

# Queensland Cyclone Shelter

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## 1. Introduction

Queensland Public Cyclone Shelters (cyclone shelters) are purpose built buildings. They are designed and constructed to meet multiple purposes including the protection of people during the lead up to and passage of a severe tropical cyclone. The primary purpose of cyclone shelters is to provide protection to sections of the community who are vulnerable to the event, have had to evacuate, could not move away from the severe tropical cyclone impact area and have no other accommodation options.

These buildings are constructed to the requirements of the Design Guidelines for Queensland Public Cyclone Shelters. They are engineered buildings located outside the storm-tide evacuation zone, constructed to provide protection from cyclonic winds and windborne debris, with basic services including amenities and emergency power. The pre-determined maximum occupancy is based upon the available space, amenities and ventilation.

Cyclone shelters are not intended to provide shelter for people who are able to stay in their place of residence if that residence is not in the evacuation zones or vulnerable to high winds or storm tide. Local Disaster Management Groups (LDMGs) may encourage people to move from the evacuation zone in accordance with their evacuation plans, to safer areas away from the hazard or to friends and relatives in safer local areas. Cyclone shelters will have space for a pre-determined number of people and priority will be given to those who are told to evacuate and have nowhere else to go. The expectation is that the cyclone shelter will be opened in time for these vulnerable people to evacuate to, or be evacuated to the shelter and remain in use as a shelter until the severe tropical cyclone has passed.

LDMGs are responsible for the management of evacuations including ensuring the community has the ability to relocate, seek emergency assistance and ideally return to their homes once the event has passed. LDMGs are encouraged to have plans in place to commit resources to support evacuations that may include the provision of shelter. Where there is an existing or planned cyclone shelter, it is recommended the LDMG have an appropriate Cyclone Shelter Sub-Plan in place.

An intensive public education program, pre-season and immediately prior to the event, is required to ensure there is no confusion about who can be accommodated in cyclone shelters. In preparation for the cyclone shelter opening, consistent messages which have been pre-prepared and agreed will help ensure the cyclone shelter provides protection to those most in need. Standard messages from LDMGs should encourage people to be resilient and self-reliant. Most people who need to evacuate would be expected to move to safer areas outside the cyclone warning zone or to shelter with friends and relatives in modern houses outside the evacuation zone. However, it is recognised that some people may not have anywhere to go or have left their actions too late and will need to be provided with a place to shelter during the cyclone.

This Manual is designed to assist LDMGs to plan for the operations of cyclone shelters. The Manual provides criteria to ensure LDMGs have procedures in place to support the operational management of cyclone shelters, including the appointment of the Cyclone Shelter Manager (CSM) and team to operate cyclone shelters.

## 2. Agreement with Asset Owner

### 2.1. Assets Owned by State Agencies

Those cyclone shelters constructed on Department of Education (DoE) sites require an agreement between the Chair of the LDMG and DoE (Regional Director). The agreement is to be reviewed by both parties each year and more specifically the list of shelters identified in the agreement are to be reviewed annually prior to July, and the list returned to DoE by 1 August each year.





The purpose of the agreement is to outline the roles and responsibilities of LDMGs and DoE, including the provision of temporary access to the DoE facilities, before, during and after events. A copy of the standard Memorandum of Agreement with Asset Owner (MOA) is included at Appendix 5.

## 2.2. Assets owned by other entities

It is recommended a similar agreement be developed between LDMGs and the entity which is responsible for any other assets identified as cyclone shelters. As with the agreement between DoE and the LDMG, this agreement should identify roles and responsibilities and the handover arrangements.

## 3. Cyclone Shelters

### 3.1. Overview

#### 3.1.1. Purpose

The primary purpose of cyclone shelters is to provide shelter for people during a severe tropical cyclone; who have evacuated from storm tide evacuation zones or severe wind vulnerable accommodation; and who have not been able to leave the cyclone warning zone or shelter with friends or family in modern well-maintained houses built since 1982 outside the evacuation zone.

#### 3.1.2. Design

Cyclone shelters in Queensland are designed and constructed in accordance with the Queensland Government Design Guidelines for Queensland Public Cyclone Shelters. Cyclone shelters are located on higher ground above the flood flow levels of a 1 in 500 year event (Q500) for creek and river flood levels and is engineered to withstand wind gusts of up to 306km/hr and associated windborne debris.

Cyclone shelters are not necessarily designed to provide temporary accommodation or services after a cyclone has passed.

#### 3.1.3. Planning

LDMGs are encouraged to prepare a cyclone shelter sub-plan which documents the agreed approach to the management and coordination of the activation and use of a cyclone shelter. It is recommended that the cyclone shelter sub-plan be completed and reviewed prior to the onset of the severe weather season to ensure roles and responsibilities are clearly identified and understood. The cyclone shelter sub-plan may be an appendix to the overarching disaster management plan or to the evacuation sub-plan.

It is a requirement of the Building Fire Safety Regulation 2008 that an active copy of the building approval documents, records of maintenance of fire safety systems, records of training of staff and the building's fire and evacuation plans (DoE and LDMG) be kept on site at the shelter.

The operations of the cyclone shelter will require the consideration of the following in planning:

- community awareness messages;
- site plan;
- procedures for the management of the cyclone shelter;
- cyclone shelter management team membership (CSMT);
- CSMT rosters;
- equipment and resources checklist;
- contact registers such as:
  - owner contacts





- LDMG, Local Disaster Coordination Centre (LDCC), District Disaster Management Group (DDMG), State Disaster Coordination Centre (SDCC) contacts
- CSMT contacts
- supplier contacts;
- building operations such as:
  - description of shelter building features
  - shelter floor plan
  - operations checklist (refer Appendix 13 for example)
  - evacuee registration
  - code of conduct (refer Appendix 3 for example);
  - draft media releases refer Appendices 7, 8, 9, 10 for examples);
  - reporting templates;
  - financial procedures;
  - pre-season maintenance reports;
  - memorandum of agreement with asset owner (refer Appendix 5 for example); and
  - emergency evacuation plan.

Figure 1 below, illustrates the phases of the activation and operation of a cyclone shelter, highlighting the need for planning at every stage and when preparing the community.

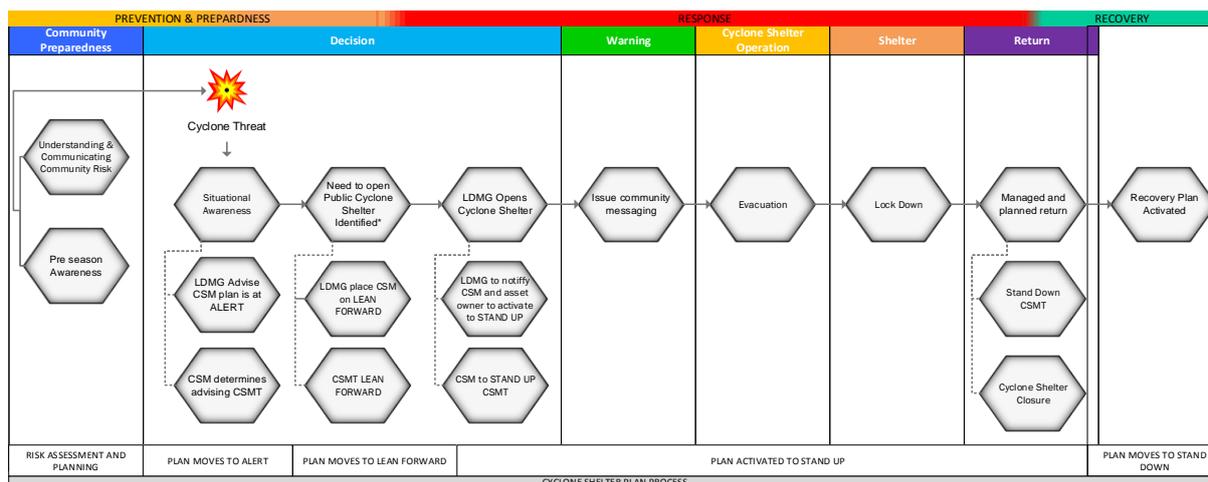


Figure 1 Cyclone Shelter Process

### Occupancy

The cyclone shelter occupancy level during activation is based on the majority of people being able to sit with occasional periods of standing; a limited number of people able to lie for a period of time; and for some people who may, for physical disability or other medical reason, require additional space.

