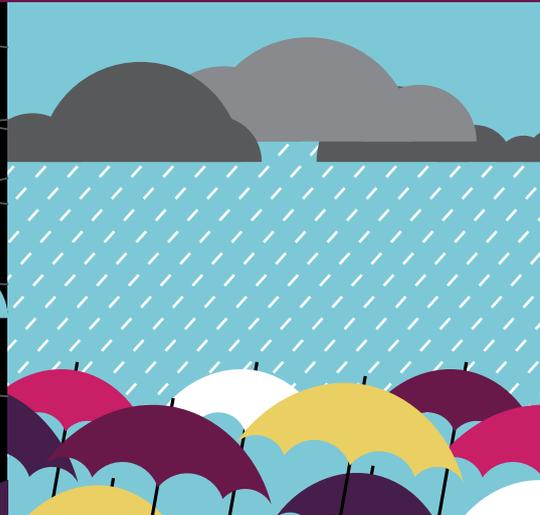
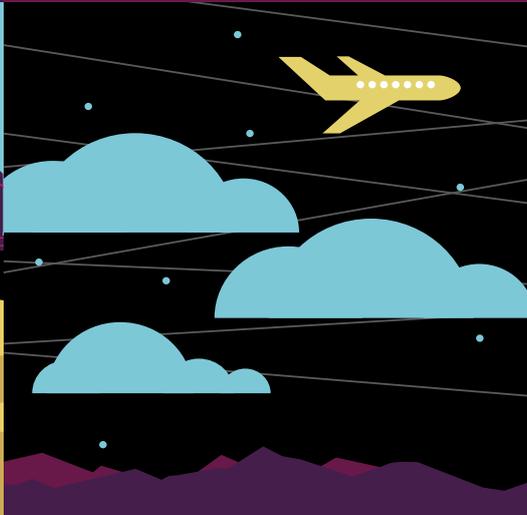


the  
powerof  
humanity



# Queensland Evacuation Centre Planning Toolkit

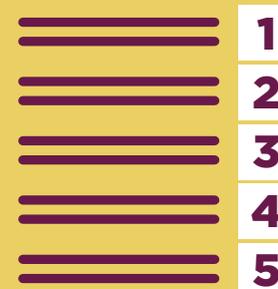


Version 2.0 – Printed October 2017

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**Disclaimer:** The Evacuation Centre Planning Toolkit provides people with general information to help them prepare and plan for the establishment of evacuation centres. This resource necessarily contains only information of a general nature that may not be appropriate in all situations. Before taking any action your Local Disaster Management Group should independently consider whether that action is appropriate in the light of their own circumstances.

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# Introduction



“Effective planning is a principle of the Queensland disaster management arrangements (QDMA) and forms a key element of disaster preparedness”<sup>1</sup>. Evacuation centre planning can be complex and therefore may require a sizable amount of time to undertake, but it is essential for efficient centre management during a disaster.

The Queensland Evacuation Centre Planning Toolkit (the Toolkit) is designed to be a functional guide for use by stakeholders at all levels, but primarily for local governments, to support planning and preparing for the activation and operation of evacuation centres.

## Context

### Evacuation centres

The Queensland Evacuation Guidelines defines an evacuation as a designated building specifically selected as a safer location not anticipated to be adversely affected by the hazard<sup>2</sup>. The considerations and decisions in relation to using evacuation centres will be outlined in the Local Disaster Management Plan or Evacuation Sub-Plan and are primarily in use during the ‘Shelter’ stage of evacuation (see Stages of evacuation below). Evacuation centres provide evacuees with basic essentials including accommodation, food and water for a limited time (usually up to three weeks). Evacuation centres should not be confused with other types of safer locations such as a Public Cyclone Shelter or a place of refuge. For more information regarding types of safer locations please refer to the Queensland Evacuation Guidelines.

### Stages of evacuation

In Queensland, an evacuation involves five stages<sup>3</sup>:

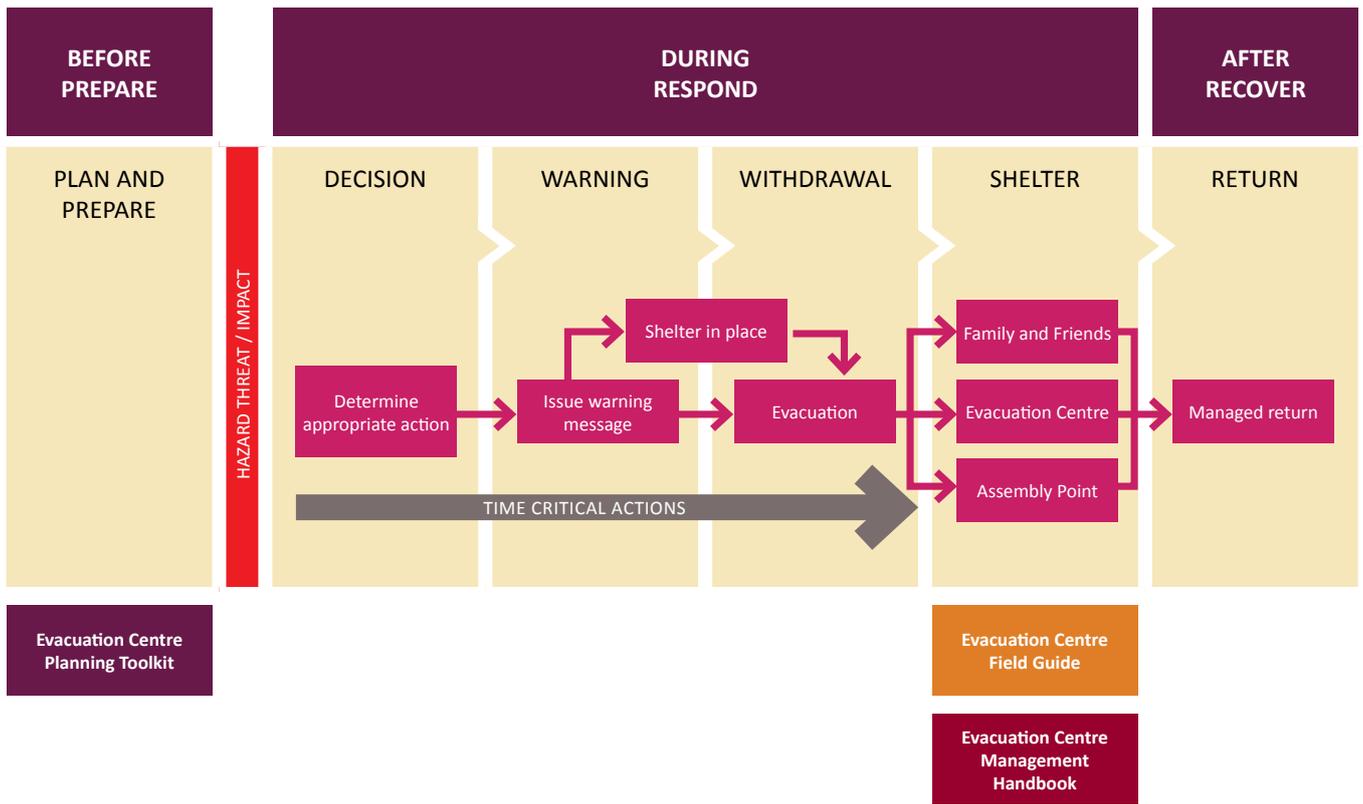
- Decision to evacuate persons exposed to disaster event
- Warning of event conditions and appropriate action required
- Withdrawal of persons from dangerous or potentially dangerous area to a safer location
- Shelter in a safer location for persons requiring refuge and basic needs support
- Return of evacuees to the disaster area when safe, in a planned and managed manner

1 State of Queensland (Department of Community Safety) 2012, Disaster Management Planning Participant Guide, p12.

2 The State of Queensland 2011, Queensland Evacuation Guidelines, p41

3 The State of Queensland 2011, Queensland Evacuation Guidelines, p9, available at: [http://www.disaster.qld.gov.au/Disaster%20Resources/Documents/2907EMQ\\_SDMG\\_QLD\\_Evac%20Guide\\_web.pdf](http://www.disaster.qld.gov.au/Disaster%20Resources/Documents/2907EMQ_SDMG_QLD_Evac%20Guide_web.pdf)

**Figure 1: Stages for evacuation centre planning, activation and return**



As Figure 1<sup>4</sup> shows, the Toolkit is a *planning* tool and is not designed as the primary supporting guide for the operations of an evacuation centre once activated. Whilst the Toolkit may inform operations, the Queensland Evacuation Centre Field Guide, Evacuation Centre Management Handbook, and local Standard Operating Procedures (SOPs) of the managing agency, are the primary support resources during the activation of evacuation centres.

4 Adapted from Emergency Management Queensland, Department of Community Safety. (2011). Queensland Evacuation Guidelines for Disaster Management Groups, p. 10.

# Using this Toolkit

The Toolkit is a compilation of checklists, forms, guides and templates to assist with planning and preparing for the activation of evacuation centres and their effective management

The Toolkit is a **guide** only. It is not prescriptive or exhaustive. It is not mandatory for agencies to use this Toolkit. Agencies are encouraged to use the Toolkit **flexibly** – it should be used and adapted to suit the particular needs and contexts of its users. For example, checklists contain blank spaces for users to add specific considerations which are relevant to their particular circumstances. Also, tools are included on separate pages so users can print only those tools which are relevant to their needs.

The Toolkit is primarily a planning tool, although it can be useful for operational and training purposes.

The Toolkit will be most effective when used in conjunction with the Queensland Evacuation Guidelines, relevant disaster management plans, the Queensland Evacuation Centre Field Guide and the Queensland Evacuation Centre Management Handbook. As a practical tool it complements, not replaces, understood emergency management arrangements.

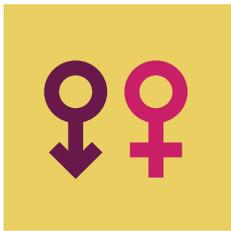
The Toolkit does not support planning for other types of shelter such as public cyclone shelters and places of refuge.

To maximise the usability and flexibility of the document, each tool contains interactive elements which allow users to type into the tools. Users can also print or photocopy relevant tools and make handwritten notes.

PART 1: Prepare phase	PART 2: Respond phase	PART 3: Recover phase
<b>Planning Templates</b>	<b>Decision, Warning, Withdrawal and Shelter Templates</b>	<b>Return Templates</b>
T.1 Evacuation Centre Site Assessment and Selection Checklist <input type="checkbox"/>	T.11 Decision, Warning, Withdrawal Checklist <input type="checkbox"/>	T.22 Evacuation Centre Closure Considerations <input type="checkbox"/>
T.2 Evacuation Centre Site Review Guide <input type="checkbox"/>	T.12 Considerations for Multiple Concurrent Evacuation Centres <input type="checkbox"/>	T.23 Evacuation Centre Demobilisation Form <input type="checkbox"/>
T.3 Evacuation Centre Site Preparation Guide <input type="checkbox"/>	T.13 Evacuation Centre Register – Local Disaster Management Group (LDMG) <input type="checkbox"/>	T.24 Evacuation Centre Resource Release Tracker <input type="checkbox"/>
T.4 Evacuation Centre Resource Planning Tool <input type="checkbox"/>	T.14 Evacuation Centre Register – District Disaster Management Group (DDMG) <input type="checkbox"/>	T.25 Evacuee Return Needs Questionnaire <input type="checkbox"/>
T.5 Guide to Developing an Evacuation Centre Kit <input type="checkbox"/>	T.15 Evacuation Centre Contact List <input type="checkbox"/>	T.26 Post-Event Condition Report <input type="checkbox"/>
T.6 Guide to Service Provider/Contractor/Supplier Arrangements <input type="checkbox"/>	T.16 Evacuation Centre Information Needs Checklist <input type="checkbox"/>	
T.7 Personnel Readiness Checklist <input type="checkbox"/>	T.17 Evacuation Centre Resource Register <input type="checkbox"/>	
T.8 Personnel Role Suitability Tracker <input type="checkbox"/>	T.18 Evacuation Centre Staffing Matrix <input type="checkbox"/>	
T.9 Personnel Availability Register <input type="checkbox"/>	T.19 Evacuation Centre Child-Friendly Checklist <input type="checkbox"/>	
T.10 Evacuation Centre Sub-Plan Template <input type="checkbox"/>	T.20 Role Checklist <input type="checkbox"/>	
	T.21 Forms <input type="checkbox"/>	

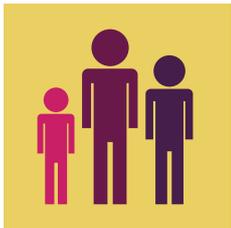
## Underlying planning considerations

Evacuation centres play host to diverse groups of people who might not otherwise interact together in their community. Ensuring that evacuation centres provide a welcoming environment to all affected people, characterised by equitable access to services and support, is fundamental to the provision of shelter during disaster events. Planners should consider embedding the following considerations throughout all aspects of evacuation centre planning:



### Gender:

In evacuation centres there are many common needs between genders, but there are also some key differences such as privacy concerns and sanitation needs. Planners should consider the varied needs of different genders where possible as part of their planning.



### Age:

As in everyday life, people of different ages have different needs. For example, children and the elderly may require particular support such as safe play areas and space to use mobility aids respectively. Understanding the community context will help planners understand age distributions in their communities and to plan accordingly.



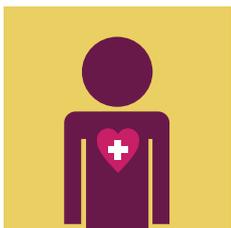
### Disability-friendly:

People living with a disability have specific and varied needs which should be considered in all aspects of evacuation centre planning, including site selection. A wide range of disabilities should inform planning including mobility issues and visual, hearing and speech impairments. Due to the basic nature of services and facilities at evacuation centres, planning should incorporate alternative shelter arrangements for people with high support needs.



### Cultural Diversity:

People of cultural and linguistically diverse (CALD) backgrounds may have specific needs such as support to overcome language barriers where they exist. Planners should seek to understand the composition of their community prior to planning for evacuation centres, and embed cultural considerations in the planning process.



### Health:

Health risks, including environmental health risks, are heightened during disaster situations. These risks can be mitigated if health considerations underpin all aspects of evacuation centre planning. These include considerations about safe drinking water; hazardous waste; general waste; sanitation; food safety; and communicable diseases.

# Assumptions and Constraints

The tools provided within this resource are based on the following assumptions and constraints:

## Assumptions

- Local Disaster Management Plans and Evacuation Sub-Plans are in place
- Although Decision, Warning, Withdrawal and Shelter are operational stages, planning will continually be undertaken throughout all phases in relation to evacuation centres
- Necessary disaster planning has been undertaken which will inform planning for evacuation centres specifically. This includes identification of hazards and the exposed population, mapping of evacuation zones and community education and awareness activities (refer to the Queensland Evacuation Guidelines)
- Local Government staff will comprise some of the evacuation centre personnel in the beginning of or throughout an evacuation centre's operation
- Evacuation centre personnel have appropriate training, knowledge and skills to undertake their roles and make use of available supporting resources and tools
- During the Shelter phase of an evacuation, personnel will refer to the Queensland Evacuation Centre Field Guide and Evacuation Centre Management Handbook as support resources
- Agencies working in an evacuation centre will work within their own reporting structure which aligns to and is consistent with QDMA arrangements
- Service providers will work in accordance with their own principles which will be articulated in the arrangements governing their service provision

- There may be multiple evacuation centres operating concurrently in the same Local Disaster Management Group (LDMG) or District Disaster Management Group (DDMG) area
- The individual/body responsible for deciding when to close an evacuation centre will be outlined in the Local Disaster Management Plan or Evacuation Sub-Plan
- The decision to close an evacuation centre will be made on the basis of both operational and evacuee welfare considerations
- All plans consider, at a minimum, both the worst case and most likely scenario

## Constraints

- Although the Toolkit may be used by all levels of QDMA, Local Government and/or LDMGs retain primary responsibility for planning for the establishment of evacuation centres and will therefore be the primary users of these tools
- Use of spontaneous volunteers are not considered in the tools pertaining to personnel planning
- These tools do not support planning for ongoing temporary housing requirements once people have left an evacuation centre
- Planners will utilise these tools in-so-far as they align with local Standard Operating Procedures

## Acknowledgements

The Toolkit has been prepared by Australian Red Cross.

The assistance, input and cooperation of the following parties is greatly appreciated in developing the Toolkit:

Save the Children Australia, Environmental Health Australia, Tablelands Regional Council, Gold Coast City Council, Moreton Bay Regional Council, Brisbane City Council, Cairns Regional Council, Cassowary Coast Regional Council, Central Highlands Regional Council, Hinchinbrook Shire Council, Burdekin Shire Council, Redland City Council, Rockhampton Regional Council, and Townsville City Council.



# PART 1

# PREPARE

# PHASE

Part 1 provides guidance and tools to support planning for the establishment and activation of evacuation centres.





# Prepare Phase



## Planning

An explanation of each tool designed to support evacuation centre planning considerations and decisions is provided below:

### T.1 Evacuation Centre Site Assessment and Selection Checklist

This checklist will assist planners to identify suitable locations and buildings for evacuation centres. This checklist uses broad criteria to guide site selection. It is best utilised after mapping of hazards and impacted populations has been undertaken.

### T.2 Evacuation Centre Site Review Guide<sup>5</sup>

There can be a significant lapse of time between the identification of suitable buildings and the activation of those buildings as evacuation centres. This guide will assist planners in reviewing the ongoing suitability of buildings designated as evacuation centres. If planners have concerns about the ongoing suitability of the site after using this guide, the tool, *(T.1) Evacuation Centre Site Assessment and Selection Checklist*, could be utilised.

