Us Mob	☐
	Social media	☐
	TV	☐
	Press	☐
	Community newspapers	☐

Activities during Stand Up Phase

Stand Up Phase Actions to be completed	Completed √
The media and community are constantly updated with accurate, up-to-date information, public safety messages, warnings and directions from the LDMG.	☐
All communication channels are effectively utilised.	☐
Messaging is clear, consistent and accurate.	☐
The LDMG is recognised as the single point of truth in an emergency/ disaster situation by the media and the community.	☐
The community feel confident in the LDMG's advice and response.	☐
Media outlets have confidence in the information provided by the LDMG.	☐
The LDC provides an update on key information to the Communications Officer	☐
The LDMG Chair provides a briefing to media as required	☐

Contact the Target Audiences for Stand Up Phase		Contacted √
Community	General community	☐
	Rural residents	☐
	Geographically-isolated residents	☐
	Visitors	☐
Partners	State Government	☐
	Emergency management organisations (QPS, QFES, QAS etc.)	☐
	Community Coordinating Committees	☐
	Other relevant agencies, such as BOM	☐
	Other relevant Local Government Authorities	☐
Internal	LDMG	☐
	Mayor, CEO and Councillors	☐
	Council call centre staff	☐
	All Council staff	☐
Media	Radio Station Us Mob	☐
	Social media	☐
	TV	☐
	Press	☐
	Community newspapers	☐

Activities during Stand Down Phase

As response is stood down, communications move from response to recovery. *For further information on communication strategies during the Recovery phase, refer to the Recovery Operations Manual.*

Stand Up Phase Actions to be completed	Completed √
Use all existing communication channels to convey information on recovery effort to the public.	☐
Investigate the use of frontline staff and non-traditional channels (eg: house-to-house drops, posting of critical information on noticeboards) to communicate critical messages to affected residents who don't have access to radio, television, social media or internet.	☐
Regular recovery newsletters for residents of the affected area/s.	☐
Fact sheets relating to health and safety issues for people involved in clean-up.	☐
Media releases providing regular updates on recovery effort.	☐
Photo opportunities relating to significant milestones in recovery.	☐
Media releases on damage bill and cost of recovery; long-term recovery efforts; Council recovery and rebuilding initiatives; long-term recovery efforts and priority areas for Council; economic recovery etc.	☐
Contact the Target Audiences for Stand Up Phase	**Contacted √**
Community	Residents/ businesses in affected areas	☐
	General community	☐
	Rural residents	☐
	Geographically-isolated residents	☐
Partners	State Government	☐
	Other Local Government Authorities	☐
	NGOs (Red Cross, Salvation Army, church groups, community groups etc.)	☐
Internal	LDMG	☐
	Mayor and CEO	☐
	All Council staff, particularly customer contact staff	☐
	Councillors	☐
Media	Radio	☐
	Social media	☐
	TV	☐
	Community newspapers	☐

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