Basic building services of amenities and ventilation are based upon the occupancy level.

### Occupancy duration

- The cyclone shelter is designed for a total maximum occupancy period of 36 hours. This period comprises:
  - reception period - possibly 6 -12 hours when people are arriving at the shelter;
  - lockdown period - less than 18hrs, doors and windows bolted with no persons allowed/permitted to leave or enter the building this is when the winds are gale force or stronger; and





- opening up period - the cyclone has passed and winds are less than gale force, initial assessments being conducted but no decision has been made as whether it is safe to leave the shelter.

Cyclone shelters are not intended to provide temporary short-term accommodation for people whose houses have been damaged or destroyed during the event.

The LDMG is to ensure suitable evacuation centres are available for those people unable to return to their homes (refer to [Evacuation: Responsibilities, Arrangements and Management Manual](#)).

### Services

Building services within the cyclone shelter address safety, hygiene, communications and basic comfort. The shelters are equipped with uninterrupted power supply capability and battery powered emergency lights, toilets and a ventilation system which uses wind to ventilate the building during the lockdown period along with a fire warning system, fire hose reels and additional fire extinguishers.

### Maintenance

Cyclone shelters are to be maintained in accordance with the Queensland Public Cyclone Shelters – Maintenance documentation which is developed and maintained by the Department of Housing and Public Works (DHPW). This documentation defines the entities responsible for programmed and responsive maintenance required for the building to be maintained in good condition.

Building inspections after an event should be undertaken to determine what damage occurred, if any. Damage should be reported to the officer responsible for the cyclone shelter maintenance program. The memorandum of agreement (MOA) between the asset owner and the LDMG for use of the building as a cyclone shelter (refer Appendix 5) should define responsibilities for the cost of rectification works for damage caused while the building is being utilised as a cyclone shelter.

### Fire and evacuation plan

The cyclone shelter asset owner may be required to complete an alternate building solution evacuation plan for the period the cyclone shelter is in lockdown to assist the CSMT in the decision making process in the event that an evacuation of a person/persons is required. QFES are responsible for deeming the plan compliant prior to activation.

During shelter lock-down the fire exit doors may be locked by barrel bolts to strengthen the door to resist the cyclonic wind loads. The fire hose reels may not operate as a mains water supply may not be available. Hence fire risk reduction, fire detection and management are essential for the safety of the people within the cyclone shelter.

The CSM, with support from the CSMT and other agencies as required, will implement the safety plan and monitor it throughout the lockdown period. This plan is required to have a communication element which includes the briefing of occupants. The plan may also include:

- prior to evacuees entering the shelter, isolate any gas supply from the shelter building;
- remove or lock in a secure location flammable liquids and material from the cyclone shelter;
- limit fire fuel sources by ensuring cookers, fuel containers or canisters (e.g. gas bottles) are prohibited from entry into the building; and
- prohibit fire ignition sources by prohibiting smoking within the cyclone shelter, striking matches and gas lights.

A QFES Fire Officer will be in attendance as a member of the CSMT. This Fire Officer will be an authorised officer under the Fire and Emergency Services Act 1990 and will be able to take actions appropriate to managing fire risk and fire related situations within the shelter. The ability to affect any evacuation while the shelter is in lockdown mode will be restricted. The CSM should be guided by a





critical decision making team consisting of QPS, QFES and QAS to determine the best course of action based on the circumstances.

At the time of registration, evacuees must be advised of the list of prohibited items, the ban on smoking within the cyclone shelter and the need to reduce the fire risk within the cyclone shelter.

Fire rated doors to rooms are to remain closed during the lock down period. In the event that these rooms need to be accessed during lock down the doors should remain closed behind the person accessing the equipment. As a safety precaution, where possible it is recommended that a minimum of two members of the CSMT enter and notify the CSM when entering and exiting. It is also recommended that a comprehensive key and door management process be established that links with the cyclone shelter emergency management plan. This may include CSMT members having copies of the keys to external doors, in an effort to ensure staff can cover all exit doors during an emergency evacuation.

Additional fire extinguishers are typically provided as it is most likely that no QFES response will be available during the shelter lock down period.

## Reporting

Reporting during operations of the cyclone shelter is to be in a format determined by the LDMG. The CSM is not to provide any reports to any other destination, excepting to their own agency, if the CSM is not a council officer. All information regarding the operations of the cyclone shelter is to be obtained from the LDMG.

## 4. Community Preparedness

### 4.1. Pre-season public awareness

It is recommended that community messaging relay information on options other than cyclone shelters which members of the public should consider, such as:

- Sheltering with friends, family, work colleagues etc. in high places.
- Shelter in place if you live in a well-maintained home built after 1982 and located outside the storm surge affected areas.
- Shelter in locations outside of the geographic area or potentially affected area.
- Shelter in commercial accommodation.
- Cyclone shelters should be considered as a last resort.
- The community in which the cyclone shelter is located will need to be informed by a pre-season education program regarding cyclone shelters including:
  - the purpose of a cyclone shelter;
  - who may be accepted/accommodated;
  - what to bring; and
  - what arrangements they need to make for their pets/animals.

Pre-season education may alleviate concerns and issues when a cyclone shelter is activated.

### 4.2. Community Messages

It is recommended that consideration be given to addressing the development of messaging for activation of the cyclone shelter within the cyclone shelter sub-plan including:

- shelter address;
- opening time;
- parking and/or transport arrangements;





- attendance instructions;
- code of conduct;
- conditions of entry; and
- any other information deemed appropriate by the LDMG.

Three critical areas that are be of particular note in both pre-season and activation messaging are:

1. Who should move to the shelter?

People attending a cyclone shelter can be categorised as those that:

- are at threat from storm tide inundation;
- reside in a building built prior to 1982 before building codes required a higher level of construction in cyclone prone areas;
- cannot evacuate to friends or family who have well maintained homes, built after 1982, and located outside the storm tide inundation area
- cannot self-evacuate out of the area under threat;
- form part of the transient population who have no other suitable option for shelter or evacuation.

2. What can be brought into the shelter?

The LDMG is encouraged to set limits on personal property or bedding brought by the evacuees during a severe tropical cyclone event. As such it will be critical that people attending the shelter are clearly instructed on what can and cannot be brought into a shelter (refer Appendix 7).

3. What cannot be brought to the shelter?

An example of what cannot be taken into the shelter includes gas lights and cookers, illicit drugs, alcohol, weapons, and excessive baggage or belongings (refer Appendix 4).

## 5. Cyclone Shelter Management Team

The cyclone shelter will require a team of specially selected and trained personnel. The LDMG is to arrange for the Cyclone Shelter Management Team (CSMT) to undertake pre-season training and exercising to operate the cyclone shelter.

### 5.1. Agency Roles and Responsibilities:

Queensland Police Service (QPS), Queensland Fire and Emergency Services (QFES) and Queensland Ambulance Services (QAS) will make arrangements in accordance with internal procedures to ensure appropriately experienced staffing resources are allocated and available.

When the LDMG decides to activate the shelter, each state agency is responsible for sourcing necessary staff to fill the CSMT roster.

Should the LDMG identify, as part of their planning process, the need for state resources to support the operation of the CSMT and the activation of the shelter, a Request for Assistance (RFA) should be made for this support in accordance with Queensland's Disaster Management Arrangements.

The RFA must be received in a timely manner to allow sufficient time for staff identification, transport of officers to site, briefing etc. Ideally RFAs would be received at the State Disaster Coordination Centre (SDCC) a minimum of 48 hours prior to the proposed opening time of the cyclone shelter.