### T.3 Evacuation Centre Site Preparation Guide

Once a site has been selected to be an evacuation centre, this guide will assist planners to prepare the facility for transitioning into an evacuation centre when required. This is a sizeable guide and planners are encouraged to use only those sections which are relevant to their local context.

**Note:** It can be useful to involve the personnel or agency responsible for setting up or managing an evacuation centre when completing this guide.

### T.4 Evacuation Centre Resource Planning Tool

This tool will support planners to identify, acquire and store resources required to establish and operate an evacuation centre. This is a sizeable guide and planners are encouraged to use only those sections which are relevant to their local context.

**Note:** This tool addresses equipment and materials; it does not address human resources which are addressed in other tools (see tools (T.7–T.9) below).

### T.5 Guide to Developing an Evacuation Centre Kit

Evacuation Centre Kits support the rapid establishment and opening of an evacuation centre. This tool provides guidance on contents to include in a Local Government/ LDMG Evacuation Centre Kit.

### T.6 Guide to Service Provider/Contractor/Supplier Arrangements

In most disaster event situations, local governments will need to, or prefer to, delegate the provision of certain services and functions to external companies, organisations or bodies. This tool will assist planners to identify potential local service providers and develop arrangements for the effective delivery of their services.

### T.7 Personnel Readiness Checklist

This checklist will support planners to ensure evacuation centre personnel maintain operational readiness and are prepared to be activated. It assumes personnel could be drawn from a variety of sources including Local Government, registered community groups and other agencies.

<sup>5</sup> The assistance of Gold Coast City Council in developing this guide is gratefully acknowledged.



### T.8 Personnel Role Suitability Tracker

This tool gives planners a snapshot of which personnel can undertake which roles in evacuation centres, enabling planners to identify role capability gaps prior to activation. Planners should consider a person's training, skills, experience and availability when identifying evacuation centre staff. This tool can be used in conjunction with the tool, (T.9) *Personal Availability Register*.

### T.9 Personnel Availability Register

This tool enables planners to track and document personnel's availability for activation on a monthly basis. The schedule also enables quick identification of each personnel's primary / preferred role in evacuation centres. This tool can be used in conjunction with the tool, (T.8) *Personnel Role Suitability Tracker*.

### T.10 Evacuation Centre Sub-Plan Template<sup>6</sup>

An Evacuation Centre Sub-Plan complements the Local Disaster Management Plan and can be a valuable tool to support the effective operations of an evacuation centre. This tool provides a template for an Evacuation Centre Sub-Plan. Planners can use this template as it is, or use it to inform the development of their own template<sup>7</sup>.

## From the Field!

### Maintaining personnel readiness

Australian Red Cross (Red Cross) has arrangements with several Local Government Authorities to manage evacuation centres during disaster events. Red Cross draws on over 1,000 of its volunteers and over 100 staff members based across Queensland to undertake various roles in evacuation centres. This workforce also staffs the Red Cross Emergency Operations Centre which provides planning, operational, logistical and specialist advisory support to personnel in the field. Red Cross utilises a number of approaches to ensure the readiness of this large and complex workforce all year round. However, a particular focus is placed on workforce ahead of the disaster season. Key pre-season activities include the following:

- Red Cross disseminates activation information to all personnel by email in October each year. This information covers a range of topics including seasonal outlook, packing advice, activation procedures, self-care advice, uniform requirements and more
- Training is delivered to volunteers to ensure skills are maintained and developed
- Exercises are conducted to ensure personnel are familiar with new procedures and information
- A workforce availability survey is conducted by email in October each year to capture each personnel's availability from November to April
- Personnel are allocated initial and secondary positions in evacuation centres and the Emergency Operations Centre
- Deployment teams are identified based on people's positions, availability, training and experience

<sup>6</sup> The assistance of Tablelands Regional Council in developing this template is gratefully acknowledged.

<sup>7</sup> Queensland Government. (2012). Queensland Local Disaster Management Guidelines.

Relevant Local SOP:

## T.1 Evacuation Centre Site Assessment and Selection Checklist

<b>Checklist completed on:</b>	<input type="text"/>	<b>Checklist completed by:</b>	<input type="text"/>
--------------------------------	----------------------	--------------------------------	----------------------

Site details			
Facility name	<input type="text"/>	Facility landline phone numbers	<input type="text"/>
Building owner	<input type="text"/>	GPS Coordinates	<input type="text"/>
Address	<input type="text"/>		

Safe, Accessible Location			
Consideration	Yes	No	Comments
Is the site elevated above any likely impact from high tide or storm surge level?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is the site and its surrounding area vulnerable to fire, flooding and other hazards?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is the site a safe distance from facilities which manufacture or store hazardous materials?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is the site a safe distance from large trees and overhead power lines which may present a threat?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is the area suitable for the creation of additional temporary facilities, such as tent-based accommodation?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is there flood-free sealed driveway access, wide enough to permit entry by bus?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sufficient room and hard-stand area for anticipated number of vehicles?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is there sufficient heavy vehicle access (including safe turning areas) for deliveries, waste management and emergency vehicles?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is the site accessible by road to ensure supply access?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are shopping centres within reasonable distance? If not, is this problematic?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Does the building have an accessible drop off area with easy wheelchair access?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are there external storage facilities if required?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Can the building be used as an evacuation centre for an extended period of time (e.g. up to 3 weeks)?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is there easy access to the kitchen for food transport vehicles?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Is access to the building safe for those with impaired vision?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Could an emergency food vehicle be located near the kitchen with suitable power supply if necessary?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are there any Workplace Health and Safety issues with the site?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are there any serious pest / vector issues?	<input type="text"/>	<input type="text"/>	<input type="text"/>

Does the site have a suitable helicopter landing area in close proximity? (if required)			
Have vehicle access or parking facilities changed? Is there still sufficient parking available?			

Building characteristics			
Consideration	Yes	No	Comments
What is the maximum building capacity?			
Does the building comply with relevant Building Regulations?			
Can fire hazard and emergency evacuation planning be performed at this site?			
Can Queensland fire safety requirements be met?			
Are there mains power and alternative power sources and adequate access to power points?			
Is the building large enough to accommodate the expected number of occupants?			
Is there evidence of asbestos used in the construction?			
Is there adequate internal and external lighting?			
Is there adequate heating / air conditioning?			
Does the building have an appropriate level of security (e.g. lockable doors)?			
Is there sufficient ventilation? (As a guide, consider 20-30m <sup>2</sup> per person per hour at 15-19°C)			
Is there an adequate supply of hot and cold water for cooking, drinking, cleaning and sanitation?			
Is there a common / entertainment area?			
Are sufficient catering / kitchen facilities onsite?			
Can foreseeable social / cultural / religious / medical needs be accommodated in the available space?			
Is there sufficient access to landline phones?			

Does the site have mobile phone reception?			
Does the building have internet access?			
Will the site facilitate accommodation for pets? (if necessary)			

Capacity			
Consideration	Yes	No	Comments
Can people be accommodated with appropriate personal space? (As a guide, allocate 5m <sup>2</sup> per person for sleeping)			
Are plans of the building available? (this assists with capacity determinations)			





### Building characteristics

Consideration	Yes	No	Comments
Are there any obvious signs of structural damage with the building?			
Does the building still comply with relevant Building Regulations?			
Have there been any major issues with the plumbing in the building?			
Have there been any changes in the power sources to the building?			
Have there been any changes in the water supply to the building? (e.g. rainwater tanks installed)			
Are there major Workplace Health and Safety risks on the site (e.g. trip hazards)?			
Are any major repairs or maintenance works required to make the building usable as an evacuation centre?			
If so, are these scheduled to take place prior to periods of potential use?			
<ul style="list-style-type: none"> <li>– Have there been any major works or changes (e.g. extensions) to the building?</li> <li>– If so, do these changes affect the capacity of the building?</li> <li>– If so, do the changes affect lighting, access or ventilation?</li> </ul>			

### Amenities and Waste Management

Consideration	Yes	No	Comments
Have there been changes to the building amenities?			
Is there still a sufficient number of toilets, showers and hand washing facilities on site?			
<ul style="list-style-type: none"> <li>– If not is there sufficient room to position portable facilities on the ground?</li> </ul>			
Is there still a usable kitchen onsite, or an area where food can be safely prepared?			
Are there appropriate waste management facilities on-site?			
Is there still an area where resources and equipment can be securely stored?			


Availability			
Consideration	Yes	No	Comments
Is there an Agreement in place with the LDMG and Asset Owner?			
Has the building changed ownership since arrangements to use it as an evacuation centre were last reviewed?			
If so, will arrangements with the new owner to use the building as an evacuation centre need to be reviewed or renegotiated?			
Has there been a change in the way the building is used on a day-to-day basis?			
Is there a change in the availability of the building?			

**Notes:**

If you have concerns about the site’s ongoing suitability as an evacuation centre, consider using the *Evacuation Centre Planning Toolkit: (T.1) Evacuation Centre Site Assessment and Selection Checklist*



## Fire safety

Is there an existing Fire Safety / Building Evacuation Plan? If so, is it displayed in the building? ( <i>A copy of the plan should be included in the Evacuation Centre Sub-Plan</i> )	
Are the fire extinguishers in a useable state of readiness: – how many are on-site? – where are they located? – when were they last tested?	
Are fire exits marked?	
Are the fire alarms functional? Do they need new batteries?	
Is there any other fire safety equipment on-site? (e.g. fire blanket)	

- Where resource shortfalls are identified, consider pre-purchasing and pre-positioning resources in a lockable space in the facility if possible, or at an appropriate location in proximity to the building.
- Information about additional resource needs and storage locations can be recorded in *(T.4) Evacuation Centre Resource Planning Tool*.

## Building structure and maintenance

Are there any structural flaws or obvious signs of damage that need to be addressed?	
Are windows and doors in good working condition, including locks?	
Are curtains / blinds in good working condition?	
Is the building's power and backup generator in safe working condition?	
Are the power points in safe working condition?	
Is there adequate internal lighting, including lighting for walkways and outdoor areas?	
What is the water source? (e.g. tank, bore, reticulated, stream)	
Based on a guide of 15L of water per person per day, (4L drinking water and 11L for other purposes), is there sufficient water (hot and cold)? If not, can bottled water be supplied?	
Are there a sufficient number of public water points? If some water points are outside the building, is there sufficient lighting outside and nearby?	
Is there appropriate floor covering?	

Is the sewage system in working condition? Does it require treatment or maintenance?	
Is there a kitchen? If not, where can food preparation and kitchen facilities be located in proximity to power points?	
Are the ventilation / heating systems operational (e.g. heating, cooling, fans, windows)	
Is a form of pest / vector / insect / bug control required?	
In general, is the site a clean and hygienic environment?	

Amenities	
Sanitation	
Are the toilets in good working condition?	
Can toilets be easily segregated for men and women?	
Is there easy access to toilets for people with mobility issues?	
Based on a guide of 1 toilet per 20 people, will portable toilets need to be supplied? If so, roughly how many?	
Are the showers in good working condition?	
Are the showers segregated for men and women?	
Is there easy access to showers for people with mobility issues?	
Based on a guide of: <ul style="list-style-type: none"> <li>- 1 shower per 30 people in hot climates; and</li> <li>- 1 shower per 50 people in temperate climates,</li> <li>- will portable showers need to be supplied? If so, roughly how many?</li> </ul>	
Based on a guide of: <ul style="list-style-type: none"> <li>- 1 hand wash facility for every 30 people; or</li> <li>- 4-5m of washing bench for every 100 people,</li> <li>- Are there sufficient hand washing facilities or do additional facilities need to be supplied?</li> </ul>	
Is there sufficient toilet paper, soap and other consumables on-site for immediate use?	

## Waste management

Is there a waste management disposal arrangement in place?	
Are there garbage bins, recycling bins and / or an industrial skip/s on-site?	
Are there facilities for storing waste?	
Based on a guide of at least 1 wheelie bins (240L) per 40 people per day, are there sufficient bins on-site or do additional waste disposal facilities need to be sourced?	
Are there sufficient sanitary bins and lining bags on-site or do they need to be supplied?	
Are there facilities for sharps waste disposal or does this need to be supplied?	
Are there nappy bins on-site (or facilities that could be utilised as nappy bins) or do these need to be supplied?	
Are there facilities and storage space for medical / hazardous waste?	

## Kitchen

Are there operational kitchen facilities on-site including fridges, freezers, microwaves, kettles, stoves, ovens, taps, benches, urns, dishwasher?	
If not, can missing facilities be brought on-site?	
Are these facilities in a designated kitchen space? If not, where can a makeshift kitchen to be established?	
Are there utensils and crockery on-site? Do additional supplies need to be provided?	

## Equipment and Communications

Are there sufficient tables and chairs on-site for registration and dining purposes, or do these need to be supplied?	
Is there access to photocopiers, printers, faxes and a PA system, or do these need to be supplied?	
Is there a functional internet connection? If so what are the log-on details?	
Are there landlines for management use and are they functional?	
How many partitions are on-site, if any? Do further partitions need to be supplied? (e.g. for child spaces)	
Can an Evacuation Centre Kit be stored on-site in a secure area?	
Is there sufficient cleaning equipment on-site? (e.g. mop, broom, paper towels, washing detergent)	

## Laundry

Are there laundry facilities (e.g. washing machine, dryer) on-site and are they functional?	
Is there a clothes line or clothing racks on-site?	

## Capacity

What is the maximum building capacity? <i>*Note, capacity can fluctuate between day and night as people can access services at the centre during the day and sleep off-site during the night</i>	
Based on a guide of 5 sq m per person, what is the maximum sleeping capacity at the centre? (Include sleeping space for people with assistance animals)	
What designated building will accommodate people overflow when the capacity is reached?	

**External to the building**

What marks the external perimeter of the site?	
What are the egress points to the building? If there are too many, can some of these be locked so that the flow of people can be monitored?	
Is there sufficient functional lighting outside the building?	
Are there outside areas where chairs / tables can be set-up for people to congregate?	

**Traffic considerations** \* information identified below can be used to develop a traffic management plan

Is there an area where people with mobility issues can be dropped off at an entrance point to the building for easy access?	
Is there an area where suppliers can park and unload supplies inside or in close proximity to the building?	
Is there parking on-site? If not, where is parking available?	
Is there space for a few disabled car spaces close to the centre?	
Can space be reserved for evacuation centre personnel to park their vehicles close to the centre	
To facilitate traffic flow, will you need to designate certain areas as one-way traffic? Will you need to prohibit parking in certain areas?	
If larger vehicles (e.g. minibuses, standard buses) are used to transport people to the centre, where can they park?	

## Maintenance

Has responsibility for building maintenance been clearly established with the Facility Contact Person? What are these arrangements?


### When developing the Evacuation Centre Floor Plan, consider the five steps to evacuation centre set-up:

*(Refer to the Queensland Evacuation Centre Field Guide, page 17)*

Consider people's needs & priorities while recognising the physical limitations of the facility

Consult with service providers & agencies to understand their space and resource requirements

Consider the flow of people

Consider the need for directional signage based on the floor plan

Restrict access to some areas such as storage, administration, personnel areas and hazardous areas

## Evacuation Centre Floor Plan

### Essential Areas

Area	Factors to Consider	Notes
Main entry including reception areas	<ul style="list-style-type: none"> <li>– one main public entrance</li> <li>– ramp access</li> <li>– protection from elements</li> </ul>	
Registration area	<ul style="list-style-type: none"> <li>– area of approximately 7m x 7m suggested</li> <li>– close to main entrance, ensuring everyone must pass by</li> <li>– capable of holding a large group of affected persons who are waiting</li> <li>– preferably include seating space for people with mobility issues</li> </ul>	
First Aid	<ul style="list-style-type: none"> <li>– in a separate room or screened area</li> <li>– close to hand washing facilities</li> <li>– access to lockable storage and refrigeration</li> <li>– space for a few beds / mattresses / stretchers</li> <li>– space for medical equipment</li> </ul>	
Food Preparation Area	<ul style="list-style-type: none"> <li>– near kitchen facilities</li> <li>– near dining area</li> <li>– separated from sleeping area</li> </ul>	
Dining Area	<ul style="list-style-type: none"> <li>– space for refreshments</li> <li>– can also be used as a recreation area</li> <li>– this may be where key information is provided on a whiteboard / poster</li> </ul>	
People with assistance animals	<ul style="list-style-type: none"> <li>– separate sleeping area and appropriate space for people with assistance animals</li> </ul>	
Area for mothers / carers and babies / small infants	<ul style="list-style-type: none"> <li>– hygienic area</li> <li>– space for baby bath</li> <li>– space for nappy changing</li> <li>– clean space for food / bottle preparation</li> </ul>	
Showers and washing	<ul style="list-style-type: none"> <li>– access for people with mobility issues</li> <li>– separate area for females and males</li> <li>– access for children</li> </ul>	
Toilets	<ul style="list-style-type: none"> <li>– access for people with mobility issues</li> <li>– separate area for females and males</li> </ul>	
Evacuation centre staff rest area	<ul style="list-style-type: none"> <li>– space for personnel to function 24 hours a day including storage of belongings, conducting briefings and training, and sleeping if necessary</li> <li>– in a separate room or screened area</li> </ul>	
Services provided by other support agencies	<ul style="list-style-type: none"> <li>– factors will vary between service providers</li> <li>– consult with other agencies to understand if they have additional requirements</li> </ul>	
Administration	<ul style="list-style-type: none"> <li>– space for resources to be securely stored and for broader logistics functions</li> <li>– space (and facilities) for the secure storage of personal information</li> <li>– in a separate room or screened area</li> <li>– space for furniture and equipment suitable for conducting administration tasks</li> </ul>	