### 5.2. Selection of key shelter staff

The QPS, QFES and QAS are primary State agencies to support the operation of the cyclone shelter. That support is to be provided through the delivery of core services specified in Table 1 and though



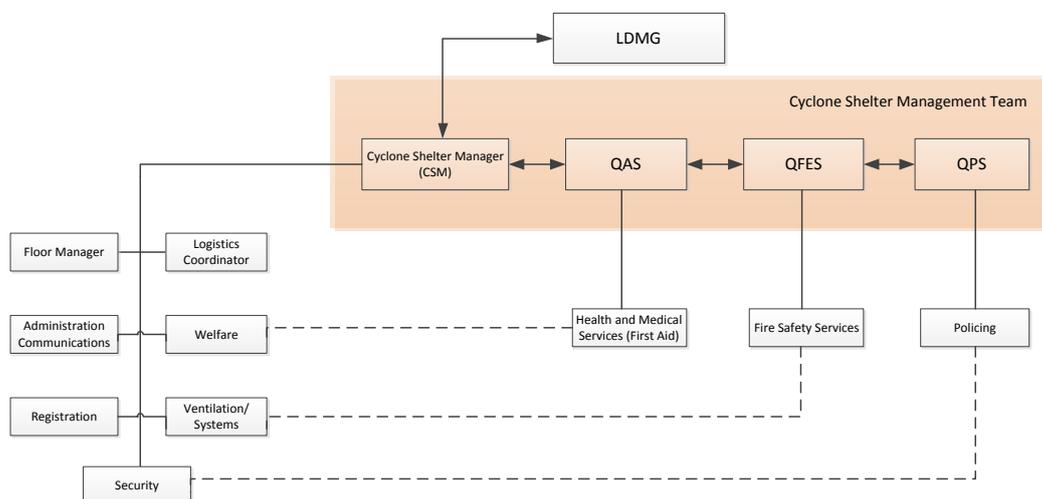
the provision of advice and, where necessary, direction in critical issue decision making undertaken by the CSMT.

Decision making of the CSMT that relates to the administration and functional operation of the cyclone shelter will in normal circumstances be a direct responsibility of the CSM. In circumstances where there is potential risk to the health, safety or wellbeing of individuals inside or attempting to gain access to the cyclone shelter the relevant primary State agency representative on the CSMT shall provide the necessary advice and direction pursuant to their legislated responsibilities and/or expertise.

### 5.3. Position descriptions or functions

In order for the process of establishing, operating and standing down a cyclone shelter to be effective and to meet community needs, those personnel who have been allocated a key role should have a documented and clear understanding of their respective role and responsibilities.

A recommended organisation chart is shown below and suggested position descriptions for these roles are provided at Appendix 1:



Note: The position of Fire Safety Services should be performed by a QFES Fire Officer.

Figure 2 Cyclone Shelter Organisation Chart

### 5.4. Rotation of CSMT support personnel

The duration that a cyclone shelter may be operating could easily exceed the hours one shift of personnel could safely work. Therefore, it is necessary to develop a roster for the rotation of staff into a number of shifts. It is recommended that the LDMG identify the number of people required for these shifts, considering the requirement for them to be in the shelter and not at their own place of residence.

Decisions regarding rostering and rotations will be made by the LDMG as part of the planning process to ensure site specific, personal work place health and safety and fatigue issues and community needs are addressed. It is preferable that shift changes are not scheduled during the lock down period to maintain continuity of decision making.

### 5.5. Debrief personnel

It is important that a formal debrief is conducted following any activation of a cyclone shelter.



The CSM is responsible for conducting the operational debriefing and is to ensure written notes are taken for a report to the LDMG. The Local Disaster Coordinator (LDC) is also to conduct a debrief with the CSM and other personnel/agencies as part of the broader operational after-action review.

The debrief may analyse the effectiveness of the teams, the procedures used and the functions carried out in the cyclone shelter. Participants are encouraged to discuss any particular incidents that may have occurred during the activation, particularly with reference to the way in which procedures were utilised to manage the operation of the cyclone shelter.

An example of a debrief structure can be based on the below questions:

- What did we set out to achieve?
- What actually happened?
- What did we do well?
- What can we improve?





**Table 1: Agency Roles and Responsibilities**

		Cyclone Shelter Operations Sub-Plan Activation Level					Critical Incident / Lock Down
	Agency	Function	Alert	Lean Forward	Stand Up	Stand Down	
<b>State Government</b>	QPS	Policing	<ul style="list-style-type: none"> <li>Identified Officer/s / Disaster Management Group member notified of Sub-Plan 'Alert' status</li> </ul>		<ul style="list-style-type: none"> <li>Maintain peace and order</li> <li>Ensure occupant compliance with the Code of Conduct and Conditions of Entry (see Appendices 3 and 4)</li> </ul>	<ul style="list-style-type: none"> <li>Maintain peace and orders</li> <li>Provision of incident briefing to CSM (if appropriate/required).</li> <li>Participation in After Action Review.</li> </ul>	<ul style="list-style-type: none"> <li>Overall coordination and management of critical incidents</li> <li>Actions to preserve peace and good order</li> </ul>
	QAS	Health and Medical Services (First Aid)	<ul style="list-style-type: none"> <li>Identified Officer/s / Disaster Management Group member notified of Sub-Plan 'Alert' status</li> </ul>		<ul style="list-style-type: none"> <li>Provision of medical services and health / medical advice (first aid) to CSM</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing management and transport of patients to alternate facilities (if required)</li> <li>Provision of incident report/s to CSM (if appropriate).</li> <li>Participation in After Action Review.</li> </ul>	<ul style="list-style-type: none"> <li>Provision of emergency medical care</li> </ul>
	QFES	Fire Safety	<ul style="list-style-type: none"> <li>Identified Officer/s / Disaster Management Group member notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Fire Safety Services Person) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT role (Fire Safety Services Person) in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT role (Fire Safety Services Person) in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Fire-fighting</li> <li>Activation of evacuation / fire safety plan</li> <li>Maintain clear exit routes and access to fire escape doors.</li> </ul>



Local Government / State Government		Cyclone Shelter Management	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status.</li> <li>Request for additional CSMT personnel / State agency support</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Cyclone Shelter Manager) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Opening / Closure of Cyclone Shelter</li> <li>Ensuring appropriate handover</li> <li>Financial record keeping</li> </ul>	<ul style="list-style-type: none"> <li>Submission of financial records to LDMG</li> <li>Ensuring appropriate hand-back</li> <li>Provision of Cyclone Shelter Operation Report/s to LDC.</li> <li>Facilitation of After Action Review.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure lock- down procedure is completed and remains in place.</li> </ul>
	Local Government / QFES	Administration / Registration	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Administration Coordinator, Registration Coordinator and/or Administration Officer and / or Registration Officer in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Administration Coordinator, Registration Coordinator and/or Administration Officer and / or Registration Officer in line with example role descriptions (see Appendix 1)</li> </ul>	
		Logistics	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Logistics Coordinator, Floor Manager) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	
Local Government / Volunteers	Local Government and / or SES	Welfare (to include) Ventilation	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles (Welfare Officer and Ventilation Officer) and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	
		Communications	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles and key tasks in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles in line with example role descriptions (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles in line with example role descriptions (see Appendix 1)</li> </ul>	
	Local Government and / or other Volunteers	Other e.g. Cleaning	<ul style="list-style-type: none"> <li>Identified Officer/s notified of Sub-Plan 'Alert' status</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles and key tasks in line with example role descriptions. (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles in line with example role descriptions. (see Appendix 1)</li> </ul>	<ul style="list-style-type: none"> <li>Performance of CSMT roles and key tasks in line with example role descriptions. (see Appendix 1)</li> </ul>	



## 6. Cyclone Shelter Process

### 6.1. Decision to open a Cyclone Shelter

#### 6.1.1. Handover and opening of cyclone shelter

The decision to open the cyclone shelter will be made by the LDMG. The Memorandum of Agreement (MOA) with the Asset Owner (see Appendix 5) will detail the actions the LDMG is to take prior to the cyclone shelter being handed over by the Asset Owner. Prior to the decision, the Asset Owner must be contacted to ensure availability of the cyclone shelter.

Due to special circumstances associated with alternative building solutions designed for cyclone shelters owned by the State; access keys to the building, the barrel bolts and shutters shall be kept in the possession of the LDMG. The building operator, the school or DoE, are not permitted to have access to keys to barrel bolts on access doors. Additional keys for the LDMG can only be made available outside of activation periods through the DHPW representative on the District Disaster Management Group due to the time required to get them cut.

The LDMG representative will provide a comprehensive briefing to the CSM who in turn will brief the CSMT. The CSM retains overall responsibility for the management of the cyclone shelter from its establishment through the shelter period, to closure and handover back to the asset owner.