Desirable areas		
Area	Factors to Consider	Notes
Recreation area	<ul style="list-style-type: none"> <li>– this may be where key information is provided on a whiteboard/poster</li> <li>– TV / DVD</li> <li>– tables and chairs for congregating</li> </ul>	
Designated isolation area for privacy	<p>Area may be used for:</p> <ul style="list-style-type: none"> <li>– accommodating specific health issues</li> <li>– controlling an infectious disease outbreak</li> <li>– cultural or religious considerations</li> <li>– provision of personal support</li> <li>– police interviewing</li> <li>– recovery and counselling services</li> </ul>	
Children and Teenager activity areas	<ul style="list-style-type: none"> <li>– secure and safe area and away from exits and high foot traffic</li> <li>– separate from sleeping areas or areas sensitive to noise</li> <li>– enough space to accommodate the anticipated number of children using the centre</li> <li>– clear of sharp corners, open electrical outlets, unstable furniture and other hazards</li> <li>– consider a separate area for teenagers with suitable activities (See (T.19) Evacuation Centre Child-Friendly Checklist)</li> </ul>	
Laundry	<ul style="list-style-type: none"> <li>– washing and drying facilities (such as racks)</li> <li>– consider noise</li> </ul>	
Smoking Area	<ul style="list-style-type: none"> <li>– designated smoking areas away from main building (minimum 4 metres from entrances and exits)</li> <li>– away from air intake vents and flammable materials</li> </ul>	
Pet Area	<ul style="list-style-type: none"> <li>– shaded and/or enclosed</li> <li>– tie-down points</li> </ul>	
Parking areas	<ul style="list-style-type: none"> <li>– day, centre resident and personnel car, motorbike and bicycle parking</li> <li>– access for emergency vehicles</li> <li>– drop off areas</li> </ul>	
Waste Management	<ul style="list-style-type: none"> <li>– distance from eating and sleeping area</li> <li>– easy access for waste disposal service personnel</li> </ul>	
External Signage	<ul style="list-style-type: none"> <li>– ensure the signage is visible from the street</li> <li>– ensure signage guides traffic from the main thoroughfare</li> </ul>	
Space for portable showers, toilets and generators	<ul style="list-style-type: none"> <li>– outside toilets are located within 50 metres of the building, but at least 20 metres from the kitchen, dining and water supply</li> <li>– consider access and egress points</li> <li>– consider connections for external lighting, power, water and sewerage</li> <li>– consider waste disposal from portable facilities</li> </ul>	
General space considerations	<ul style="list-style-type: none"> <li>– as a guide, 5 sq m per person in sleeping areas Aisle space of 1.5 m per person between individuals and/or family groups in sleeping areas</li> <li>– partitioning for families and other groups for privacy</li> <li>– clear pathways to fire exits</li> <li>– access for people with mobility aides and prams</li> </ul>	



## T.4 Evacuation Centre Resource Planning Tool

### For Evacuation Centre residents use

Internal common area				
Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Tables e.g. for registration, administration, displaying resources, services, dining, common area				
Chairs e.g. for provision of services, registration, administration, common area, dining, outside seating				

Sleeping area				
Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
<p>Mattresses</p> <p>Note:</p> <ul style="list-style-type: none"> <li>– a combination of floor mattresses, inflatable mattresses and camp stretchers may be suitable</li> <li>– inflatable mattresses are easy to store, but are time-consuming to assemble</li> <li>– camp stretchers are more suitable for people with mobility issues who are unable to lie on the floor</li> <li>– as a guide, consider comprising bedding stock of 20% stretchers and 80% inflatable mattresses</li> <li>– some people may bring their own bedding</li> <li>– consider maintaining a small store of mattresses at Local Government premises for immediate use</li> </ul>				
<p>Air pumps</p> <p>Note: air compressors can greatly assist with inflating air mattresses</p>				





## Sanitation, hygiene and health

Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Water tanks (including for potable water)				
Water storage containers				
<p>Portable showers</p> <ul style="list-style-type: none"> <li>– as a guide, consider 1 shower per 30 people in hot climates and 1 shower per 50 people in temperate conditions</li> <li>– e.g. trailer-mounted or camp showers</li> <li>– consider portable showers that facilitate disabled access</li> </ul>				
<p>Portable toilets</p> <ul style="list-style-type: none"> <li>– as a guide, consider 1 toilet per 50 people in the immediate sheltering phase of 1-18 hours and 1 toilet per 20 people in the temporary sheltering phase of 18 hours to 3 weeks</li> <li>– as a guide, consider positioning toilets within at least 50m from the building and at least 20m away from the kitchen</li> <li>– consider designating portable toilets as male or female</li> </ul>				
<p>Portable hand wash facilities</p> <ul style="list-style-type: none"> <li>– as a guide, consider one hand wash facility / sink per 30 people or 4-5m of washing bench per 100 people</li> <li>– ensure children can reach hand basins and soap</li> </ul>				
Hand towels				
Toilet paper				
Soap				
Hand sanitisers				
Sanitation bins				
Sanitation bin lining bags				



Kitchen				
Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Stove				
Microwave				
Fridge				
Freezer				
Portable cold storage units				
Bottled water				
Cutlery (disposable cutlery may be useful)				
Plates and bowls (disposable crockery may be useful)				
Drinking cups/mugs (disposable cups may be useful)				
Disposable gloves for food preparation				
Disposable hair nets for food preparation				
Gas supply				
Supply of emergency food – it may be useful to have some food pre-purchased and available to people upon arrival as the centre is being established – foods which store well include tinned and sealed foods – be mindful of allergies and cultural factors that impact people’s diet				





### Emergency toiletry supplies

Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Toothbrushes				
Toothpaste				
Tampons				
Sanitary/Incontinentant pads				
Soap				
Deodorant				
Tissues				

### Mobility aides

Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Stretchers with foam padding				
Toilet / showering aids				
Walking sticks				
Walkers				
Wheelchairs				
Patient lifters / hoisters				

Pet management resources				
Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Pet accommodation facilities				
Pet waste bags				
Feeding/water bowls				
Leashes				









Utilities and other				
Resource	Other Local Considerations	Quantity required or N/A	Purchase, rent, borrow or available on-site	Storage options (e.g. on-site, at Council building)
Extension cords				
Power boards (consider including some surge protected power boards)				
Evacuation Centre Kit (see <i>Evacuation Centre Planning Toolkit: (T.5) Guide to Developing an Evacuation Centre Kit</i> )				
Padlocks and chains				
Caution tape				
Torches				
Portable lighting (e.g. flood lights, lamps)				
Traffic batons				
High visibility vests				
General signage <ul style="list-style-type: none"> <li>- include signage for inside and outside the centre</li> <li>- include signage in multiple languages</li> <li>- include child-friendly signage (e.g. directions to bathrooms)</li> <li>- include information / posters letting children know who they can talk to if they have concerns for their safety or the safety of others</li> </ul>				
Language translation cards				
Portable generator				
Recovery-related resources (see <a href="http://www.redcross.org.au/recover.aspx">http://www.redcross.org.au/recover.aspx</a> for examples of recovery resources)				



## T.5 Guide to developing an Evacuation Centre Kit

An Evacuation Centre Kit (the Kit) is a collection of items essential for the establishment and initial operations of an evacuation centre. The Kit makes resources immediately available to personnel during the early stages of an evacuation centre’s operation when resources may be challenging to acquire.

Evacuation Centre Kits are intended to sustain an evacuation centre for a limited period of time (e.g. 1-2 days) until further supplies are obtained. It is recommended that Kits be developed and pre-positioned in evacuation centres and other strategic locations which are easily accessible. The composition of Kits and the way they are used should be tailored to the local context.

The considerations below may assist planners in determining what essential resources would be valuable inclusions in an Evacuation Kit.

Selecting the Kit	
Consideration	Comments
Is the Kit acceptable under Work Health and Safety Standards?	
Does the Kit have wheels for easy movement?	
Is the Kit made of durable, water-proof material?	
Can the Kit be locked?	
Will the Kit withstand the weight of its contents?	
How many Kits are required? Note: consider preparing one Kit for deployment with personnel and preparing one Kit to be pre-positioned in areas close to select Evacuation Centres	

## Contents of the kit

Stationery needs Example: pens, highlighters, whiteboard markers, paperclips, packing tape, blue tack, filing folders	
Forms (see <i>Evacuation Centre Planning Toolkit: (T.21) Forms</i> )	
Signage What signage is required to meet the needs of children and culturally and linguistically diverse populations? Note: consider internal and external signage; consider developing signs in other languages predominant in your community and signs that are relatable to children; see <a href="http://health.qld.gov.au/disaster/html/evacuation-centre.asp">http://health.qld.gov.au/disaster/html/evacuation-centre.asp</a> for signage developed specifically for evacuation centres	
General utilities e.g. batteries, power boards, extension cords, caution tape, torches	
Hygiene and self-care items e.g. hand sanitisers, sunscreen, toilet paper, tampons, insect repellent	
First aid kit	
Resources to occupy children upon immediate arrival e.g. colouring-in books, crayons	
Pet management resources e.g. leashes, food/water bowls, tarp	
Management resources e.g. Queensland Evacuation Centre Field Guide, Queensland Evacuation Centre Management Handbook, Local Government Standard Operating Procedures	
Packing items e.g. expanding folders, rubber bands, masking tape	
Communication e.g. mobile phones, chargers, laptops, radio	
Kit location e.g. council office	

## T.6 Guide to Service Provider/Contractor/Supplier Arrangements

This guide outlines 6 steps to plan for, use and review, service provider/contractor/supplier arrangements. Before entering into any arrangement Local Government/LDMGs should ensure that any local government legal or procurement requirements are met.

### 1. Identify functions to be outsourced

A list of possible services / goods is outlined below:

Functions	Local contractors/service providers contacts
Security Example: QPS, private security contractor, security provider for Local Government building	
First aid Example: St John's Ambulance, local medical centre, doctors / nurses, QAS	
Cleaning Example: cleaning service utilised in council buildings, private cleaning company	
Waste disposal Example: waste disposal companies	
Laundry Example: local laundromat, rental companies (should you decide to rent washing machines and dryers on-site), hospital, hotel or other large business services that provide laundry services	
Catering Example: Salvation Army, private catering company, local community/service groups (e.g. Rotary, Lions, Country Women's Association)	
Counselling Example: Lifeline, Australian Psychological Association	
Higher needs social support Example: local homelessness services, local disability services, local women's shelter, local mental health organisations, drug rehabilitation support services, community organisations/ NGOs with community casework staff	
Transport Example: private transport company (e.g. Murrays, Greyhound), local bus service, community groups that provide transport for their clients	
Evacuation centre management Example: Australian Red Cross, community groups	
Registration Example: Australian Red Cross, local community members	
Coordinating spontaneous volunteers Example: local community/volunteer group	

Pet management Example: RSPCA, Local Government, Animal Welfare League, animal/wildlife shelters	
Entertainment Example: local community groups, local entertainers, local sports groups	
Children's activities Example: Save the Children, local day care centre, local child care professionals / youth workers	
Building maintenance and repairs Example: electricity, plumbing, service providers contracted by Local Government, other local providers	
Bedding and linen Example: local businesses	
Food & drinks Example: local businesses	
Water & water containers Example: bottled water distributors, bulk water distributors	
Tables, chairs, partitions, storage containers Example: hire companies, local community halls, local service clubs, places of worship, local schools	
Electrical goods Example: local businesses	
Building tools, witches hats, etc Example: local businesses	
Portable ablutions Example: rental companies	
Sanitary bins and services Example: sanitary service companies	
Sharps disposal bins Example: sharps container distributors, Queensland Health	
Toiletries and hygiene products Example: local pharmacies, local businesses	
Cleaning products Example: cleaning product distributors, local grocery stores	
Mobility aides Example: local pharmacies, local businesses	
Communications equipment Example: IT stores, IT distributors, rental companies	

## 2. Identify service providers/contractors/suppliers

Some factors to consider in making this decision are outlined below:

<p>What are the procurement guidelines that need to be followed in identifying and securing providers / contractors / suppliers?</p>	
<p>What principles will underpin the selection of service providers / contractors / suppliers? e.g.</p> <ul style="list-style-type: none"> <li>- value for money</li> <li>- independent vs chain providers</li> <li>- established connections in the local community vs availability at district level</li> <li>- capacity to upscale</li> <li>- capacity to service a single evacuation centre vs multiple evacuation centres concurrently</li> <li>- demonstrable prior experience</li> </ul>	
<p>Based on hazard mapping, is the location of their sites (e.g. shopfront, warehouse) susceptible to hazards?</p>	

### 3. Establishing arrangements with service providers / contractors / suppliers

Some factors to consider include:

Do you need to establish formal arrangements or can the arrangements be established informally?	
If formal arrangements are required, how will they be formalised – e.g. Memorandum of Understanding, service-level agreement, contract?	
Is there a local government service provider agreement template or other template you can use?	

When establishing arrangements, it will be necessary to agree on expectations / standards in relation to the following:

- Activation:** triggers, method, minimum requirements for activation (e.g. how many personnel need to be requested before service providers / contractors / suppliers will be activated?)
- Upscaling:** triggers, notification period, capacity
- Payment:** method, timing, impact of NDRRA funding availability or non-availability
- Scope and services:** clearly define standards
- Service Providers:** participation in lessons learnt or review / feedback processes
- QDMA arrangements:** align structures
- Usable space in the centre:** for those based on-site, where are they likely to be located based on the centre layout plan? How much space are they likely to have? Where can suppliers expect to unload their supplies?
- Demobilisation:** what is the process for demobilising resources that belong to service providers/contractors/suppliers?

### From the Field!

When service provider/contractor/supplier arrangements are not in place prior to an activation, the Evacuation Centre Manager can spend a considerable amount of time sourcing local providers at the crucial stage of evacuation centre set-up. This poses several risks including lack of value for money, poor quality in services / goods, lack of appropriate financial processes to facilitate payment and poor management of the evacuation centre during its establishment.

Taking time to establish these arrangements outside the disaster season will save time and resources during an activation.

## 4. Supporting service providers/contractors/suppliers to prepare for activation

Service providers/contractors/suppliers may need to adjust their business-as-usual processes to deliver in emergency response situations. You can support them to prepare for delivering in these unique situations. Some suggestions are below:

### 4.1. During activation

Refer to the Queensland Evacuation Centre Field Guide for information on working with service providers/contractors/suppliers during activation.



## 4.2. Post-season

Post-season lessons identified or feedback processes provide an opportunity to review the effectiveness of service provider/contractor/supplier arrangements. This could be done internally, with providers or through a combination of both. Here are some questions that may assist with this review:

### For an overall review of contractor/provider/supplier arrangements:

What arrangements were in place prior to activation of the evacuation centre?	
Were there any functions undertaken by the managing agency that could be undertaken by a provider?	
Was there a duplication of services?	
What worked well?	
What could be improved?	
Were functions undertaken as per the agreed expectations?	
Did they support and complement the LDMG arrangements?	

### For a review of individual service provider/contractor supplier arrangements:

Was the service provider/contractor/supplier able to respond to the need in a timely manner?	
Did they have sufficient capacity?	
Were they able to upscale?	
Were any issues experienced in relation to payment?	
Did the service provider/contractor/supplier provide services/goods outside their scope? Did they effectively deliver these additional services/goods?	
Was the working relationship between the service provider/contractor/supplier and the evacuation centre staff constructive?	
<p>If the arrangement did not work well, how can it be improved? e.g.</p> <ul style="list-style-type: none"> <li>– change scope of agreement</li> <li>– change to a different provider</li> <li>– seek complementary arrangements with additional providers to facilitate up-scaling</li> <li>– exercise/training opportunities</li> <li>– amend the Memorandum of Understanding/contract/service-level agreement etc.</li> </ul>	

## T.7 Personnel Readiness Checklist

Consideration	Yes	No	Comments
Have you identified the number of personnel you will need to manage the evacuation centre/s based on: <ul style="list-style-type: none"> <li>– the maximum capacity of the centre/s</li> <li>– the most likely number of evacuees</li> <li>– multiple evacuation centres operating concurrently?</li> </ul>			
Have you identified core positions which must be filled? (e.g. Centre Manager, Logistics Officer, Facilities Officer and Registration Team Leader) <i>(see Evacuation Centre Planning Toolkit: (T.20) Role Checklists)</i>			
Do personnel have the appropriate training, skills and knowledge to undertake at least one role in an evacuation centre?			
Have you provided training, information or advice to personnel on engaging with high needs evacuees including people with mental health issues and homeless people?			
Have you assigned personnel to roles based on their skills, experience, training and/or preference? <i>(see Evacuation Centre Planning Toolkit: (T.8) Personnel Role Suitability Tracker)</i>			
Have you identified a primary role for all personnel? <i>(See Evacuation Centre Planning Toolkit: (T.8) Personnel Role Suitability Checklist and (T.9) Personnel Availability Register)</i>			
Have you determined personnel availability? <i>(See Evacuation Centre Planning Toolkit: (T.9) Personnel Availability Register)</i>			
Do you have arrangements with service providers to undertake functions if there are not enough local personnel? <i>(See Evacuation Centre Planning Toolkit: (T.6) Guide to Service Provider/Contractor/Supplier Arrangements)</i>			
Have you exercised your personnel in the establishment and management of a centre?			
Have you identified your first deployment team (i.e. more experienced personnel who can perform in high pressure situations)?			
Have you identified a replacement team for the first deployment team? (first deployment teams often fatigue rapidly and may require replacement quickly)			
Have you allocated teams to centres based on location?			
Do your personnel understand the resources and tools available to them to undertake their role and where these resources can be obtained during activation?			