Should the role of CSM be performed by an officer not from the local area, it is recommended a briefing checklist for the incoming shelter manager be completed, see Appendix 12, to familiarise the incoming officer with the local arrangements and any variances in shelter structure and systems.

#### 6.1.2. Decision to activate shelters

Cyclone shelter operational planning needs to ensure sufficient lead time is allocated to have the cyclone shelter fully operational and occupied prior to the arrival of gale force winds. In order to achieve this state of operational readiness, it is recommended suitable trigger points need are established to guide relevant actions.

The Bureau of Meteorology (BoM) cyclone data, in conjunction with local knowledge and circumstances, can provide a basis for decision making. LDMGs understand their “at risk” community, the areas that are of priority (i.e. low lying/sub-standard housing) and the proportion of the community that may require assistance.

Preliminary Storm Tide Warnings are not usually issued until 24 hours prior to expectant gale force wind gusts of 100km/hr.

There may be a number of local factors that could impact on the decision to activate the cyclone shelter which may be considered during the planning process. These may include:

- Local weather conditions
- Conditions at the cyclone shelter locality if it is different from where the LDMG sits
- Predicted timings of the cyclone crossing
- Availability of storm surge modelling information and the local effects on the community.

Key planning considerations include:

1. Cyclone Shelter establishment - timeframe required to establish the shelter ready for operational use. This may include dependencies related to the handover arrangements; time of expected impact e.g. during school hours, on the weekend; local access arrangements, key holder's availability; and/or cyclone shelter staff deployment timeframes.
2. Evacuation route capacity - if travel along an evacuation route is restricted, evacuations may need to begin sooner. This may require cyclone shelters to be fully operational to coincide with the early evacuation.





3. Evacuation route vulnerability – a preceding rain event may result in road and airport closures, restricting or preventing access to the cyclone shelter. This may require cyclone shelters to be fully operational to coincide with the early evacuation.
4. Expected arrival time of gale force winds - if winds are expected to arrive during the night, it is recommended that the cyclone shelter be fully established prior to night fall.

### 6.1.3. Set up of a Cyclone Shelter

Prior to the reception of evacuees, it is recommended that an Entry Condition Report be conducted and the building be prepared for use as a cyclone shelter. Activities required to prepare and operate the building as a cyclone shelter from collect to return of keys are to be included in the shelter operation checklist, Appendix 13.

Suitable arrangements will need to be in place for the short-term acquisition of the necessary goods and services. It is recommended that a contact register of all suppliers and service providers is maintained. A suggested resources checklist of equipment and other material needed for the operation of the cyclone shelter is provided in Appendix 14.

The cyclone shelter occupants will be from diverse range of cultures and sectors of the community. The layout of the cyclone shelter should consider these needs and dynamics where possible. It will be necessary to develop the proposed layout of the shelter prior to activation. This layout is to make provision for the following in the shelter:

- requirement to register evacuees;
- allowance for pets (where permitted) and assistance animals;
- safety and security; and
- signed exits and evacuation plans.

### 6.1.4. Internal communications

An effective means of mass communication between the CSMT and occupants of the cyclone shelter immediately before, during and following cyclone shelter lockdown mode will be critical to ensure the occupants have a good level of situational awareness.

The provision of an integrated public address system is preferable, however, if unavailable, a megaphone might also be effective in the delivery of key messages.

In cyclone shelters without a public address system, the public address system incorporated in the fire panel may be used to deliver key messages. It is essential that the system is switched back to 'Auto' immediately following use. The Fire Safety Officer should check the panel following all announcements.

### 6.1.5. External Communications

Communication between the cyclone shelter and the LDCC is essential. Options may include telephone landline, mobile or satellite, radio or email during the occupation phase. It is recommended that the primary systems and redundancies are identified and documented in plans.

It is recommended that any physical devices such as radios or telephones to be used by the CSMT are held securely and tested at least annually.

Many of the occupants within the cyclone shelter will seek to maintain contact with family and friends. Excessive voice traffic from the one location will have a detrimental effect on the ability of carriers and local communications' towers etc. to carry the increased loads and therefore should be discouraged. Options for text messages are encouraged to limit voice traffic. However, it should be noted this may also impact on the functionality of the network. Onsite discussions prior to the lock down period are encouraged to ensure all occupants are aware of the limitations.





### 6.1.6. Fire and evacuation plan

The CSM, with support from the CSMT and other agencies as required, will implement the safety plan and monitor it throughout the lockdown period.

### 6.1.7. Public signage

LDMGs may consider erecting signage permanently to direct residents to the cyclone shelter location. This will provide residents with an awareness of cyclone shelter locations for and when the opening of the cyclone shelter has been announced.



### 6.1.8. Water supply

The LDMG is to consider arrangements for the provision of bottled drinking water to occupants where drinking water is not stored within the building. The use of shower facilities should be restricted when the mains water supply fails, to conserve stored water for drinking.

The LDMG may also consider alternative arrangements for flushable toilets where water is not stored within the building for toilet operation.

### 6.1.9. Power

Continuity of essential electricity supply is provided in the cyclone shelters by an uninterrupted power supply, possibly an emergency generator.

Should the emergency generator fail, battery powered essential lighting is required to provide sufficient light to ensure the clear and safe passage of occupants and personnel around the shelter. Cyclone shelters are constructed with battery back-up to power the emergency lights for 24 hours. Emergency lights in other cyclone shelters may only have battery back-up for 90 minutes.

Batteries will need to be provided for equipment such as radios, laptops, mobiles and satellite phones should the emergency generator fail. It is recommended that the resource checklist include these batteries and additional battery powered lights for shelter staff.

### 6.1.10. Vehicle access and parking

Potentially, a high proportion of people attending the cyclone shelter may use their vehicle to travel to the cyclone shelter. Consequently, adequate consideration needs to be made during the planning process for parking of vehicles.

It is strongly recommended that alternate arrangements be made for the parking of vehicles away from the cyclone shelter site.

## 6.2. Issue Community Message

It is recommended that a variety of dissemination methods are used to ensure broad distribution of the community messages considered in section 4. A range of methods ensures coverage of differing





demographics, geographic locations and time of day. This will ensure awareness and understanding of:

- Who should move to the shelter
- What can be brought into the shelter
- What cannot be brought into the shelter.

Refer to messaging guidance and templates in Appendices 7, 8, 9 and 10.

### 6.3. Cyclone Shelter Operation

The evacuation of people to cyclone shelters will need to be considered as part of the LDMG evacuation planning. The planning process should consider addressing the most likely course of action, or a range of actions the members of the public may undertake when evacuating, rather than a plan based on the best case scenario.

For more information regarding the withdrawal stage of evacuation please refer to the [Evacuation Responsibilities, Arrangements and Management Manual](#).

#### 6.3.1. Code of conduct and conditions of entry

It is recommended that a code of conduct be developed and displayed during operation of the cyclone shelter to assist in the management and ensure the safety and well-being of the occupants. The code of conduct may include issues such as key behavioural expectations before, during and after the lock down period and advice in regard to the options which may be exercised to address inappropriate behaviour or conduct. An example is provided in Appendix 3.

#### 6.3.2. Evacuee registration

It is recommended that all evacuees entering a cyclone shelter be registered. An example Evacuee Registration Form is provided in Appendix 11. The provision of personal information is a condition of entry to the cyclone shelter and people may be refused entry if they are not willing to comply with this requirement as outlined in the Cyclone Shelter Conditions of Entry, Appendix 4.

The community awareness programs regarding the cyclone shelters should ensure people are aware of the requirement to provide personal information for effective management of the shelter prior to their arrival, decreasing issues with registration.

#### 6.3.3. Pets

Queensland, as a jurisdiction, endorses embedding consideration of animals, pets and assistance animals, into disaster planning, in accordance with the *Animal Care and Protection Act 2001*.

The LDMG will need to consider its policy for the management of animals in the cyclone shelter in partnership with the asset owner. Where pets are not permitted in the facility it is essential that contingencies are developed to address unsolicited presentation of pets at a shelter.

#### 6.3.4. During reception

During the reception period it is important to manage the building's ventilation for the safety of evacuees. It is recommended that windows and doors not be closed prematurely as this may result in excessive temperature rise and unacceptable carbon dioxide CO<sub>2</sub> concentrations within the building. Windows and doors should only be closed to control wind gusts and water entry into the building.

#### 6.3.5. Media procedures

A severe tropical cyclone event may attract intense media coverage both locally and nationally. The privacy of occupants should be respected and it is recommended that media crews are discouraged from filming within the structure.





It is not recommended to allocate space in the cyclone shelter to the media for their personnel and/or equipment in a working capacity during the lockdown period. LDMGs are encouraged to make all official media statements, with consistent and approved statements made regarding any aspects of the operations of the cyclone shelter. The media speaking directly to members of the CSMT or to occupants should be avoided.

### 6.3.6. Fire and evacuation plan

The CSM, with support from the CSMT and other agencies as required, will implement the safety plan and monitor it throughout the lockdown period.

## 6.4. Shelter

The lockdown procedures will differ from shelter to shelter, however the procedures for cyclone shelter lockdown need to be discussed, agreed, recorded and strictly followed. This particularly relates to:

- when the shelter will be locked down;
- what actions are to be taken for evacuees who may arrive after lockdown; and
- and under what conditions the lockdown period will end.

Except in a life threatening emergency, occupants will not be able to enter or leave the shelter during the lockdown period.

Due to the fact that not all access and egress avenues will be available during lockdown, special consideration is to be given to safety plans should any event occur during this period that may endanger the occupants.

### 6.4.1. Lockdown

It is recommended that lockdown occur when winds reach gale force with gusts of 100km/hr and it is no longer safe to be outside.

At lockdown, all windows and doors are closed, all debris screens and shutters are in place. Where appropriate all barrel bolts on external doors are closed.

For cyclone shelters with barrel bolts fitted to strengthen external doors, the CSM shall ensure that all barrel bolts are engaged during the lock-down period. The barrel bolts at the top of the door should be engaged and locked to ensure the bolt does not disengage. Barrel bolts at the bottom of the door should also be engaged and locked.

Cyclone shelters with external double leaf doors may require mullions stored in the building to be fitted to the doors. The CSM shall ensure that these are fitted prior to lock down.

Depending on the design of the shelter it may be that during lockdown the cyclone shelter is naturally ventilated by the wind. The natural ventilation system used during lockdown can be fitted with baffles which can be manually operated to manage the ventilation within the cyclone shelter as the wind speed increase and then decrease during the passage of the cyclone. The baffles should be open fully at lockdown and only closed as required to control wind gusts and wind driven rain within the building. To avoid excessive wind pressures within the building all baffles should be closed and opened progressively with a maximum closure or opening of one quarter per adjustment. All baffles should be adjusted so that all baffles are at the same extent of opening at the end of an adjustment.

Activities required at lockdown to prepare the building for the impact of the cyclone included in the shelter operations checklist, Appendix 13. These activities may include:

- closing all debris screens and/or shutters;
- ensuring the natural ventilation baffles are open fully;
- closing all windows, louvers and doors; and





- closing barrel bolts to external doors.

Barrel bolts to external doors which are not designated exits may be closed prior to lockdown.

#### 6.4.2. During lockdown

Activities required during lockdown to maintain the safety of occupants during the passage of the cyclone are to be included in the Shelter Operations Checklist Appendix 13. These activities may include:

- managing the natural ventilation system to ensure the cyclone shelter is adequately ventilated;
- keeping the floors dry to maintain safe movement within the cyclone shelter;
- enforcing fire minimisation measures; and
- supervision of external doors to ensure barrel bolts are not disengaged.

If the power source fails in a cyclone shelter with stored water, it may be necessary to switch water supply valves to gravity feed to maintain water supply.

It is important to ensure that the doors and windows of the cyclone shelter are not opened during the passage of the eye of the cyclone. If the eye of the cyclone passes over the cyclone shelter the wind will become calm but will increase rapidly as the eye passes. The period of calm may be short. Carefully monitor ventilation conditions within the cyclone shelter during this period. Document a procedure in the cyclone shelter sub-plan to increase ventilation during this period if the cyclone is slow moving.

#### 6.4.3. Fire and evacuation plan

The CSM, with support from the CSMT and other agencies as required, will implement the safety plan and monitor it throughout the lockdown period.

#### 6.4.4. After lockdown – Opening up

When the cyclone has passed and the wind speed is less than gale force with gust of 100km/hr, the cyclone shelter may be opened for ventilation. It is recommended that the CSM confirm with the LDMG prior to opening up. If communications have been lost, the CSM is to make a determination in consultation with the CSMT, regarding the opening of the facility.

Activities required to open up the cyclone shelter and maintain the safety of occupants in the building are to be included in the shelter operations checklist, Appendix 13. These activities may include:

- opening all barrel bolts and position them in a locked in open position;
- opening all shutters; and
- opening windows and louvers for ventilation.

### 6.5. Return

#### 6.5.1. Shelter closure

Similar to the decision process associated with activation of the cyclone shelter, it is recommended there is an agreed protocol associated with a decision to close and for the eventual discharge of cyclone shelter occupants. Advice from the LDMG or damage assessment teams may identify safety or other factors which may extend the need for cyclone shelter occupants to stay in the shelter.

Following the decision to allow occupants to leave the cyclone shelter, the CSMT may consider providing a briefing on safety precautions and any other matters to be taken into consideration, and might include the following:

- advice on what to expect outside including major road closure, damaged suburbs etc.;





- availability of the communications networks;
- electrical and gas safety;
- accessing damaged buildings;
- contaminated water services;
- any health risks;
- roles of rapid damage assessments and their building assessments;
- what to do if the family home is destroyed;
- where future accommodation and support may be located;
- what services are available from local and state agencies; and
- safety issues regarding asbestos handling.

### 6.5.2. Closure and hand back of cyclone shelter

When the decision is made to close the cyclone shelter and for the occupants to leave, it is recommended that pre-determined arrangements are in place to clean and make good the facility for return to the asset owner as per the MOA. The handing back is a formal process and documentation needs to be prepared and completed to satisfy these requirements.

Activities required to close and hand back the cyclone shelter to the asset owner are to be included in the shelter operations checklist, Appendix 13.

### 6.5.3. Transformation to an evacuation centre

Cyclone shelters are not designed to be used as an evacuation centre. However, under some circumstances they may be required to provide intermediate accommodation for people who do not have habitable homes to return to.

Where there is a need for the cyclone shelter to convert to an evacuation centre, the usual arrangements under the LDMG Evacuation Sub-Plan should be considered including:

- consultation with the owner/operator
- review of facility capacity
- coordination of additional works required for the implied change of use such as:
  - further ablutions
  - waste management
  - catering requirements
  - handover to evacuation centre management team (if applicable)
- undertake a damage assessment to record any damage to the facility that may have occurred during the period of use as a cyclone shelter.

### 6.5.4. Stand down of shelter personnel

It is recommended that members of the CSMT are not stood down until the exit of all occupants has been completed and administrative functions have been achieved.

### 6.5.5. Financial records

The CSM are encouraged ensure all costs associated with the activation, operation and making good of the cyclone shelter are identified and captured. The agreed costs will be submitted for cost recovery through the normal Natural Disaster Relief and Recovery Arrangements (NDRRA) disaster operations processes.

### 6.5.6. Debrief

Where possible, it is recommended that a hot debriefing process is undertaken to gather lessons learned prior to the release of personnel. It is recommended that these findings are recorded and reported to the LDMG.





### 6.5.7. Recovery

On closure of a cyclone shelter those unable to return to their homes will move to an evacuation centre and their longer term accommodation requirements will be managed through the recovery process. Appropriate longer term temporary accommodation may be required for these evacuees once the cyclone shelter is closed.

The transition from response to recovery is a very important step in the process which should be detailed and planned for in the evacuation sub-plan. Recovery agencies should be identified and strategies listed as to how these agencies will be communicated with and whose role it will be to liaise with these groups. Recovery planning should be sufficiently flexible to deal with the needs of the impacted community, regardless of the nature of the disaster. For further guidance refer [section 6 of the Disaster Management Guideline](#) and the [M.1.136 Local Recovery Planning Manual](#).

While the evacuation process is completed with the return of evacuees to their homes or their transfer into medium to longer term temporary accommodation, the disaster management process continues from response and recovery into managed recovery. It is important that the recovery planning is undertaken as early as possible in the evacuation process.