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**Council Queensland**

# EVACUATION CENTRE SUB-PLAN

Authority		Date	Document Details	
Document Owner:			Version No:	
Approved by:			Date Approved:	
Review Date:				

### Version control and record of amendments

Date	Vers.	Outline of Revision	Made by	Approved



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## SECTION 1: CONTEXT

### 1.1 Aim

Insert aim of the Evacuation Centre Sub-Plan, scope of Sub-Plan, definition of evacuation centre

### 1.2 Planning assumptions

Insert assumptions. e.g. an evacuation centre will be open for several hours up to approximately three weeks

### 1.3 Outcomes for the community

What outcomes are you trying to achieve for the community through the provision of evacuation centres

### 1.4 Critical community considerations

Based on community profiling, what are the critical characteristics in the community that inform this Sub-Plan. e.g. high tourist population; sizeable portion of the community which speaks a particular language etc.

### 1.5 Links to other documents

e.g. Local Disaster Management Plan; District and State Disaster Management Plans; Recovery Sub-Plan; Queensland Evacuation Guidelines

### 1.6 Ownership / Authority of the Sub-Plan

State the position which owns / authorises the plan, including approvals for review, circulation and amendments

## SECTION 2: ACTIVATION OF EVACUATION CENTRES

### 2.1 Guiding principles for evacuation

Identify relevant principles from the Evacuation Sub-Plan. For example:

- the best option for every Queenslanders when evacuation is not necessary is to shelter within a safe and secure structure at home or with family and friends
- evacuation is a last resort and will only be used if it is safer to evacuate residents away from immediate danger

### 2.2 Responsibilities and processes for activating evacuation centres

Identify responsibilities in relation to activating evacuation centres. For example:

- responsibilities of the Local Disaster Coordinator, District Disaster Coordinator
- position responsible for the decision to Alert, Lean Forward, Stand Up and Stand Down
- position responsible for deciding which centres will be activated

### 2.3 Criteria for activating evacuation centres

What criteria will be used to activate evacuation centres? For example:

- LDMG recommendation for voluntary evacuation of an area at risk
- District Disaster Coordinator has declared a disaster situation to enforce a directed evacuation at an area at risk

### 2.4 Levels of activation

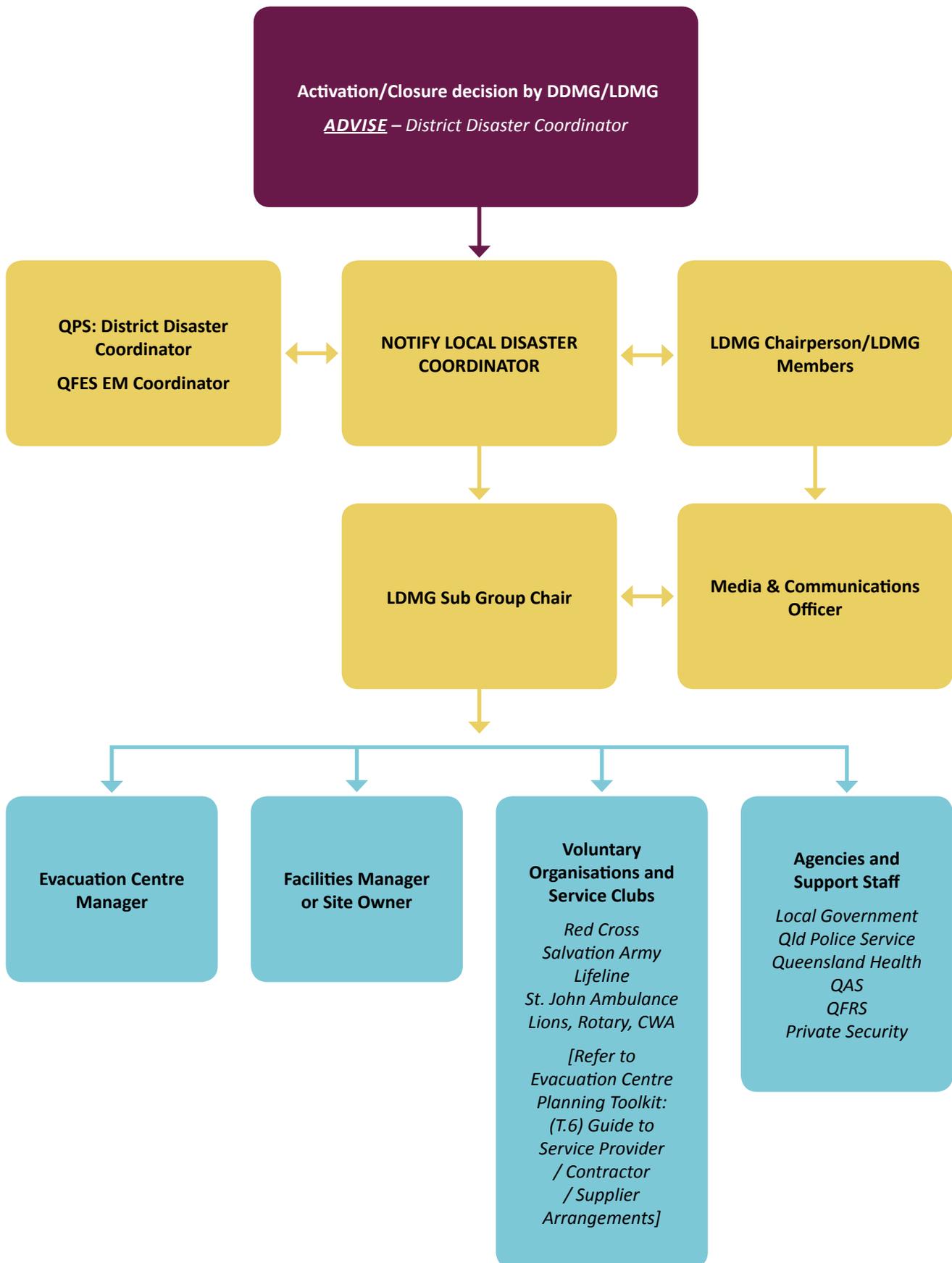
What actions should be taken at:

ALERT:

LEAN FORWARD:

STAND UP:

STAND DOWN:



### SECTION 3: SITE SELECTION AND REVIEW

Insert information about how evacuation centre sites are selected and reviewed such as:

- who is responsible
- criteria that is used to select sites (See Evacuation Centre Planning Toolkit: (T.1) Evacuation Centre Site Assessment and Selection Checklist and (T.2) Evacuation Centre Site Review Guide)
- when selected sites will be reviewed

### SECTION 4: PREPARING EVACUATION CENTRE SITES

Insert key actions that will be undertaken to prepare evacuation centre sites. For example:

- determining capacity
- developing floor plans
- acquiring and pre-positioning resources
- identifying and training personnel and assigning roles
- developing arrangements with service providers/contractors/suppliers

The following resources from the *Evacuation Centre Planning Toolkit* may be useful:

- (T.3) *Evacuation Centre Site Preparation Guide*
- (T.4) *Evacuation Centre Resource Planning Tool*
- (T.5) *Guide to Developing an Evacuation Centre Kit*
- (T.6) *Guide to Developing Service Provider / Contractor / Supplier Arrangements*
- (T.7) *Personnel Readiness Checklist*

## SECTION 5: ESTABLISHING AND MANAGING EVACUATION CENTRES

### 5.1 Setting up evacuation centres

Identify key actions to take when setting up evacuation centres. For example:

- handover of the facility to personnel
- rostering of key or experienced personnel on the initial shift
- setting up centres in line with floor plans

**Note:** The Queensland Evacuation Centre Field Guide may be useful in writing this section

### 5.2 Services provided at evacuation centres

Identify services that will be provided in evacuation centres. e.g. Registration, accommodation, catering, information, security, cleaning, waste disposal

**Note:** The *Evacuation Centre Planning Toolkit: (T.6) Guide to Developing Service Provider/Contractor/Supplier Arrangements* may be useful in writing this section

### 5.3 Evacuation centre personnel

Outline issues relevant to personnel including crucial and other roles, reporting structure, shifts/rostering and fatigue management.

**Note:** The *Evacuation Centre Planning Toolkit: (T.7) Personnel Readiness Checklist* may be useful in writing this section

### 5.4 Logistics

Discuss key logistics issues including responsibilities, supplier arrangements and tracking of resources.

The following resources from the Evacuation Centre Planning Toolkit may be useful:

- (T.4) *Evacuation Centre Resource Planning Tool*
- (T.17) *Evacuation Centre Resource Register*
- (T.23) *Evacuation Centre Demobilisation Form*
- (T.24) *Evacuation Centre Resource Release Tracker*
- (T.6) *Guide to Developing Service Provider/Contractor/Supplier Arrangements*

### 5.5 Capacity

Identify capacity considerations in evacuation centres including how overflow will be managed

#### 5.6 Communications and reporting

Identify internal communication considerations such as audiences, frequency and methods.

Identify external communication considerations including reporting requirements.

**Note:** The *Evacuation Centre Planning Toolkit: (T.16) Evacuation Centre Information Needs Checklist* and Queensland Evacuation Centre Field Guide may be useful in writing this section

#### 5.7 Media

Outline protocols for engagement with media and responding to media enquiries such as who is cleared to engage with the media, which areas media are prohibited from entering (e.g. sleeping areas to maintain people's privacy), facilitating media interviews with evacuees

#### 5.8 Administration and Finance

Insert key financial and administrative processes such as who authorises payments and storage of sensitive information (e.g. Register.Find.Reunite. forms)

#### 5.9 Multiple concurrent evacuation centres

Insert information about the reporting structure that will be adopted when multiple evacuation centres are operating simultaneously in the same LGA region. The *Evacuation Centre Planning Toolkit: Considerations for Multiple Concurrent Evacuation Centres* may be useful in writing this section

#### 5.10 Other

Outline and attach relevant appendices. e.g. key forms, role checklists, map of evacuation centre sites, and a list of evacuation centre sites, their capacity and floor plans

## SECTION 6: CLOSING THE CENTRE

Insert key actions that will be undertaken to prepare evacuation centre sites. For example:

- determining capacity
- developing floor plans
- acquiring and pre-positioning resources
- identifying and training personnel and assigning roles
- developing arrangements with service providers/contractors/suppliers

The following resources from the *Evacuation Centre Planning Toolkit* may be useful:

- (T.3) *Evacuation Centre Site Preparation Guide*
- (T.4) *Evacuation Centre Resource Planning Tool*
- (T.5) *Guide to Developing an Evacuation Centre Kit*
- (T.6) *Guide to Developing Service Provider / Contractor / Supplier Arrangements*
- (T.7) *Personnel Readiness Checklist*

## APPENDICES

Insert additional key information as required

# PART 2

# RESPOND

# PHASE

Part 2 provides guidance and tools to support evacuation centre planning at the Decision, Warning, Withdrawal and Shelter stages of the evacuation.





# Respond Phase



An explanation of each tool is provided below:

## Stage 1–3: Decision, Warning, Withdrawal

### T.11 Decision, Warning, Withdrawal Checklist

This tool will assist planners and operational personnel to undertake key actions during the Decision, Warning and Withdrawal phases of an evacuation, in relation to effective establishment of evacuation centres during the Shelter phase.

## Stage 4: Shelter

### T.12 Considerations for Multiple Concurrent Evacuation Centres

When more than one evacuation centre is established and operating, planners and operational personnel will need to expand their planning considerations. This tool provides guidance to planners and operational personnel on developing a coordinated approach to managing multiple evacuation centres simultaneously within the same LDMG or DDMG region. It includes factors to consider, possible reporting structures and a case study.

### T.13 Evacuation Centre Register– LDMG

This Tool is designed to provide a visual overview of all evacuation centres within a Local Government Area and their relevant statistics. This template can be replicated in other forms, such as on a whiteboard or butcher's paper.

### T.14 Evacuation Centre Register – DDMG

This tool is designed to provide a visual overview of all evacuation centres within a DDMG area and their relevant statistics. This template can be replicated in other forms, such as on a whiteboard or butcher's paper.

### T.15 Evacuation Centre Contact List Template

Evacuation Centre Management staff will need to maintain a current and comprehensive list of contacts. This can be challenging and time-consuming to develop during activation. This template will support planners to identify and record key contacts and contact details prior where possible.

### T.16 Evacuation Centre Information Needs Checklist

Communicating information in evacuation centres is complex and vital. Effective information provision will involve consistent communication with a variety of stakeholders and will have several benefits including ongoing support to centre operations and managing people's expectations which enables their recovery.

This checklist can be used in a variety of ways to ensure communication is being undertaken effectively. For example, the checklist can be used to evaluate or assess communication in an evacuation centre. Different parts of this checklist can also be used by various personnel in undertaking aspects of their role.

### T.17 Evacuation Centre Resource Register

This template will assist planners and operational personnel to track and document the accumulation of resources. This template will be most effective when used in conjunction with the following tools: (T.4) Evacuation Centre Resource Planning Tool; (T.23) Evacuation Centre Demobilisation Form; and (T.24) Evacuation Centre Resource Release Tracker.

## T.18 Evacuation Centre Staffing Matrix

This matrix provides advice on personnel capacity based on the number of people in an evacuation centre. This tool should be used as guidance only as each situation will require a tailored response. For example, a smaller evacuation centre population may require a high number of personnel if the population comprises a significant number of elderly people with higher support needs.

## T.19 Evacuation Centre Child friendly Checklist<sup>8</sup>

The needs of children in evacuation centres can sometimes be overlooked. This checklist will assist planners and operational personnel to achieve a child-friendly environment in evacuation centres that supports the needs and recovery of children as well as adults.

This checklist has been developed and provided by Save the Children.

## T.20 Role checklists

These checklists outline responsibilities and tasks for key evacuation centre personnel in a usable format. Checklists are provided for the following evacuation centre positions:

- Manager	- Deputy Manager
- Logistics Officer	- Facilities Officer
- Administration Officer	

These checklists can also be found in the Queensland Evacuation Centre Field Guide.

## T.21 Forms

The following key forms are included in this Toolkit:

- Initial Suitability Report	- Personnel Sign On/Off Log
- Resident Sign In/Out Log	- Resource Request Tool
- Register.Find.Reunite. Registration Form	- Register.Find.Reunite. Inquiry Form
- Resident Information Sheet	- Day Guest & Visitor Log
- Resident Intake Form	- Reporting Tool

These forms can also be found in the Queensland Evacuation Centre Field Guide.

### From the Field!

#### Dividing evacuees between evacuation centres

During a particular disaster event, a high number of elderly people with high support needs were evacuated. The elderly were initially evacuated to an evacuation centre with the general population where support tailored to their needs could only be provided in a limited capacity.

In recognition of this situation, the local Council activated a separate evacuation centre where elderly people were transferred. This was a more appropriate facility for their needs (e.g. wheelchair access was available) and once separated from the general population the elderly could be provided with a higher level of care and support that was tailored to their particular needs/requirements. It also enabled personnel to build rapport with the evacuees and provide a higher level of support and comfort which assisted their recovery process.

<sup>8</sup> This checklist has been developed and provided by Save the Children. The assistance of Save the Children is gratefully acknowledged.