## Appendix 1: Example Role Descriptions

**Planning Note:** Delete this planning note after use.

The tasks to be undertaken at the various levels of activation in each role description have been provided as a general guide and are not to be viewed as a comprehensive or complete list. The resources for these positions are provided as a general guide and should not be viewed as a comprehensive or complete list.

It is recommended that planners review, amend, relocate or delete tasks accordingly to meet their respective requirements and expectations.

### CYCLONE SHELTER MANAGER (CSM)

<b>KEY RESPONSIBILITY</b>	Responsible for all aspects of Cyclone Shelter Management (CSM) including ensuring the Shelter Operations Checklist (Appendix 13) is completed.
<b>REPORTING RESPONSIBILITY</b>	Position reports to the Local Disaster Management Group (LDMG). <i>A key contact in the LDCC will be identified.</i>
	Work in consultation with the Cyclone Shelter Management Team (CSMT) - as per Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
	Shelter staff report to CSM as per Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Contact key shelter staff, discuss details associated with the event and Alert phase, and confirm availability.
	Advise Cyclone Shelter Asset Owner of the move to Alert phase and confirm availability of facility. * <i>This task may be completed by the LDC/LDMG</i>
<i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i>	
<b>LEAN FORWARD</b>	Advise Cyclone Shelter Asset Owner of the move to Lean Forward phase.
	Advise shelter staff of the move to Lean Forward phase.
	Conduct visual inspection and official hand over with Asset Owner and Floor Manager.
	Undertake Entry Condition Report, obtain keys and any other resources that may be required from Asset Owner.
<b>STAND UP</b>	Advise Cyclone Shelter Asset Owner of the move to Stand Up phase.
	Manage Media personnel in accordance with Media Procedure contained in Sub Plan.





<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>Prior to Reception</b>	Conduct briefing with CSMT and shelter staff.
	Stand up shelter staff and assign roles accordingly, ensuring clarity of Role Descriptions. Hand over resources as listed in relevant Role Description.
	In conjunction with Administration/Communications Officer distribute keys, equipment and resources to all relevant staff - with staff signatures.
	Advise with LDC/LDMG when the shelter is ready to receive evacuees.
	Manage and support shelter staff.
	Support and participate in briefing by QFES on fire and evacuation plan.
	Maintain an operations log to record actions, decisions and any incidents that occur.
	Set up CSM and CSMT operating environment (administration area). Commence CSM preparations with assistance from CSMT and shelter staff.
<b>Reception/Lockdown</b>	Manage and support shelter staff.
	Organise staff roster, and monitor/manage fatigue levels of shelter staff.
	Conduct regular briefings with CSMT and shelter staff.
	Maintain an operations log to record actions, decisions and any incidents that occur.
	Manage all reporting and communications to occupants, CSMT, staff and LDC/LDMG.
<b>Opening Up/ After Lockdown</b>	Advise LDC/LDMG prior to releasing occupants.
	Communicate situation and advice to occupants prior to release from the Shelter. Including any warnings, notifications received by LDC/LDMG.
<b>STAND DOWN</b>	Initiate Stand Down / Withdrawal Plan.
	Advise LDC/LDMG of move to Stand Down.
	Advise Cyclone Shelter Asset Owner of move to Stand Down.
	Undertake Exit Condition Report and official hand over with Asset Owner and Floor Manager.
	Complete reporting procedures.





	In conjunction with Administration/Communications Officer collect keys, equipment and resources from all relevant staff - with staff signatures.
	Conduct hot debrief with shelter staff and report issues to the LDC/LDMG.
	Participate in LDMG After Action Review as required.

**RESOURCES FOR THIS POSITION MAY INCLUDE:**

Full set of shelter keys ( <i>to be signed for</i> ) (multiple copies of barrel bolt keys for shelter staff)	Shelter Operations Checklist (Appendix 13)
Sign on sheet for personnel	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Incident Log/Reporting Log Book	Relevant Cyclone Shelter Fire and Evacuation Plan
Full copy of Role Descriptions	Cyclone Shelter Sub Plan and annexures
Electronic and communication equipment	Entry Condition Report
Exit Condition Report	





<b>FLOOR MANAGER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for monitoring the condition of the facility, as well as safety of occupants.
<b>REPORTING RESPONSIBILITY</b>	Position reports to Cyclone Shelter Manager (CSM).
	Responsible for support staff who will be assisting with setting up the shelter.
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of CSM.
	Monitor situation and advise support staff accordingly, and confirm their availability to assist with setting up the shelter.
	<i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i>
<b>LEAN FORWARD</b>	Advise support staff of the move to Lean Forward phase.
	Conduct visual inspection and official hand over of shelter with Asset Owner and CSM.
	Assist CSM with Entry Condition Report, obtain keys and any other resources required from Asset Owner.
	Review establishment of the floor plan for the shelter.
<b>STAND UP</b>	Active support staff to assist with setting up the shelter.
<b>Prior to Reception</b>	Coordinate the setup of the shelter in accordance with the floor plan.
	Liaise with the Logistics Coordinator for the provision and storage of resources.
	Monitor Health and Safety within the shelter including: <ul style="list-style-type: none"> <li>• Keep walkways clear from obstacles, people and spills;</li> <li>• Keep emergency exits clear from obstacles and people;</li> <li>• Monitor access to and operation of toilet amenities.</li> </ul>
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter.
	Participate in briefings conducted by CSM.
	Participate in briefing by QFES on fire and evacuation plan.
	Release any support staff that are not required within the shelter during Lock Down. <i>* Give sufficient time for them to travel home safely.</i>
	Advise CSM when set up complete and the shelter is ready to receive evacuees.





ACTIVATION LEVEL	KEY TASKS
<b>Reception/ Lockdown</b>	Support CSM and shelter staff as required.
	Coordinate the collection and temporary storage of waste.
	Regularly brief CSM on the operations within the shelter.
	Participate in regular briefings conducted by CSM.
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter including human social, health and safety, and maintenance issues.
	Assist CSM with monitoring and managing fatigue levels of Shelter staff.
<b>Opening Up/ After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Coordinate the removal of waste from inside the Cyclone Shelter.
	Organise for support staff (where available) to return to the shelter to assist with storage of chairs, restore equipment in preparation for cleaning prior to hand over.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures.
	Sign Incident Log Book and notes, and submit to the CSM.
	Undertake Exit Condition Report and hand over with Asset Owner and CSM.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	Entry Condition Report
Exit Condition Report	





<b>QUEENSLAND FIRE AND EMERGENCY SERVICES OFFICER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for managing potential fire hazards, reducing risk and maintaining a safe environment.
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position reports internally to the Cyclone Shelter Manager (CSM).
	Position reports externally to QFES Liaison Officer (LO) in LDCC.
	Responsible for Fire Safety Services Person
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow advice from CSM.
	Monitor situation and advise Fire Safety Services Person accordingly, and confirm their availability.
<i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i>	
<b>LEAN FORWARD</b>	Advise Fire Safety Services Person of the move to Lean Forward phase.
	Prepare resources and any additional fire safety equipment that may be needed.
	Review floor plan for the shelter including location of fire safety equipment.
<b>STAND UP</b>	Advise Fire Safety Services Person of the move to Alert phase.
<b>Prior to Reception</b>	Test the fire system alarms and public address microphone on the fire control panel.
	Check all fire safety equipment throughout the shelter are present (according to fire plans) and in good working order and arrange for immediate replacements if necessary.
	Safely store additional fire safety equipment bought into the cyclone shelter.
	Remove any flammable liquids from the shelter and secure off site.
	Switch gas to OFF in the kitchen and turn gas valves OFF at bottles (if gas fitted).
	Report any identified issues to the CSM and QFES LO.
<b>Prior to Reception</b>	Brief Fire Safety Services Person on their role, reporting and fire and evacuation plan.
<b>Prior to Reception</b>	Brief all staff in the shelter on fire and evacuation plan. Explain emergency procedures - in particular clarify procedure (if and when) to unlock barrel bolts and doors.





ACTIVATION LEVEL	KEY TASKS
	Maintain an operations log to record actions, decisions and any incidents.
<b>Reception/ Lockdown</b>	Participate in briefings conducted by CSM.
	Answer any fire safety questions with occupants prior to entry.
	Regularly brief CSM and QFES LO on fire safety within the shelter.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
	Receive and assess information and advice from Fire Safety Services Person regarding fire safety.
	Enforce fire risk minimisation measures including keeping emergency exits clear from obstacles and people.
	Work with Ventilation and Systems Officer in relation to ventilation and CO <sub>2</sub> alarms.
	Ensure Occupant Warning System on the fire control panel is switched to automatic following use of the public address microphone.
	Monitor and manage fatigue levels of Fire Safety Services Person.
<b>Opening Up/ After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Ensure Occupant Warning System on the fire control panel is switched to automatic.
	Report any visible damage within the shelter to the CSM.
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures in relation to fire safety.
	Sign Incident Log Book and notes, and submit copy to the CSM.
	Check all fire equipment in the shelter and report any damage to the CSM and QFES LO.
	Return all fire equipment and assets brought into the shelter.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	Keys to fire control panel (should be at Shelter)





**Planning Note:** Delete this planning note after use.

^ **Fire Safety Services:** This position can be filled by either a QFES Fire Safety Officer or a suitably qualified Fire Safety Adviser (see below).

A **Fire Safety Adviser** must have completed and is accredited as a Fire Safety Adviser under Section 34 of the *Building Fire Safety Regulations 2008*. To qualify as a Fire Safety Adviser, a person must successfully complete eight (8) specified units of competency - PUAWER001B/002B/003B/004B/005B/006B/007B/008B

~ indicates tasks to be undertaken in conjunction with or as directed by the QFES Officer.

## FIRE SAFETY SERVICES PERSON

<b>KEY RESPONSIBILITY</b>	Responsible for managing potential fire hazards, reducing risk and maintaining a safe environment.
<b>REPORTING RESPONSIBILITY</b>	Position reports to QFES Officer.
ACTIVATION LEVEL	KEY TASKS
<b>ALERT</b>	Follow direction of QFES Officer.
<p><i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Prepare resources that may be needed.
<b>STAND UP</b>	Undertake briefing with QFES Officer on role, reporting and fire and evacuation plan.
<b>Prior to Reception</b>	Review floor plan for the shelter including location of fire safety equipment.
	~ Test the fire system alarms and public address microphone on the fire control panel.
	~ Check all fire safety equipment throughout the shelter are present (according to fire plans) and in good working order and arrange for immediate replacements if necessary.
	~ Safely store additional fire safety equipment bought into the cyclone shelter.
	~ Remove any flammable liquids from the shelter and secure off site.
	~ Switch gas to OFF in the kitchen and turn gas valves OFF at bottles (if gas fitted).
	Participate in briefing on fire and evacuation plan. ~ Explain emergency procedures - in particular clarify procedure (if and when) to unlock barrel bolts and doors.
Maintain an operations log to record actions, decisions and any incidents.	
<b>Reception/ Lockdown</b>	Participate in briefings conducted by CSM.





**PPRR DM GUIDELINE – SUPPORT TOOLKIT**

Last Updated: 22 June 2018

	Answer any fire safety questions with occupants prior to entry.
	Regularly brief QFES Officer on fire safety within the shelter.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
	~ Enforce fire risk minimisation measures including keeping emergency exits clear from obstacles and people.
	~ Work with Ventilation and Systems Officer in relation to ventilation and CO <sub>2</sub> alarms.
	~ Ensure Occupant Warning System on the fire control panel is switched to automatic following use of the public address microphone.
<b>Opening Up/ After Lockdown</b>	Assist with arrangements for release of occupants as directed by QFES Officer.
	~ Ensure Occupant Warning System on the fire control panel is switched to automatic.
	Report any visible damage within the shelter to the QFES Officer.
<b>STAND DOWN</b>	Assist with Stand Down procedures in relation to fire safety as directed by QFES Officer.
	Sign Incident Log Book and notes, and submit copy to the QFES Officer.
	Check all fire equipment in the shelter and report any damage to the QFES Officer.
	~ Return all fire equipment and assets bought into the shelter.
	Participate in Hot Debrief.

**RESOURCES FOR THIS POSITION MAY INCLUDE:**

Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	Keys to fire control panel (should be at Shelter)





**Planning Note:** Delete this planning note after use.

^ This role may be filled from an external Security Company with security personnel who have undertaken suitably qualified training. If this is the case it is recommended a Memorandum of Agreement (MoA) be agreed and signed prior to ‘cyclone season’ which sets out instruction for officers working in the Cyclone Shelter during events. It is also recommended that company staff undertake a familiarisation of the Cyclone Shelter and suitable training - prior to the ‘cyclone season’ (where possible). Suggest staff sign any relevant disclaimer forms i.e. confidentiality agreement; use of image/photo. It is also advisable to confirm with QRA regarding approval for NDRRA funding.

## SECURITY

<b>KEY RESPONSIBILITY</b>	Responsible for security at the cyclone shelter.
<b>PERSONNEL</b>	Security Team Leader/s and Security Officers.
<b>REPORTING RESPONSIBILITY</b>	Security Team Leader is a member of the Cyclone Shelter Management Team (CSMT).
	Security Team Leader reports internally to Cyclone Shelter Manager (CSM).
	Security Team Leader also collaborates and informs QPS of any security issues.
	Security Officers report to the Security Team Leader.
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	The CSM will advise of the move to Alert phase.
	Advise the CSM of availability of staff.
<i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i>	
<b>LEAN FORWARD</b>	The CSM will advise of the move to Lean Forward phase.
	Prepare resources that may be required.
	Confirm number and availability of staff with CSM.
<b>STAND UP</b>	The CSM will advise of the move to Stand Up phase.
<b>Prior to Reception</b>	Conduct walk through of shelter with Security staff.
	Participate in briefings conducted by CSM.





	Collaborate with QPS on potential issues, risks and mitigation strategies.
ACTIVATION LEVEL	KEY TASKS
<b>Prior to Reception (continued)</b>	Participate in briefing by QFES on fire and evacuation plan.
	Maintain an operations log to record actions, decisions and any incidents.
	Limit access into and out of the shelter to shelter staff and resource deliveries only prior to official opening.
<b>Reception/ Lockdown</b>	Participate in briefings conducted by CSM.
	Monitor security inside and outside the shelter during reception.
	Answer any security questions with occupants prior to entry.
	Monitor security inside the shelter during lockdown.
	Monitor walkways and emergency exits to ensure they remain clear from obstacles and people.
	Regularly brief QPS on security within the shelter.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Opening Up/ After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Sign Incident Log Book and notes, and submit to the CSM.
	Sign and hand over keys and resources obtained upon arrival.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Incident Log Book	Relevant Cyclone Shelter Fire and Evacuation Plan
Copy of Role Description	Electronic and communication equipment





<b>LOGISTICS COORDINATOR</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for coordinating the provision, management and supply of resources for use within the shelter.
<b>REPORTING RESPONSIBILITY</b>	Position reports to Cyclone Shelter Manager (CSM).
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of Cyclone Shelter Manager (CSM).
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow direction of Cyclone Shelter Manager (CSM).
	Review Logistics component of Cyclone Shelter Sub Plan.
	Review establishment of the floor plan for the shelter.
<b>STAND UP</b>	Place orders with suppliers and arrange immediate delivery. <i>All deliveries should be completed prior to Reception of occupants.</i>
<b>Prior to Reception</b>	Coordinate the setup of the shelter in accordance with the floor plan for incoming resources.
	Brief Reception staff on use of stretchers and linen by bedridden and wheelchair bound persons only; and coordinate the setup of the staff quiet area including bedding.
	Receive, sign and account for all resources coming into the shelter. Keep invoices, accounts, delivery docketts and paperwork together in secure location.
	Monitor and coordinate the distribution of consumables within the shelter including toilet amenities; hand sanitiser; paper towels; stationery etc.
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter.
	Participate in briefings conducted by CSM.
<b>Reception/ Lockdown</b>	Participate in briefing by QFES on fire and evacuation plan.
	Support CSM and shelter staff as required.
	Monitor and coordinate the distribution of consumables within the shelter including toilet amenities; hand sanitiser; paper towels; stationery etc.
	Regularly brief CSM on the operations within the shelter.
	Participate in regular briefings conducted by CSM.
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter including human social, health and safety, and maintenance issues.