## T.11 Decision, Warning, Withdrawal Checklist

(Actions to undertake in relation to evacuation centres only)

Decision			
Action	Responsible body/ person	Completed	Comments
Determine if an evacuation centre is required or if other forms of accommodation can be utilised (e.g. hotel or motel)			
Identify which evacuation centre site/s are in safe areas			
Determine which evacuation centre site/s to open			
Liaise with the building asset owner/s to notify of the potential activation of the evacuation centre/s and confirm availability of building			
Activate evacuation centre personnel and agencies			
Confirm evacuation timings ( <i>Refer to Queensland Evacuation Guidelines, page 30–31</i> )			
Identify issues which may impact the safe and effective operations of the evacuation centre/s ( <i>e.g. safe routes to the site, needs of the affected population based on community profiling</i> )			
Confirm the positioning of and access to relevant resources ( <i>e.g. Evacuation Centre Kits</i> )			

**Warning**

Action	Responsible body/ person	Completed	Comments
Disseminate information to the public about the location of the evacuation centre/s and relevant road closures or hazards that will impact access to these sites			
Disseminate information to the public about what to take with them to the evacuation centre/s			
Obtain keys from the asset owner/s and conduct a handover of the site/s, including assessing the suitability of the site/s <i>(See Evacuation Centre Planning Toolkit: (T.21 Forms) Initial Suitability Report)</i>			
Commence set-up of the evacuation centre/s including car park arrangements and erect signage external to the centre/s			
Activate service provider/contractor/supplier arrangements			
Disseminate information to the public about the National Registration and Inquiry System (Register.Find.Reunite.) including registering online			

## Withdrawal

Action	Responsible body/ person	Completed	Comments
Ensure all service provider / contractor / supplier agencies are in place, particularly security arrangements			
Obtain revised estimates regarding arrival and number of people at the centre/s			
Identify or reassess risks associated with evacuating people to the centre/s			
Consider phasing / staggering the evacuation if necessary <i>(This will avoid people arriving on en-masse, relieving initial pressure at the centre/s)</i>			
Determine if support is required to transport people to the evacuation centre/s			
Implement transport and traffic management plans (usually part of LDMG evacuation)			
Endeavour to keep family groups together during withdrawal <i>(High levels of distress can be caused when families are separated during disasters)</i>			
Ensure people are directed to the most appropriate centre/s to meet their needs <i>(e.g. people with pets may be suited to a centre at a showgrounds where as people with mobility issues may be suited to a centre located at a community centre)</i>			

## T.12 Considerations for Multiple Concurrent Evacuation Centres

### Considerations

Reporting structure	
Have you developed a reporting structure to adopt when multiple evacuation centres are operating simultaneously? Consider the likelihood of centres being cut off from each other when developing the reporting structure	
Have you established the trigger/s for activating this reporting structure (e.g. minimum three evacuation centres activated)?	
Have you established how and when the activation of the reporting structure will be communicated to Evacuation Centre Managers and other relevant positions?	
Have you discussed the possibility of spontaneous evacuation centres opening, how to provide assistance and how to communicate through the reporting structure?	
Management	
Have you considered how multiple centres might be best utilised? It may be effective to use certain centres for certain groups of people (e.g. people with high needs, community 'factions')	
Have you considered how the activation of multiple sites impact suppliers and service providers (e.g. scaling up of existing arrangements or separate arrangements for different centres, including if centres are cut-off from each other)?	
Have you considered how the timing of activating multiple centres (i.e. at the same time or on different days) will impact the way centres are managed, if at all? Sometimes multiple centres will be activated at the same time; in other situations centres will open one after each other	

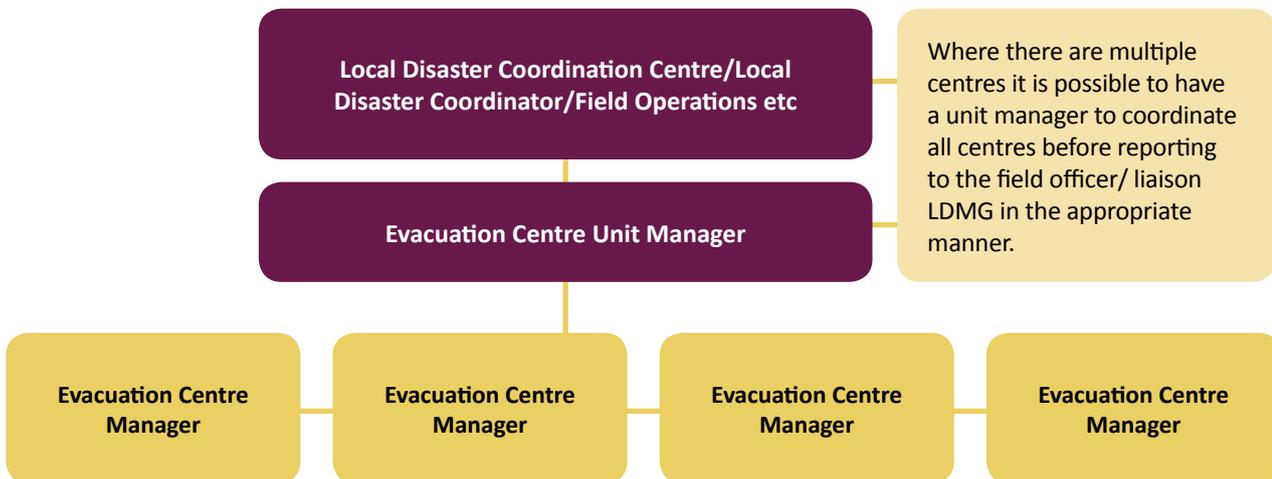


## Possible reporting structures

### a) Reporting directly



### b) Reporting through an intermediary



### From the Field!

#### The Use of the Intermediary Reporting Structure

In the 2010 / 2011 floods, Australian Red Cross utilised the structure of an intermediary in a location where the town was divided by flood waters requiring four separate centres to be opened in a variety of locations. The intermediary was utilised as a point of contact for all centre managers and centrally coordinate and collate the information pertaining to evacuation centres. The structure enabled one person to be the central 'point of truth' for each centre and allowed the Field Operations and Evacuation Centre Managers to focus on their other tasks. Further, the use of an Evacuation Centre Unit Manager enabled quick identification and resolution of issues facing each centre.













## T.16 Evacuation Centre Information Needs Checklist

This checklist may support Evacuation Centre Managers in ensuring stakeholders receive information which is appropriate and relevant to their needs. The first checklist identifies information which should be communicated to evacuees. The second checklist identifies information which should be communicated to personnel, other agencies, media, VIPs and the LDCC/LDMG

To Evacuees (also see Queensland Evacuation Centre Field Guide, Chapter 13: Resident Communication)		
How	What to communicate	
Meet and Greet and/ or Registration process	Basic information about the registration process	
	Basic information about the centre and support available	
	Access to interpreter services e.g. the Translation and Interpreting Service 'TIS'	
	Code of Conduct and Conditions of Entry	
Information Board  *This information could be replicated in a daily newsletter for evacuees	Maps and charts	
	Latest and authoritative information about the event, road closures, weather	
	News media (e.g. newspaper clippings)	
	Information about agencies in the centre, services they provide and their operating hours	
	Map of the evacuation centre with services marked	
	Schedule of daily meals	
	Schedule of daily events (VIP/media visits; activities for children)	
	Evacuation centre rules (Code of Conduct and Condition of Entry) <i>(See Evacuation Centre Planning Toolkit: (T.21 Forms) Resident Information Sheet)</i>	
	Information about personal health and hygiene	
	Contact phone numbers and details for accessing phones	
	Details about the de-registration process	
Daily announcements / information sessions	Updated information about the disaster event and impact	
	Reiterate rules and regulations of the facility	
	Outline daily schedule including activities	
	Dispel rumours/resolve problems	
	Information about visiting media or VIPs (e.g. local politicians)	
	Timing of next announcement / information session	
	Information on centre closure once details have been confirmed	
	Take questions from evacuees	



<b>To Media and VIPs</b> <i>(also see Queensland Evacuation Centre Field Guide, Chapter 17: Media and VIPs)</i>		
How	What to communicate	
Briefing <i>(This will be approved by the LDCC or LDMG)</i>	Date the centre opened	
	Latest statistics on the evacuation centre population	
	Services provided in the centre	

<b>To the Disaster Coordination Centre/Disaster Management Group</b> <i>(also see Queensland Evacuation Centre Field Guide, Chapter 18: External Reporting)</i>		
How	What to communicate	
Briefings at Group Meetings/Sitrep	Date the centre opened and number of days for which it has been opened	
	Latest statistics on the evacuation centre population, including residents, visitors and people sleeping in cars/tents outside the centre	
	Situate the population statistic as a percentage of the building's maximum capacity	
	Agencies and services on-site and number of personnel	
	Emerging issues about the evacuation centre (e.g. close to reaching capacity)	
	Trends or emerging issues among the evacuation centre population (e.g. high number of reports of damage to roofs, anticipation about financial recovery assistance)	

<b>Other</b>		
How	What to communicate	



## T.18 Evacuation Centre Staffing Matrix

The Evacuation Centre Staffing Matrix (the Staffing Matrix)<sup>9</sup> is a guide to suggested staff numbers for effective centre management incorporating the following functions: Centre Coordination, Facility Management, Resident Registration, Meal Provision and Support Services.

### The Staffing Matrix is based on the following factors:

- The Staffing Matrix is a guide only. Users will adapt the matrix to their own local context
- Staff sizes vary according to the stages of the activation. The first deployment team may require extra personnel
- Staff sizes vary according to the needs of evacuees in the centre. A centre with a high number of people with a disability may require more personnel
- The personnel numbers are based on a staffing roster of 2 shifts of 12 hours equating to 1 day
- Centre staff work for 4 days before resting for two 2 days and potentially being redeployed
- Where required staffing should comply with appropriate legislative and professional accreditation requirements (e.g. medical personnel)
- Staff may be able to complete more than one role simultaneously (e.g. meet and greet and personal support)
- In centres exceeding 500 evacuees, consider splitting the centre into two “separate” centres
- In centres established for people who cannot self-care, the appropriate support staff will be provided
- Not all positions require 24 hour presence in the centre
- Security can be a major issue and therefore needs careful consideration
- Agencies, Visiting Support Teams and External Contractors providing specialised services (e.g. first aid, security, child care, catering,) will ascertain capacity requirements for their own personnel
- Visiting Support Teams and External Contractors are listed in the Personnel and People section of the Queensland Evacuation Centre Field Guide
- Organisations may have minimum numbers of personnel they will deploy into certain situations

Evacuation Centre Positions	Number of Evacuees			
	0 - 75	76 - 200	201 - 500	500+
	Approximate Number of Staff Required Per Shift			
Evacuation Centre Manager	1	1	1	1+
Deputy Evacuation Centre Manager (this is an essential position when the number of evacuees reaches the 201-500 bracket)	1	1	1	1+
Logistics	1	1	1	1+
Facility	1	1	1	1+
Administration	1	1	1	1+
Meet and Greet	1	2	3	3+
Registration	2	3	5	8+
Personal Support	2	3	4	5+
First Aid	2	4	4+	4+
Catering	2	3	4+	4+
Animal Welfare	2	2	3	3+
Child Care	2	2	2+	4+
Counselling	1	2	3+	4+

<sup>9</sup> Australian Red Cross (2013).

## T.19 Evacuation Centre Child-Friendly Checklist

Physical safety and security			
Questions	Yes	No	Strategy to address gap
Is there a location for children in a secure section of the centre?			
Are children supervised at all times?			
Are there security measures to ensure the children's section is protected at all times?			
Are children secure in an area away from natural hazards? e.g. Rivers and lakes.			
Are children secure in an area away from other physical hazards? e.g. Roads, heavy machinery, cooking equipment.			
Are children secure in an area away from animals that may be dangerous. e.g. Pets or stock.			
Are children able to safely access all relevant areas of the centre without passing hazards? e.g. Bathrooms, play areas.			
Are all areas accessible and safe for children with physical disabilities? e.g. Wheelchair access.			
Do family sleeping areas have direct access to bathrooms? Are infant and children's washing facilities available?			
Are there evacuation centre staff monitoring bathroom activity to reduce the risk of inappropriate activity in bathrooms?			
Are bathrooms segregated by sex and well lit inside and outside? Are there family bathrooms so that parents can supervise children of a different sex.			
Are all areas well lit at night? e.g. Children's paths to bathrooms.			
Is there an agency responsible for first aid?			
Are there hygiene standards in place across the evacuation centre? e.g. Food, linen, rubbish disposal.			

## Child Protection

Questions	Yes	No	Strategy to address gap
Are children in the care of their parent/legal guardian?			
Is there evidence of child neglect or abuse?			
Are there systems in place to report unlawful acts against children or concerns about the safety or wellbeing of a child? Are centre staff and volunteers aware of this system?			
Has information on reporting concerns regarding child neglect/abuse been made public? Do centre staff know how to refer issues if appropriate? Is there a staff member designated to monitor concerns from all those in the centre including staff, community and children?			
Is the area for families and children separate from the area for single men and single women?			
Have all agency staff and volunteers interacting with children been checked for photo ID? Is there a registration process?			
Do all people working with children have police checks and working with children checks? Is there a system to register and monitor this?			
Is there a sign in and sign out system for all visitors entering areas that are designated for children?			

## Child Friendliness

Questions	Yes	No	Strategy to address gap
Do children have age appropriate spaces to play, eat and sleep?			
Is there a space for rest and relaxation? e.g. portacots for infants.			
Is there a space for active play?			
Are there distressing images visible to children? e.g. News footage.			
Are signs and notices also located at a child friendly level? e.g. Directions to bathrooms.			
Is there information letting children know who they can talk to if they have any concerns for their safety or for the safety of others? Is this information displayed in a way and at a level that is appropriate for children?			
Are nutritious, age appropriate meals, drinks and snacks available for children? Are children able to access food outside meal times?			
Is the distribution of food being appropriately supervised? e.g. Monitoring hygiene and possible food allergies.			

Are there appropriate medical staff and services available to address the needs of children? e.g. Paediatrician, maternal and child health nurse or helpline numbers.			
Are children's mental health needs being assessed and addressed?			
Has the evacuation plan for the centre considered the needs of children?			
Are there adequate sanitation services available for children? e.g. Can children reach hand basins in the bathrooms?			
Is there a nappy changing area? Is there appropriate sanitation and proper disposal of nappies?			
Is there a private, quiet area for breast feeding women? Is there support for breastfeeding women if required? e.g. Maternal and child health nurse, help line number.			
Is there an appropriate area with supplies for preparing formula for bottle fed babies? Can this be accessed any time day or night?			

### Child Rights

Questions	Yes	No	Strategy to address gap
If the centre is open for a protracted period is there provision for continuity of education? e.g. Buses to schools or tutors in evacuation centre.			
Are children being treated with respect and consideration?			
Are children's rights being upheld?			
Are photographers seeking parental consent to take photo's?			
Are children being listened to?			
Are children's opinions and concerns being acted upon when appropriate? e.g. Concerns about scary noises in the centre.			
Are individual children's needs being discussed confidentially and respectfully?			

## T.20 Role Checklists

### Evacuation Centre Manager

The Evacuation Centre Manager is responsible for everything that occurs within the centre. An effective Manager will clearly determine the roles and responsibilities of the management team, so that the team can set-up and take care of the day-to-day running of the centre, allowing the manager to think about key decisions. The Manager is the link to everything external to the centre. They are also responsible for the relationships with agency team leaders and external visitors.

Initial tasks	Chapter/Toolkit
<input type="checkbox"/> 1. Undertake the 6 steps to opening the facility	Before opening
<input type="checkbox"/> a. Determine the expectations of the Local Disaster Coordination Centre	
<input type="checkbox"/> b. Undertake a facility walkthrough	
<input type="checkbox"/> c. Welcome incoming personnel	
<input type="checkbox"/> d. Welcome incoming agencies	
<input type="checkbox"/> e. Support community facilities that have been evacuated	Handover
<input type="checkbox"/> f. Draft the plan for closing the centre	Shift logs
<input type="checkbox"/> 2. If needed, facilitate the handover of the centre from the initial opening team	
<input type="checkbox"/> 3. Begin a shift log	
<input type="checkbox"/> 4. Ensure the Deputy follows the 5 steps to set-up	
<input type="checkbox"/> 5. Establish communication channels	Reporting Template
<input type="checkbox"/> 6. Update the Local Disaster Coordination Centre on the status of the centre. Confirm:	Request Form
<input type="checkbox"/> a. Process for ordering essential provisions	(Toolkit: Resources Request form)
<input type="checkbox"/> b. Finance authority limits	Rostering
<input type="checkbox"/> c. Further agency and contractor support e.g. security services	Media and VIPs
<input type="checkbox"/> 7. Support the Deputy to develop a staffing plan for the next 24hrs	
<input type="checkbox"/> 8. Identify a media spokesperson	
Ongoing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Establish a schedule for daily activities	Supporting Agencies
<input type="checkbox"/> – At least twice daily facilitate management team meetings	
<input type="checkbox"/> – Ensure centre leadership meeting occurs daily	
<input type="checkbox"/> 2. Report to the Local Disaster Coordination Centre and your supporting agency	External Reporting
<input type="checkbox"/> 3. Ensure various forms of resident communication are in place	Resident Communication
<input type="checkbox"/> 4. Facilitate daily resident information sessions	Resident Communication
<input type="checkbox"/> 5. Oversee centre operations by regularly walking through the facility.	
<input type="checkbox"/> 6. Support the Logistics Officer to ensure safety, security and sanitation practices are in place	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> 7. Coordinate visits from media, VIPs and guests as needed	Media and VIPs
<input type="checkbox"/> 8. Communicate the procedure for managing spontaneous offers of assistance	Spontaneous offers of assistance
<input type="checkbox"/> 9. Ensure the Deputy has mechanisms to support personnel	Supporting Personnel
<input type="checkbox"/> 10. Take part in meetings with Local Disaster Coordination Centre	(as needed)
<input type="checkbox"/> 11. Ensure personnel are briefed and debriefed	Briefing
<input type="checkbox"/> 12. Update the plan for closing the centre	Closing the Centre
Closing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Follow the 10 steps to closing a centre	Preparing to close
<input type="checkbox"/> 2. Ensure the Administration Officer has collated all documentation	
<input type="checkbox"/> 3. Ensure the Logistics Officer has arrangements for the safe return of equipment and kits to owners	
<input type="checkbox"/> 4. Ensure the Logistics Officer and Facilities Officer have returned the facility to its original condition	
<input type="checkbox"/> 5. Inspect the centre with the Facilities Officer and identify outstanding issues	
<input type="checkbox"/> 6. Arrange a facilities handover with the Local Disaster Coordination Centre	
<input type="checkbox"/> 7. Undertake a final report on the centre	Preparing to close
<input type="checkbox"/> 8. Prepare a list of organisations and individuals to be thanked or recognized	

## Evacuation Centre Deputy Manager

The Deputy Manager is to support and backfill the Manager's role as needed. The Deputy is more hands on with the daily actions that are needed to run the centre. This includes supporting agency team leaders on site and being the main point of contact for the rest of the management team.

Initial tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Support the Manager to undertake the 6 steps to opening the facility	Before opening
<input type="checkbox"/> 2. Follow the 5 steps to set-up	Set-up
<input type="checkbox"/> 3. Assist in the set-up of the registration area	Registration
<input type="checkbox"/> 4. Assess personnel requirements	
<input type="checkbox"/> 5. Develop a roster for the next 24hrs	Rostering
<input type="checkbox"/> 6. Ensure personnel are clearly identified	
<input type="checkbox"/> 7. Monitor team leader and personnel activities and tasks	
<input type="checkbox"/> 8. Identify and report any emerging issues to the manager	
<input type="checkbox"/> 9. Receive a briefing from the outgoing Deputy Manager, as needed	Handover

Ongoing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Support the Manager to achieve the Centre Manager tasks, as required	
<input type="checkbox"/> 2. Develop the roster for personnel	
<input type="checkbox"/> 3. Ensure all personnel have a clear understanding of their roles and responsibilities	Supporting personnel
<input type="checkbox"/> 4. Ensure personnel have the equipment and resources to undertake their roles	Logistics
<input type="checkbox"/> 5. Monitor the well being and fatigue management of personnel and ensure they have regular breaks and are supported	The Three S's (Safety, Security and Sanitation) & Supporting personnel
<input type="checkbox"/> 6. Ensure Logistics Officer has transport, food and equipment for personnel as needed	
<input type="checkbox"/> 7. Support the Administration Officer in providing modes of resident communication	Resident communication
<input type="checkbox"/> 8. Support the Administration Officer in providing modes of communication with personnel	Supporting personnel
<input type="checkbox"/> 9. Prepare daily schedule for centre activities	Resident communication
<input type="checkbox"/> 10. Identify emerging needs for support services and material aid for residents and guests	
<input type="checkbox"/> 11. Support information exchange with all agencies and stakeholders	Agency support
<input type="checkbox"/> 12. Contribute to the management team shift log	Shift logs
<input type="checkbox"/> 13. Carry out other tasks as directed by the Manager	

Closure tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Assist the Manager to follow the 10 steps to closing a centre	Preparing to close
<input type="checkbox"/> 2. Assist the Administration Officer to ensure all documentation/data is secured and forwarded to the Local Disaster Coordination Centre	
<input type="checkbox"/> 3. Support the Logistics Officer to ensure all equipment is packed away and the centre is left clean, tidy and secure.	
<input type="checkbox"/> 4. Contribute to the Manager's final report on the centre	

## Evacuation Centre Administration Officer

The Administration Officer is to support the management team with all the information management and reporting that should be completed. The Administration Officer should be proactively preparing materials for sign off by the Centre Manager.

Initial tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Assist the Logistics Officer to set-up the management area	Set-up
<input type="checkbox"/> 2. Implement Visitors' Log and advise the Registration Team Leader	(Toolkit: Visitors Log)
<input type="checkbox"/> 3. Implement Sign in & out sheet for centre personnel	(Toolkit: Sign in & out sheet)
<input type="checkbox"/> 4. Clarify reporting timings and expectations with the Manager	Reporting
<input type="checkbox"/> 5. Establish modes of resident communication e.g. resident noticeboard	Resident communication
<input type="checkbox"/> 6. Establish modes of communication with personnel	Supporting personnel
<input type="checkbox"/> – i. Personnel information board	
<input type="checkbox"/> – ii. Personnel communications folder	
<input type="checkbox"/> – iii. Personnel bulletin	
<input type="checkbox"/> 7. Begin documenting contact details of key people and agencies	
<input type="checkbox"/> 8. Assist the registration team with contents for the Resident Welcome Kit	Registration
<input type="checkbox"/> 9. Communicate centre meeting arrangements to agency team leaders	Agency support
<input type="checkbox"/> 10. Receive a briefing from the outgoing Administration Officer, as needed	Handover
Ongoing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Scrutinise the intake forms to identify trends and issues	
<input type="checkbox"/> 2. Coordinate the daily resident census	External reporting
<input type="checkbox"/> 3. Complete the daily reporting template and any other reports	(Toolkit: External Reporting)
<input type="checkbox"/> 4. Record notes of operational briefings and debriefings	Briefings
<input type="checkbox"/> 5. Record and distribute minutes from centre leadership meetings	Agency support
<input type="checkbox"/> 6. Provide information to be displayed on the centre information board	Resident communication
<input type="checkbox"/> 7. Support the Personal Support Team Leader with any transportation schedules for residents	
<input type="checkbox"/> 8. Maintain modes of communication with personnel	Supporting personnel
<input type="checkbox"/> 9. Assist Manager in keeping accurate records of key information	Shift logs
<input type="checkbox"/> 10. Undertake any general copying, printing and typing as required by the management team	
<input type="checkbox"/> 11. Attend to any financial matters; including a petty cash ledger	
<input type="checkbox"/> 12. Assist with personnel rosters	Rostering
<input type="checkbox"/> 13. Develop and update the personnel and agency contact lists	Agency support
<input type="checkbox"/> 14. Ensure personal information is used and protected appropriately	
<input type="checkbox"/> 15. Ensure all personnel sign in/out for each shift	(Toolkit: Personnel sign in & out sheet)
<input type="checkbox"/> 16. Encourage personnel to wear tabards and IDs as appropriate	Supporting personnel
<input type="checkbox"/> 17. Carry out other tasks as directed by the Manager	
Closure tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Collate and finalize all documentation/data	Preparing to close
<input type="checkbox"/> – Ensure the records are documented on a list	
<input type="checkbox"/> – Forward all records to the Local Disaster Coordination Centre/agencies.	
<input type="checkbox"/> – Forward all Register.Find.Reunite. forms to the commissioning agency	
<input type="checkbox"/> 2. Assist the Logistics Officer to document and pack up the administration area	

## Evacuation Centre Logistics Officer

The Logistics Officer is responsible for all the equipment on site. This includes management team specific kits and other resources acquired to support the centre. The role requires proactive planning and requesting of resources. The Logistics Officer will work closely with the Facilities Officer who is concerned with the building and supporting contractors.

Initial tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Support the Manager and Facilities Officer in the initial walkthrough	(Toolkit: Initial Suitability Checklist)
<input type="checkbox"/> – Ensure that all utilities are switched on and operational	Before opening
<input type="checkbox"/> – Clarify areas that are out of bounds or unsafe	
<input type="checkbox"/> – Follow up building issues and contractor support with the Facilities Officer	
<input type="checkbox"/> – Identify storage areas for resources and equipment	
<input type="checkbox"/> 2. Ensure safety, security and sanitation practices are in place	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> – Undertake a risk assessment	
<input type="checkbox"/> – Develop a Fire Safety Plan	
<input type="checkbox"/> – Implement an accident and incident reporting protocol	
<input type="checkbox"/> 3. Assist the Deputy Manager in determining the equipment/furniture positioning in the layout of the centre	Set up
<input type="checkbox"/> 4. Position signage inside and outside the centre	
<input type="checkbox"/> 5. Record details of all kits, resources and equipment assigned to the centre	
<input type="checkbox"/> 6. Record details of all additional resources and equipment brought in to assist on-site agencies	
<input type="checkbox"/> 7. Identify centre supply and communication needs	Logistics
<input type="checkbox"/> 8. Request additional resources	(Toolkit: Resource Request Form)
<input type="checkbox"/> 9. Receive a briefing from the outgoing Logistics Officer, as needed	Handover

Ongoing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Follow the 'Five principles for resource management'	Logistics
<input type="checkbox"/> – Track it	
<input type="checkbox"/> – Request it	
<input type="checkbox"/> – Store it	
<input type="checkbox"/> – Use it	
<input type="checkbox"/> – Document it	
<input type="checkbox"/> 2. Liaise with agency team leaders to assess resources required	Logistics
<input type="checkbox"/> 3. Task personnel to support logistics activities	Rostering
<input type="checkbox"/> 4. Arrange transport for personnel as directed by the Deputy Manager	
<input type="checkbox"/> 5. Continually monitor and maintain WH&S requirements	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> 6. Ensure Incident Report Forms are completed for all accidents and incidents	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> 7. Ensure clear and concise signage is appropriately placed throughout the centre	
<input type="checkbox"/> 8. Monitor efficient use of space within the centre	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> 9. Maintain accurate and timely shift logs	Shift logs
<input type="checkbox"/> 10. Liaise regularly with the Facilities Officer around building issues	
<input type="checkbox"/> 11. Ensure donated goods are directed to the appropriate location	
<input type="checkbox"/> 12. Carry out other tasks as directed by the Manager	

Closure tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Coordinate departure transport / bus shuttles for departing residents	
<input type="checkbox"/> 2. Account for all resources used within the centre. Record missing or damaged equipment	
<input type="checkbox"/> 3. Ensure all equipment and resources are packaged up and ready for transport	
<input type="checkbox"/> 4. Ensure all resources and equipment are returned to their rightful owner	
<input type="checkbox"/> 5. Liaise with facility owner around the cleaning and re-establishment of the centre to a normal operating environment	
<input type="checkbox"/> 6. Ensure all logs and paperwork are completed and passed on to the Administration Officer	
<input type="checkbox"/> 7. Remove centre signage from both inside and outside the building	
<input type="checkbox"/> 8. Carry out a walk through of the building to ensure it is left in a satisfactory manner	

## Evacuation Centre Facilities Officer

The Facilities Officer is usually someone who is familiar with the particular building or works to support similar buildings in the local area. The Facilities Officer should support the centre with appropriate resources and contractors. The Facilities Officer often has a communication and reporting channel into the Local Disaster Coordination Centre. As a member of the management team care should be taken not to duplicate reporting and resource requests.

Initial tasks	Chapter / Toolkit
<input type="checkbox"/> 1. On arrival at designated centre open the facility and ensure no damage has been sustained as a result of the disaster event	Before opening
<input type="checkbox"/> 2. Ensure that all utilities are switched on and operational	
<input type="checkbox"/> 3. Follow up building issues with the Local Disaster Coordination Centre contact	
<input type="checkbox"/> 4. Introduce yourself to the Manager and team	
<input type="checkbox"/> 5. Accompany the Manager and Logistics Officer on a walk through of the facility and identify all features, equipment and resources that are available for use	(Toolkit: Initial Suitability Checklist)
<input type="checkbox"/> 6. Ensure Manager is aware of existing facility rules and guidelines	
<input type="checkbox"/> 7. Record details of any onsite equipment and resources that are to be made available for use by the centre team	
<input type="checkbox"/> 8. Support the Deputy Manager in determining layout of centre.	Set up
<input type="checkbox"/> 9. Identify traffic flow in car park / drop off area for centre residents, visitors and personnel	
<input type="checkbox"/> 10. Ensure robust waste management systems are in place to cope with increased demand	
<input type="checkbox"/> 11. Ensure building security arrangements are in place	
<input type="checkbox"/> 12. Receive a briefing from the outgoing Facilities Officer, as needed.	
Ongoing tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Actively maintain centre facilities & amenities	Logistics
<input type="checkbox"/> 2. Ensure facilities & amenities meet required WH&S standards	The Three S's (Safety, Security and Sanitation)
<input type="checkbox"/> 3. Manage and maintain:	
<input type="checkbox"/> - Traffic flow in car park/drop off area	
<input type="checkbox"/> - Alarm, heating and air conditioning systems	
<input type="checkbox"/> - Security arrangements	
<input type="checkbox"/> - Power & lighting	
<input type="checkbox"/> - Wash & toileting areas (including plumbing)	
<input type="checkbox"/> - Waste disposal	
<input type="checkbox"/> - Cleaning arrangements	
<input type="checkbox"/> 4. Manage and supervise any contractors engaged	
<input type="checkbox"/> 5. Maintain a record of any onsite equipment and resources that have been made available for the centre	
<input type="checkbox"/> 6. Liaise regularly with the Logistics Officer around building issues	
<input type="checkbox"/> 7. Contribute to the Logistics Officer shift log	Shift logs
<input type="checkbox"/> 8. Report regularly to the Manager	Agency Support
<input type="checkbox"/> 9. Participate in briefings and meetings	Briefings
<input type="checkbox"/> 10. Carry out other tasks as directed by the Manager	
Closure tasks	Chapter / Toolkit
<input type="checkbox"/> 1. Support the Manager in planning for the closure of the facility	Preparing to close
<input type="checkbox"/> 2. Advise all site contractors and maintenance workers of closure	
<input type="checkbox"/> 3. Arrange for final waste removal and facility cleaning	
<input type="checkbox"/> 4. Arrange for all supplementary amenities to be removed from the site	
<input type="checkbox"/> 5. Ensure all equipment and resources belonging to the facility have been returned in working order to their normal location	
<input type="checkbox"/> 6. Liaise with Logistics Officer around the packing up and re-establishment of the centre to a normal operating environment	
<input type="checkbox"/> 7. Ensure all logs and paperwork are completed and passed on to the Administration Officer	
<input type="checkbox"/> 8. Remove all centre signage from both inside and outside the building	
<input type="checkbox"/> 9. Carry out a walk through of the centre to ensure that building is left in a satisfactory manner	
<input type="checkbox"/> 10. Participate in closure meetings and debrief process	

## T.21 Forms

# INITIAL SUITABILITY REPORT



Prior to opening the Evacuation Centre, an initial walkabout of the facility should be made with the building owner/manager (may be the Facility Officer) and the Evacuation Centre Manager. The purpose of this inspection is to identify any potential hazards, so that they can be dealt with prior to opening the facility, and ensure the facility is suitable for the expected purpose.

A floor plan will assist with a facility walkthrough and set-up. Where one doesn't exist, consider drawing a large mud map and recording the location of amenities and other key facility features. Consider taking photos inside and out.

### Shelter Status

1. What is the availability of the facility? Will there be any disruptions to business continuity?  
\_\_\_\_\_
2. Are there any restricted areas or equipment?  
\_\_\_\_\_
3. Is there a spare set of keys for all usable rooms and storage space?  
\_\_\_\_\_
4. What are the normal facility rules in relation to smoking, alcohol and behaviour?  
\_\_\_\_\_
5. What support is in place for disabled access? Ramps, rails, disabled toilets etc.  
\_\_\_\_\_
6. Has the disaster resulted in continuing rain, wind or heat that may impact on people's ability to go outdoors?  
\_\_\_\_\_
7. Is there any pre-existing damage to the building or equipment?  
\_\_\_\_\_

### Building

8. Does the building provide adequate shelter from the anticipated elements?  
\_\_\_\_\_
9. What is the source of the power supply? Locate the power points – are they functional?  
\_\_\_\_\_
10. Is there a backup generator? What is the capacity of the backup generator? Fuel for the generator?  
\_\_\_\_\_
11. Is there a sufficient supply of drinking water? Water for showering and hand washing? Is the water, town, tank or bore? Access to hot water?  
\_\_\_\_\_
12. Is the sewerage system appropriate? Do arrangements need to be made for the septic system?  
\_\_\_\_\_
13. Is there adequate internal lighting? Where are the switches? Lighting for walkways to outdoor facilities? Functional?  
\_\_\_\_\_
14. Is there a way to adjust the heating and cooling? (ambient temperature should ideally be 15-19°C)  
\_\_\_\_\_
15. Is there a way to ensure fresh air can cycle through? (adequate ventilation is required at a rate of 20-30m<sup>3</sup> per person per hour)  
\_\_\_\_\_
16. Does different floor covering need to be laid for children, sleeping areas? Non-slip mats for entrances?  
\_\_\_\_\_
17. Does the kitchen have enough area for hygienic food preparation? Is all the equipment in order e.g. fridges, freezers. Is gas needed? Supply?  
\_\_\_\_\_
18. Are the fire exits clearly marked? Fire extinguishers/hydrant? Evacuation plan? Fire alarms?  
\_\_\_\_\_

## Initial Suitability Report (continued)

### Sanitation

19. What arrangements are in place for cleaning?

---

20. Are the toilets flushing?

---

21. Is the water running in the showers and hand washing facilities?

---

22. How many bins are available? sharps disposal or nappy bins? sanitary bins?

### Equipment

23. Are there enough tables and chairs for registration and dining areas?

---

24. Is there access to photocopiers, faxes, PA system etc.?

---

25. Is there access to laundry facilities?

---

26. What cleaning equipment is available? Brooms, mops etc.

---

27. Do the landlines work? And what is the number?

---

28. Is there internet connection? Details to log on?

---

29. Are there adequate cooking, serving and eating implements?

---

30. Is there an Evacuation Centre Kit?

### External

31. Where are the potential mosquito breeding sites and other potential hazards?

---

32. Are there sufficient bins for a few days? What is the waste pickup schedule?

---

33. Are there facilities on site for pet management? Are there facilities in place for pets in proximity to the centre if required?

---

34. Where will portable toilets, showers and storage be placed if needed?

---

35. Is the surrounding terrain safe for children? Check for long grass, muddy puddles, creeks etc.

---

36. Are there any nearby trees, power lines etc. that might be damaged by the disaster and could be a hazard?

---

37. Is there a suitable helicopter-landing zone?

---

38. Is the driveway access and parking area going to become muddy or dusty?

---

39. How close are the neighbours? Any particular issues?

---

### AUTHORISATION

Date of Release: (---/---/---)

Time of Release:

Officer:

Signature: (Print Name)

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# PERSONNEL SIGN ON/OFF

For each day, please use a new page.

<b>Incident:</b>	
<b>Location:</b>	
<b>Date:</b>	

Print Name		Role	Time On + Signature	Current Contact Details	Sign Name + Time Off	Total Hours /Breaks
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:
First:		Role:	Time On:	Mobile Phone:	Time off:	Break Taken:
Last:			Signature:	Email:	Signature:	Total Hours:

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# RESOURCE REQUEST TOOL



<b>Facility Name:</b>	<b>Completed by:</b>
-----------------------	----------------------

<b>Delivery Address:</b> (include landmarks as required)	<b>Date and Time:</b> (24hr)	<b>Request #:</b>
--	------------------------------	-------------------

### DELIVERY CONTACT DETAILS

Name	Position	Contact #	Alternative contact (name and #)
------	----------	-----------	----------------------------------

### LOCATION DETAILS

Total # of personnel and residents staying on site	Total # of people accessing the site	Expected duration	Other
--	--------------------------------------	-------------------	-------

### DETAILS OF REQUEST

Reason for request	Item(s)
--------------------	---------

Current situation (daily consumption)	Projected situation (daily consumption)	Requesting quantity (state unit quantities only)	Delivered on site by (urgent or ASAP not acceptable) Date: Time:
---------------------------------------	---	--	--

Access issues for transportation	Set-up requirements (equipment, handling or skills)	Available storage on site (description e.g. m <sup>2</sup> or # pallets able to be stored on site)
----------------------------------	---	--

### ADDITIONAL COMMENTS

<b>REQUEST FOR ASSISTANCE SUBMITTED TO:</b> (email, phone, fax or copy)	<b>DATE and TIME:</b>
---	-----------------------

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# RESIDENT INTAKE FORM

To be completed with the Register.Find.Reunite registration form.



Residents staying at the evacuation centre will often have needs that cannot be captured on the Register.Find.Reunite registration form. The Intake Form is a living document for each person/family group. The top half of the form is relevant to needs within the evacuation centre and the bottom half is for the transition to recovery support services.

**PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN**

Family name/s (of family representative): \_\_\_\_\_ Given Name/s: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Register.Find.Reunite Registered?  Welcome pack?  I.D.

Place of intake: \_\_\_\_\_

Interviewer name: \_\_\_\_\_

Initial and dated: \_\_\_\_\_

**Additional personal/physical support required in the evacuation centre or accommodation?**  Yes  No

- Health issue  Mobility issue  Allergies  Medications  Dietary
- Communication issue  Frail aged  Personal carer  Pets  Other

Brief description (for discussion with Registration Team Leader to determine the appropriate actions):

Details of the actions taken:

Registration Team Leader name: \_\_\_\_\_

## ADDITIONAL INFORMATION TO ASSIST WITH RECOVERY SUPPORT

Brief statement of how the person/family was affected in the emergency (e.g. level of damage to residence, access to residence, impact to family members, insurance coverage):

Additional recovery services support (e.g. temporary housing, financial support, psychosocial support or client of a non-emergency service):

**DEPARTURE PLANS** Additional transport/housing support required beyond the evacuation centre?

Departure address: \_\_\_\_\_

Date/time: \_\_\_\_\_

Transport: \_\_\_\_\_

ID returned \_\_\_\_\_

**Administration Officer:** All sections actioned?  Signed and dated: \_\_\_\_\_

Completed Intake Form to be given to the Registration Team Leader.

**PRIVACY:** Information collected by this service is used by Red Cross, Police and emergency services to (1) manage the emergency, (2) account for evacuated people, (3) ensure friends or family can be notified in case of serious injury. Information collected by Red Cross is used to help people during and after an emergency. Red Cross de-identifies or destroys the information after its use has ended. Your information is not released to any other person or agency unless you give your consent or the law allows it.

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# RESIDENT INFORMATION SHEET



Our aim is to create a safe and supportive environment for everyone. Please consider the following:

## Available assistance

Our aim is to cater for your basic needs, including:

- shelter
- food
- clothing

It may be possible to:

- use a telephone
- charge mobile phones
- access the internet

Additional assistance will also be available through recovery agencies. Details of this support will be posted on the information board.

## Orientation

After you have completed the registration process you will receive:

- information about the layout, location of facilities, meal times and daily timings
- information about the services available. All information is updated regularly on the information board
- a bed space allocated to you

## Sign In/Out

For safety purposes it is important that we know who is present at all times

- **please sign in/out whenever entering or leaving the building.**
- the resident log is at the main registration desk
- visitors are also required to sign in/out
- **please leave a forwarding address when relocating elsewhere so we can let enquiring friends and family know**

## Special needs

- please advise the Catering Team of any food allergies or special dietary requirements
- notify the First Aid Team of any medications you are taking or if you have a medical condition
- please advise the Registration Team of any language or literacy concerns
- if you think you will require temporary housing, please let the registration desk know

## Media

Representatives from the media may approach you looking for photos or interviews. It is up to you whether or not you talk to them. If you do an interview or have photos taken, please be aware of others around you. Please report any problems with the media to the staff.

## Standards of behaviour

As with all public venues there are minimum standards of behaviour.

The following guidelines help everyone share the space safely without causing any additional stress.

- **no drugs or alcohol are allowed in the centre, and anyone under the influence of drugs or alcohol and posing a threat to others will not be allowed to enter**
- **under legislation, smoking is only allowed in designated smoking areas**
- **you are responsible for your own belongings, keep valuable items with you**
- **parents are responsible for keeping track of and managing the actions of their children**
- **children must be accompanied to the bathrooms by a parent**
- **children are not to be left unattended in the centre**
- **keep noise to a minimum between 9.30pm and 7.00am**
- **inappropriate language will not be tolerated**
- **pets are to remain in designated areas only (usually outside) and owners are responsible for provisions**

## Housekeeping

This is your temporary home. Please help to keep it clean.

- pick up after yourself and keep your belongings tidy
- keep walkways and emergency exits clear
- clean up spills or notify staff
- dress appropriately at all times (for example, appropriate clothes at meal times)
- maintain appropriate personal hygiene
- ensure everyone has eaten before you return for a second helping
- dispose of rubbish in bins provided
- report any unsafe areas
- read the information board regularly
- if you need help, ask!



## Volunteering to help

Residents are encouraged to help in the daily activities. There are many jobs that do not require special training. Please see the registration team if you would like to help.

**Assistance is primarily provided by VOLUNTEERS.**

## Misunderstandings

Please remember that people from your community may be staying with you and this brings together everyone's cultural, social and linguistic diversities. Things to consider:

- everyone here is trying to manage their own stress
- misunderstandings happen now and again but they can be resolved
- take the time to consider what might be happening for the other person instead of assuming their intention
- talk to the staff if you feel a misunderstanding has occurred and you are unable to resolve it yourself.

## Steps to recovery

Emergencies can be disruptive and very stressful. It's normal to have a range of feelings in reaction to an abnormal situation like this. Please remember:

- everyone copes with stress in their own way
- be patient and forgiving of other peoples' differences
- take time out to care for yourself physically, emotionally and spiritually
- there are a range of agencies available to support you during this time so don't hesitate to ask for assistance.

# REPORTING TOOL



<b>FACILITY NAME AND ADDRESS:</b>	<b>INFORMATION RELEVANT FOR:</b> From:                      To:	Day #:
-----------------------------------	--	--------

<b>COMPLETED BY:</b> (role and contact details)	<b>DATE AND TIME:</b>
---	-----------------------

## 1. Residents staying (refer to intake forms and confirm with a headcount)

Adult Males	Adult Females	Children (under 18)	Response personnel (not operating internally)	Sleeping outside (e.g. caravans)	Other	TOTAL RESIDENTS (sleeping on site)	TOTAL Register. Find.Reunite. REGISTRATIONS
-------------	---------------	---------------------	---	----------------------------------	-------	------------------------------------	---

## 2. People who visited (refer to the Sign/out)

Day Guests (affected persons accessing support)	Visitors (e.g. VIPs, contractors and media)	Number of others who visited and not signed in (guess)	Other
---	---	--	-------

## 3. People with additional/special needs (discuss with support agencies)

Aged Care Support	Assistance Animals/Pets	Childcare Support	Other
-------------------	-------------------------	-------------------	-------

## 4. Meals Served (discuss with food distribution agency)

Breakfast	Lunch	Dinner	Other
-----------	-------	--------	-------

## 5. Agency personnel working on site (discuss with agency representatives)

1. Red Cross	2.	3.	4.	5.	6.
7.	8.	9. Security	10. Contractors	Other	Total Personnel:

## 6. Issues identified and/or anticipated requirements (e.g. pets, the facility, resources, overall mood, medical concerns etc)

Total # of Incident Report Forms Completed =

<b>INFORMATION DISTRIBUTED TO:</b> (email, phone, fax or copy)	<b>DATE AND TIME:</b>
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\*EMERGENCY CODE

REGISTRATION FORM

REGISTRATION DETAILS

*Place of Registration			*Date DD/MM/YYYY / /		Time 24 hrs	
FAMILY NAME	*GIVEN NAMES	ALTERNATE NAME (nickname, maiden name, preferred name)	*D.O.B /AGE	*GENDER	*NATIONALITY if other than Australian	*RELATIONSHIP to primary person registering

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address, and contact numbers), please complete another registration form.

Language spoken (other than English)

Email address

Include both landline and mobile. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

Phone number (0 ) Alternate ph#

\*Do you have a fixed home address? Yes No If the person registering has a fixed address the answer is 'yes'. If not, the answer is 'no'

\*Home Address

\*Town / Suburb \*State \*Postcode

Country (if overseas)

Please let us know where you are staying. With your permission this information will be shared with friends, family and loved ones who are looking for you.

DESTINATION DETAILS At home Somewhere else Don't know / not sure Place of registration

Destination Address

Town / Suburb State Postcode

Country (if overseas)

Phone number (0 ) Alternate ph#

Expected duration of stay at destination address (if known) Start Date DD / MM / YYYY | HH : MM End Date DD / MM / YYYY | HH : MM

CONSENT: I have read and understand the Collection Notice on the reverse side of this form and agree to the use and disclosure of my personal information for the primary and secondary purposes set out in the Notice subject to my election below. I understand that if I tick "no" information may be used by police/welfare and emergency services only relevant to the emergency.

*Permission Choose how much information you wish to share with family, friends and loved ones looking for you.	<input type="checkbox"/> Share my details Allow people looking for me to know that I have registered, my phone number and my destination address.	<input type="checkbox"/> Information only Allow people looking for me to know that I have registered.	<input type="checkbox"/> Do not share details Do not allow people looking for me know I have registered or any other information. <small>(Note: your information may be used if required by police/welfare and emergency services only relevant to the emergency)</small>	*Signature of person registering
				<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

Any additional information not covered elsewhere

*Registration Recorded by (print name)	Recorder's Initials
More than one likely destination or companion to be linked? Complete another form. Yes No	Distribution to State or National Inquiry Centre? Fax Email Other:
*Computer Entered? (inc. initials) Yes	*Date / / *Time hrs *Registration #

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. \*Mandatory Fields Registration Form 2014 v2.0

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*EMERGENCY CODE	*DATE DD/MM/YYYY	/ /	TIME 24 hrs	<b>ENQUIRY FORM</b>
-----------------	------------------	-----	-------------	---------------------

Place of enquiry

**PERSON MAKING AN ENQUIRY**

Family Name  \*Given Names

Please provide one form of contact information. This will be used if a match is made. For international numbers (mobile or landline), enter in notes area. Include international dialling codes.

Email address  Phone number (0 )

\*Level of concern  Slightly concerned  Concerned  Extremely concerned  
Do not ask the question to person making enquiry

**DETAILS OF PERSON(S) BEING SOUGHT**

FAMILY NAME	*GIVEN NAMES	ALTERNATE NAME (nickname, maiden name, preferred name)	*D.O.B / AGE	*GENDER	*RELATIONSHIP to person making the enquiry

Language spoken (other than English)

Phone number (0 )  Email address   
Alternate ph#  \*Do they have a fixed home address?  Yes  No

Home Address

\*Town / Suburb  \*State  Postcode  Country  (if from overseas)

**DETAILS OF LAST CONTACT WITH PERSON BEING SOUGHT**

Last contact made DD / MM / YYYY Expect to have contact again DD / MM / YYYY

Address  Complete address details and/or description of where last contact was made.

Town / Suburb  State  Postcode  Country  (if from overseas)

Description of where last contact made

**LIKELY DESTINATION**

At home  Last contact  Somewhere else  Don't know

Address   
Town / Suburb   
State  Postcode   
Country  (if from overseas)  
Phone number (0 )   
Alternate ph#   
Expected duration of stay at destination address (if known) Start Date DD / MM / YYYY End Date DD / MM / YYYY

**CONSENT:** By signing this form I have read and understand the Collection Notice on the reverse side of this form and agree to the use and disclosure of my personal information for the primary and secondary purposes set out in the Notice.

\*Signature of person enquiring

Any additional information not covered elsewhere. This could include information about who they might be with (name, phone number)

\*Enquiry Recorded by (print name)  Recorder's Initials   
Has an additional form for more linked enquiries or more than one likely destination been completed?  Yes  No Distribution to State or National Inquiry Centre?  Fax  Email  Other:  
\*Computer Entered? (inc. initials)  Yes \*Date / / \*Time hrs \*Enquiry #

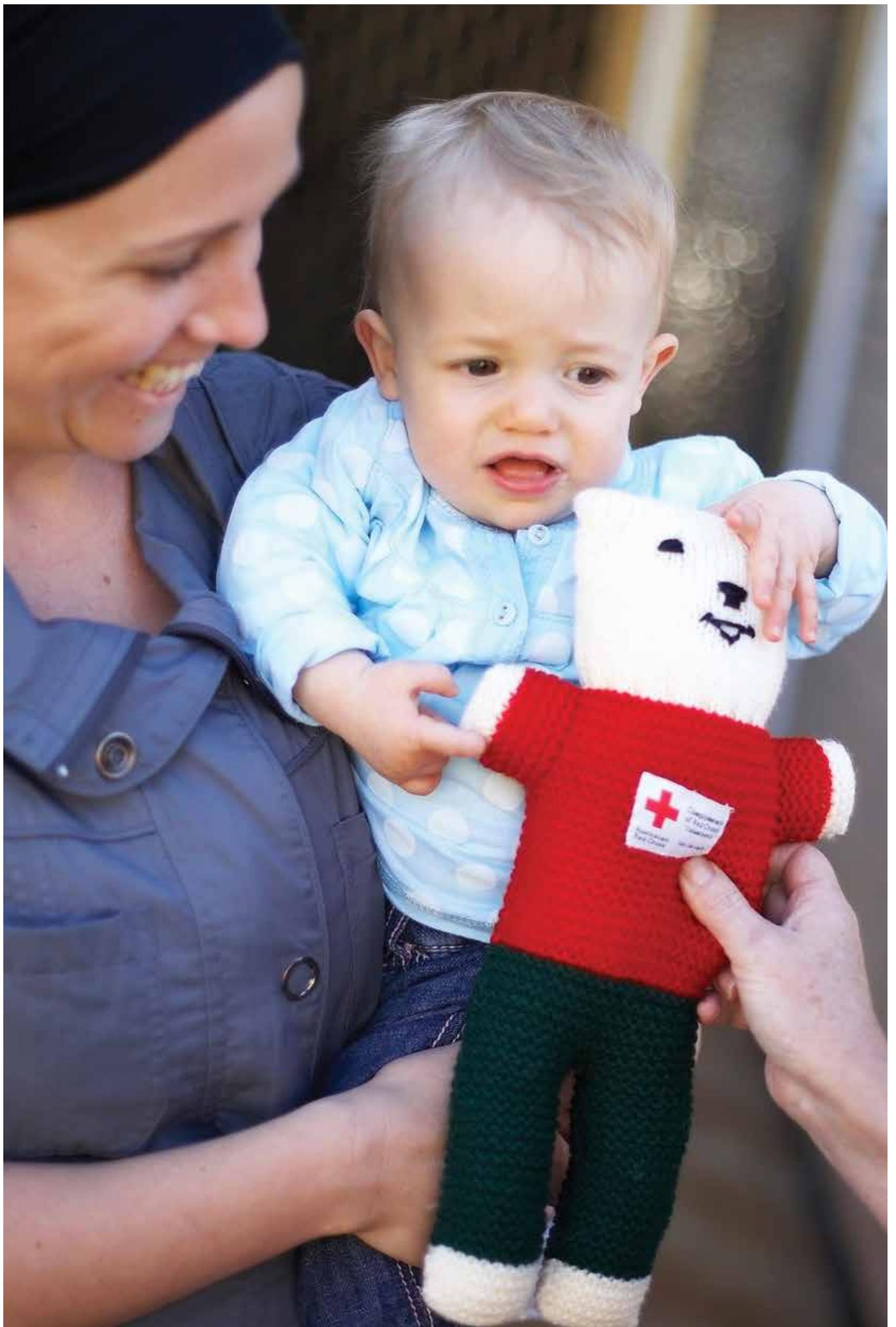
**PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. \*Mandatory Fields** Enquiry Form 2014 v2.0

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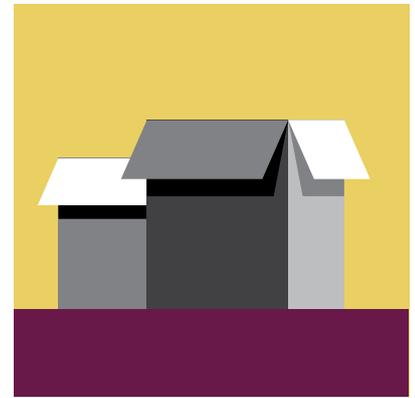
# PART 3 RECOVER PHASE

Part 3 provides guidance and tools to support all levels of QDMA in planning for and facilitating the closure of evacuation centres and return of affected people from evacuation centres to permanent or temporary housing.





# Recover Phase



## Stage 5: Return

### T.22 Evacuation Centre Closure Considerations

Closing an evacuation centre is a complex process and there is no single approach that can be successfully applied across all scenarios. This Tool supports planners and operational personnel in planning for the closure of evacuation centres and in executing the process. It includes factors to consider in determining when to close a centre and actions to take when the process of closing a centre begins. This Tool will be most effective if referred to early in the operation of an evacuation centre.

### T.23 Evacuation Centre Demobilisation Form

Demobilising resources used in an evacuation centre is a complex process and when undertaken poorly, the consequences can be costly and may be felt for months after a centre has closed.

This template is designed to assist planners and operational personnel in gaining a snapshot of the resource demobilisation process. This template will be most effective when used in conjunction with the (T.24) *Evacuation Centre Resource Release Tracker* and (T.17) *Evacuation Centre Resource Register*. The tool, (T.4) *Evacuation Centre Resource Planning Tool* may also assist users in completing or pre-populating the template.

### T.24 Evacuation Centre Resource Release Tracker

This tool will assist planners and operational personnel to document and track the release of resources as part of the demobilisation process. This form will be most effective when used in conjunction with (T.23) *Evacuation Centre Demobilisation Form* and (T.17) *Evacuation Centre Resource Register*. The tool, (T.4) *Evacuation Centre Resource Planning Tool* may also assist users in completing or pre-populating the form.

### T.25 Evacuee Return Needs Questionnaire

When an evacuation centre is approaching closure, evacuation centre management will need to plan for the transition of evacuees out of the centre. This questionnaire is designed to assist personnel in identifying people's needs when the centre closes to inform planning processes (including recovery planning) and to support the smooth transition of people back to their homes or temporary accommodation.

The questionnaire can be filled out by personnel when directly engaging with evacuees about their return. Personnel may do this informally by walking about the centre and talking to evacuees, or formally by establishing an area for evacuees to discuss their return needs with personnel (similar to a registration area).

### T.26 Post-Event Condition Report<sup>10</sup>

This report can be used by planners and operational personnel to identify and address outstanding issues in the evacuation centre building before it is handed over to its owner.

This template is reproduced with the permission of Tablelands Regional Council.

<sup>10</sup> This report has been developed and provided by Tablelands Regional Council. The assistance of Tablelands Regional Council is gratefully acknowledged.



## From the Field!

### Effective demobilisation

After Cyclone Yasi, several evacuation centres were established. As the response drew to a close, planners and operational personnel commenced preparations to close one particular evacuation centre whilst also preparing to open a recovery centre in a different building on the same site.

This presented an opportunity to efficiently reallocate several resources from the evacuation centre to recovery centre as part of the demobilisation process. Items which were reallocated included mobile phones, tabards, stationery and recovery resources. By reallocating these resources, personnel reduced wastage and costs associated with returning evacuation centre resources and dispatching new resources to the recovery centre. It also supported the timely opening of the recovery centre which became fully operational quickly.

Some factors which contributed to the success of this demobilisation process include:

- Evacuation centre management personnel, particularly the Logistics Officer, commenced planning for demobilising resources early in the centre's operation
- Resources for the recovery centre were identified early and this information fed into the demobilisation planning process
- Value for money was a key principle underpinning the demobilisation process. In some instances, evacuation centre personnel made informed decisions that it was cheaper to leave resources in the community than to return them to their source
- Roles and responsibilities in relation to demobilisation were clearly established early, which facilitated early planning

## T.22 Evacuation Centre Closure Considerations

### When to close

The following indicators may be useful in guiding decision-making on when to close an evacuation centre. The indicators should not be used in isolation; rather, the indicators should be used to ‘paint a picture’ about the community’s transition from the ‘Shelter’ to ‘Return’ stages of evacuation. These indicators are not exhaustive and other indicators which are specific to the local context and situation should be incorporated.

Planners and operational personnel may consider reviewing and monitoring these indicators on a daily basis. This will be done in conjunction with the LDCC/LDMG and Evacuation Centre Manager where required.

Indicator	Indicator met	Comments
Has the immediate threat passed?		
Have all or some residential areas been deemed safe to return to by the relevant authority?		
If yes to the above, do rapid assessment reports indicate that homes are safe to return to?		
In the last 24-48 hours, has the evacuation centre population decreased significantly? Are evacuees leaving the centre to return home?		
Is there a significant number of evacuees who do not have alternate temporary housing in the area (e.g. homeless people, tourists visiting the area or in transit)?		
Where financial assistance is available, are applicants receiving this assistance?		
Is a housing strategy in place for people who cannot return to their homes?		
Where multiple evacuation centres are operating concurrently: Is it beneficial to condense the number of evacuation centres (e.g. for easier management, to address community discontent, because the area is still cut-off)? Is there sufficient capacity in another evacuation centre/s to accommodate evacuees?		



<b>Communication</b>	
Provide accurate information about the closing of the centre to evacuation centre personnel	
Provide accurate information about the closing of the centre to other agencies, service providers, contractors and suppliers	
Provide accurate information about the closing of the centre to evacuees in the centre. It may be appropriate to provide this information through a meeting for evacuees. Reinforce this information through existing communication methods that have been effective in the evacuation centre.	
Provide updates to the Local Disaster Coordination Centre on progress towards closing the centre. This information should be provided to other evacuation centres to ensure evacuees from those centres do not transfer to the closing centre.	
For evacuees being transferred to a different evacuation centre, provide clear information to evacuees about how the transfer will be facilitated. Manage expectations about the new facility by identifying differences between the closing centre and new centre.	
Update public notices in newspapers / radio / etc about the closure of the centre	

<b>Staff and Service providers / contractors / suppliers</b>	
Scale back staffing numbers as needed	
Arrange transport/travel for staff if required	
Engage with accommodation providers where staff are staying to advise of staff departures	
Meet with service provider team leaders to determine the last day of their service delivery	
Consider retaining the following functions in the centre until the last day of centre operations: evacuation centre management, registration, catering, personal support and / or counseling, recovery services and childcare / children's activities	
Review scheduled supply deliveries and cancel or amend these to minimise excess stock	
Review scheduled activities, visits or other arrangements and cancel if need be	

## Resources

Identify resources which need to be returned to their original source and commence demobilising resources (consider using the *Evacuation Centre Planning Toolkit: (T.23) Evacuation Centre Demobilisation Form* and *(T.24) Evacuation Centre Resource Release Tracker*)

Identify resources which were on loan from individuals and organisations and make arrangements for their collection or return

Identify sensitive and personal information and documents in the evacuation centre and develop arrangements for securely transferring the documents to the appropriate receiver

## When closing an evacuation centre to transfer evacuees to another evacuation centre

Consider any pre-existing or potential community tensions/factions that may be heightened through accommodating the transferring evacuees with the existing evacuees

Arrange transport for people and luggage to the new evacuation centre and consider developing a transport schedule where large numbers of people are being transferred

Provide labels for people to label their belongings

Arrange for the transfer of relevant documentation/information to the new centre (e.g. a list of transferring evacuees)

## Handing over the building

Conduct a walk through of the site to check for remaining resources, missing resources which belong to the site owner and damage to the site (consider using the *Evacuation Centre Planning Toolkit: Post-Event Condition Report*)

Remove internal and external signs which identify the building as an evacuation centre

Erect a sign externally to the building to advise the public of the closure of the evacuation centre and information on where to receive support

Return keys to the building owner

## T.23 Evacuation Centre Demobilisation Form

Transport	Return	Reassign	Comments
E.g. Vehicle log books			
Communication	Return	Reassign	Comments
E.g. Landline phones			
Paperwork / documentation	Return	Reassign	Comments
E.g. Register.Find.Reunite. forms, Sign In/Out, Reports, Logs			
Information resources	Return	Reassign	Comments
E.g. Recovery, support, financial resources			
Administration	Return	Reassign	Comments
E.g. Stationery			





## T.25 Evacuee Return Needs Questionnaire

When an evacuation centre is approaching closure, evacuation centre management will need to plan for the transition of evacuees out of the centre. This questionnaire is designed to assist personnel in identifying people’s needs when the centre closes to inform planning processes (including recovery planning) and to support the smooth transition of people back to their homes or temporary accommodation.

### How to complete this questionnaire

The questionnaire can be filled out by personnel when directly engaging with evacuees about their return. Personnel may do this informally by walking about the centre and talking to evacuees, or formally by establishing an area for evacuees to discuss their return needs with personnel (similar to a registration area).

### Use of information

The collection of this information will only be for the purposes outlined in the title of this form and will be used by emergency services to manage the disaster and to account for evacuated people. This information will not be disclosed to the public. The collection, transmission, storage and keeping of the record will be in accordance with Government privacy rules and will not be shared with third parties.

Evacuation centre:	<input type="text"/>		
Date:	<input type="text"/>	Completed by:	<input type="text"/>
Name:	<input type="text"/>	Age:	<input type="text"/>
Contact number/s:	<input type="text"/>		
Particular needs:	<input type="text"/>		

### Details of family members also at the centre or who normally reside with you? (if applicable):

*\*If the below information has been collected elsewhere, reference or attach the relevant documentation*

Name	Age	Particular needs
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### a) Length of time in this evacuation centre/other evacuation centre/other shelter:

### b) Permanent address:

**c) Are you a resident in this area or are you here temporarily (e.g. tourist, visiting family)?**

**d) For residents: Have you visited your home? As far as you are aware, is your home inhabitable now?**

**e) What kind of assistance do you need or do you think you will need when you leave the centre?**

Transport to home/accommodation	
Temporary accommodation	Long-term/Short-term/Unknown
Furniture/other household items	
Pet/animal assistance	
Assessment of your home	
Homelessness services	
School-related assistance	
Counselling/personal support	
Disability support	
Other	

**f) Are you already receiving any services (pre-event and post-event)? From whom?**

**f) Notes**

## T.26 Post-Event Evacuation Centre Condition Report

To be forwarded to Local Disaster Coordinator on completion and at closure of evacuation centre

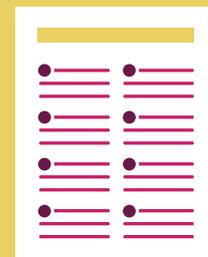
<b>Disaster/Emergency Event</b>		<b>Evacuation Centre Manager's Name</b>	
<b>Evacuation Centre Location</b>		<b>Evacuation Centre Manager's Phone No.</b>	

### Deactivation Phase Checklist

Checklist	Description	Task Completed Yes/No	Initial
Have all evacuees left the centre?			
Cleaning of centre – as required			
Disposal of rubbish			
Damage sustained (please advise in description column)			
Missing items (please list in description column)			
Complete checklist for Evacuation Centre Kit (to be undertaken by Evacuation Centre Manager)			
Centre furniture returned to rightful area			
All signage relevant to disaster taken down			
Original documentation and personnel sign in/out forms (forward to Local Disaster Coordinator)			
Collate all receipts for expenses incurred for reimbursement by Council (forward to Local Disaster Coordinator)			
Any outstanding issues			
Stock take – food supplies. Refer to evacuee food list.			
Ensure building is secured and key is returned to Local Disaster Coordinator.			

<b>Signature</b>	
<b>Date</b>	

# Appendices



## Appendix: Glossary

<b>Centre Day Guest</b>	A person who temporarily accesses an evacuation centre for basic needs and services, such as meals and information. They may be registered but are not sleeping on site
<b>Centre Resident</b>	A person who accesses an evacuation centre for basic needs and services. They will usually be registered, have completed an intake form and be sleeping on site.
<b>Centre Visitor</b>	An unaffected person who may be temporarily providing support services such as financial or mental health support or viewing the operations of the centre (e.g. media and VIPs).
<b>Community</b>	A group of people with a commonality of association and generally defined by location, shared experience, or function.
<b>Coordination</b>	The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources (people, material, equipment, etc) in accordance with priorities set by disaster management groups. Coordination operations horizontally across organisations and agencies.
<b>Coordination centre</b>	A centre established at State, district or local level as a centre of communication and coordination during times of disaster operations.
<b>Disaster</b>	A serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community to recover from the disruption ( <i>Disaster Management Act 2003</i> ).
<b>Disaster management</b>	Arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering a disaster ( <i>Disaster Management Act 2003</i> ).
<b>Disaster relief</b>	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency ( <i>COAG, Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements: 2002</i> ).
<b>District Disaster Management Group (DDMG)</b>	The group established under the Disaster Management Act 2003 to provide coordinated State government support and resources to Local Disaster Management Groups.
<b>Evacuation Centre</b>	A designated building specifically selected as a location not anticipated to be adversely affected by the hazard. Various services will be provided in evacuation centres including accommodation at a minimum.
<b>Evacuation Centre Administration Officer</b>	The position responsible for all documentation and finance tracking. Evacuation centres tend to generate a lot of paperwork therefore having a skilled and efficient Administration Officer is crucial to the smooth running of daily centre operations.
<b>Evacuation Centre Deputy Manager</b>	The position which manages the day-to-day operations of the centre and supports the Evacuation Centre Manager as needed.
<b>Evacuation Centre Logistics Officer</b>	The position responsible for all equipment and resources used to set-up and support the evacuation centre. They are also responsible for resource requests and safety issues.
<b>Evacuation Centre Manager</b>	The position responsible for all activities occurring within the evacuation centre. Their aim is to provide a safe, supportive and caring environment to members of the community requiring short-term shelter as a result of a disaster event.

<b>Evacuation Centre Site</b>	The whole perimeter of the external grounds in which the evacuation centre building is situated
<b>Evacuees</b>	A person who is temporarily displaced as a result of a threatening or real hazard.
<b>Event</b>	Any of the following: <ul style="list-style-type: none"> <li>a. A cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening;</li> <li>b. An explosion or fire, a chemical, fuel or oil spill, or a gas leak;</li> <li>c. An infestation, plague or epidemic;</li> <li>d. A failure of, or disruption to, an essential service or infrastructure;</li> <li>e. An attack against the State;</li> <li>f. Another event similar to an event mentioned in paragraphs (a) to (e).</li> </ul> An event may be natural or caused by human acts or omissions (Disaster Management Act 2003).
<b>Facilities Officer</b>	The position responsible for the building and surrounding location. They are responsible for coordinating contractors to support the evacuation centre. The Facilities Officer is normally a local government employee or the nominated building caretaker.
<b>Functional Lead Agency</b>	An agency allocated responsibility to prepare for and provide a disaster management function and lead organisations that provide support roles.
<b>Guidelines</b>	Guidelines are developed under s63 of the <i>Disaster Management Act 2003</i> to inform the SDMG, DDMGs and local governments about the preparation of disaster management plans, matters to be included in disaster management plans and other appropriate matters about the operation of a DDMG or LDMG.
<b>Lean forward</b>	An operational state prior to 'stand up' characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on stand by; prepared but not activated.
<b>Local Disaster Coordinator</b>	A person appointed under the <i>Disaster Management Act 2003</i> who is responsible for the coordination of disaster operations for the Local Disaster Management Group.
<b>Local Disaster Management Group (LDMG)</b>	The group established under the <i>Disaster Management Act 2003</i> to manage disaster planning and operations on behalf of the local government.
<b>Local Disaster Management Plan</b>	A plan that documents arrangements to manage disaster planning and operations within the local government area of responsibility.
<b>Meet and Greet</b>	A function within an evacuation centre undertaken by personnel. Meet and Greet personnel are responsible for providing a welcoming reception for all people, personal support and appropriate assistance as required. This can include explaining the registration process to evacuees as they arrive at the evacuation centre.
<b>Personnel</b>	All staff and volunteers working to support the operations of an evacuation centre.
<b>Primary Agency</b>	An agency allocated responsibility to prepare for and respond to a specific hazard based on their legislated and/or technical capability and authority.
<b>Queensland Disaster Management Arrangements</b>	Whole-of-government arrangements to ensure the collaborative and effective coordination of planning, services, information and resources for comprehensive disaster management.
<b>Relief</b>	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency.
<b>Risk</b>	The effect of uncertainty on objectives ( <i>ISO Guide 73:2009 Risk management – Vocabulary</i> ).
<b>Risk identification</b>	The process of finding, recognising and describing risks ( <i>ISO Guide 73:2009 Risk management – Vocabulary</i> ).
<b>Risk management</b>	Coordinated activities to direct and control a community or organisation with regard to risk (Adapted from <i>ISO Guide 73:2009 Risk management – Vocabulary</i> ).
<b>Self-Sheltering</b>	A person who sources their own shelter solutions outside of the designated shelters in response to a threatening or real hazard.
<b>Stand down</b>	Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.

## Appendix 3: Reading And References

- American Red Cross and Federal Emergency Management Agency (FEMA). (2010). Shelter Guidance and Shelter Staffing Matrix.
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- UN Office for Disaster Risk Reduction. Making Disaster Risk Reduction Gender Sensitive. (<http://www.unisdr.org/we/inform/publications/9922>)
- US Centres for Disease Control & Prevention. (2008). Environmental Health Assessment Form for Shelters.

### Further resources are available at:

- Australian Red Cross <http://www.redcross.org.au>
- Queensland Government <http://www.disaster.qld.gov.au>
- Posters - <http://www.health.qld.gov.au/disaster/html/evacuation-centre.asp>
- Queensland Department of Community Safety (incorporating Queensland Fire and Rescue Service, Queensland Ambulance Service and Emergency Management Queensland) <http://www.emergency.qld.gov.au>
- Queensland Health <http://www.health.qld.gov.au>







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