ACTIVATION LEVEL	KEY TASKS
<b>Opening Up/ After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures.
	Sign Incident Log Book and notes, and submit to the CSM.
	Hand all invoices, accounts, delivery docketts and paperwork to CSM – for delivery to Logistics Officer in LDCC.
	Arrange for the return of any unused and unopened stock to the supplier (provided part of supplier agreement).
	Arrange for professional cleaners to clean all areas of the shelter.
	Participate in Hot Debrief.
RESOURCES FOR THIS POSITION MAY INCLUDE:	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	





<b>ADMINISTRATION / COMMUNICATIONS OFFICER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for supporting the Cyclone Shelter Manager (CSM) in documenting and recording actions, timelines, key decisions and communications logs.
<b>REPORTING RESPONSIBILITY</b>	Position reports to Cyclone Shelter Manager (CSM).
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of Cyclone Shelter Manager (CSM).
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow direction of Cyclone Shelter Manager (CSM).
<b>STAND UP</b>	Follow direction of Cyclone Shelter Manager (CSM).
<b>Prior to Reception</b>	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter.
	In conjunction with CSM distribute keys, equipment and resources to all relevant staff - with staff signatures.
	Work closely with CSM and CSMT to assist with any administrative duties required.
	Prepare resources and dedicate office area to undertake role.
	Assist CSM with reporting and communications.
	Participate in briefings conducted by CSM.
<b>Reception/ Lockdown</b>	Participate in briefing by QFES on fire and evacuation plan.
	Follow direction of Cyclone Shelter Manager (CSM).
	May support the Registration Officer and staff with reception of occupants.
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter.
<b>Opening Up/ After Lockdown</b>	Work closely with CSM and CSMT to assist with any administrative duties required.
	Assist CSM with arrangements for release of occupants.
	Report any visible damage within the Cyclone Shelter to the CSM.





<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures.
	Sign Incident Log Book and notes, and submit to the CSM.
	Collect keys, equipment and resources from all relevant staff - with staff signatures.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	





<b>VENTILATION AND SYSTEMS OFFICER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for monitoring critical systems within the Cyclone Shelter including ventilation, water supply and generator.
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position reports to Cyclone Shelter Manager (CSM).
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of CSM.
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow direction of CSM.
	Review relevant component of Cyclone Shelter Sub Plan and in particular the Shelter Operations Checklist (Appendix 13)
	Review establishment of the floor plan for the shelter.
<b>STAND UP</b>	Follow direction of CSM.
<b>Prior to Reception</b>	Undertake relevant duties as per Shelter Operations Checklist (Appendix 13) including: <ul style="list-style-type: none"> <li>• Open windows, low level louvers and natural ventilation baffles to ventilate building;</li> <li>• Open and secure ceiling access (ventilation) panels;</li> <li>• Check the generator fuel tank (diesel) is full. Make immediate arrangements if this is not the case (coordinate with Logistics Officer);</li> <li>• Switch the Auto Transfer Switch to Auto, and Test the generator;</li> <li>• Check all water storage tanks are full and supply fixtures; and</li> <li>• Raise basketball equipment (if not already completed).</li> </ul>
	Check system readiness. <i>NB. DHPW should have completed an audit on the shelter readiness immediately prior to the cyclone season.</i>
	Participate in briefings conducted by CSM.
	Participate in briefing by QFES on fire and evacuation plan.
<b>Reception / Lockdown</b>	Participate in briefings conduct by CSM.
	Regularly brief the CSM and QFES Officer regarding situation of critical systems.
	Maintain an operations log to record actions, decisions and any incidents that occur to critical systems as well as any human social, health and safety, and maintenance issues.
	Ensure ongoing functionality of critical systems in line with DHPW System Manuals and Shelter Operations Checklist (Appendix 13)





<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>Opening Up / After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Report any visible damage within the Cyclone Shelter to the CSM.
	Report any damage or repair requirements of critical systems to CSM.
<b>STAND DOWN</b>	Conduct Stand Down procedures for all critical systems in accordance with Shelter Operations Checklist (Appendix 13)
	Sign Incident Log Book and notes, and submit to the CSM.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	





<b>REGISTRATION COORDINATOR</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for registering all persons entering the Cyclone Shelter.
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position reports internally to Cyclone Shelter Manager (CSM).
	Position may have support staff to assist with setting up and Reception of persons. These person/s may be undertaking other roles within the Cyclone Shelter.
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of CSM.
	Monitor situation, advise support staff accordingly, and confirm their availability.
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow direction of CSM.
	Advise support staff of the move to Lean Forward phase.
<b>STAND UP</b>	Follow direction of CSM.
<b>Prior to Reception</b>	Advise support staff of the move to Stand Up phase.
	Establish registration area in conjunction with the Floor Manager.
	Ensure resources for registration process are operationally ready.
	Brief CSM on establishment of progress and readiness.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Reception/ Lockdown</b>	Register all persons entering or leaving the shelter in accordance with the standard registration procedures contained within the Cyclone Shelter Sub Plan.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
	Direct any enquiries to the relevant officer responsible, such as: <ul style="list-style-type: none"> <li>• Code of Conduct, Conditions of Entry enquiries to Security or QPS;</li> <li>• Fire risk related enquiries to QFES;</li> <li>• Health issues / enquiries to QAS;</li> <li>• Enquiries relating vulnerable persons to Welfare Coordinator;</li> </ul>





	<ul style="list-style-type: none"> <li>• Unusual issues / enquiries to CSM.</li> </ul>
	Confirm occupant’s agreement to the Conditions of Entry and Code of Conduct. Security and QPS may be able to assist with this by walking the queue to determine persons ‘eligibility’ ( <i>this could include person/s whose owns homes are well maintained, built after 1982 and out of storm surge area</i> ) and agreement for entering the shelter.
	Regularly update the CSM with number of registered occupants. <i>This is important if numbers likely to exceed the occupancy limit, as an alternative building will need to be established (this can be a timely process).</i>
	Pack up and tidy the registration area when all occupants have been registered and the building goes into lockdown.
	Give all registration paperwork to the CSM or Administration / Communications Officer to keep in a secure location.
	Fill any other positions that may be required to assist other staff in the shelter.
<b>Opening Up/ After Lockdown</b>	Follow direction of CSM.
	Report any visible damage within the cyclone shelter to the CSM.
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures.
	Sign Incident Log Book and notes, and submit to the CSM.
	Participate in Hot Debrief.

**RESOURCES FOR THIS POSITION MAY INCLUDE:**

Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	Registration paperwork and stationary





<b>WELFARE COORDINATOR</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for supporting the welfare of occupants in the Cyclone Shelter.
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position works closely with QAS.
	Position reports internally to Cyclone Shelter Manager (CSM).
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow direction of CSM.
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow direction of CSM.
<b>STAND UP</b>	Follow direction of CSM.
<b>Prior to Reception</b>	Establish welfare areas in conjunction with the Floor Manager.
	Brief CSM on establishment progress and readiness.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Reception/ Lockdown</b>	Follow direction of CSM.
	Work with Registration Officer and staff with reception of occupants.
	Escort special needs individuals to appropriate areas e.g. bedridden and wheelchair bound persons to allocated area for stretchers.
	Escort individuals with assistance animals to appropriate area.
	Maintain regular contact with special needs individuals and individuals with assistance animals to ensure their needs are met (where possible) and they are comfortable.
	Advise QAS Officers of special needs individuals and individuals with assistance animals so that can assist with monitoring their health, safety and wellbeing.
	Provide regular updates to the CSM and QAS on the wellbeing of the shelter occupants.
Provide any support and welfare, and assist with monitoring and managing fatigue levels of shelter staff.	





<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>Reception/ Lockdown</b>	Provide CSM with recommendations to address particular issues relating to the health, safety and wellbeing of occupants and shelter staff.
	Maintain an operations log to record actions, decisions and any incidents that occur within the shelter.
<b>Opening Up/ After Lockdown</b>	Assist CSM with arrangements for release of occupants.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Assist CSM with Stand Down procedures.
	Assist persons transitioning to other assistance centres (e.g. relief and recovery centres).
	Sign Incident Log Book and notes, and submit to the CSM.
	Participate in Hot Debrief.
<b>RESOURCES FOR THIS POSITION MAY INCLUDE:</b>	
Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	Contact details for Welfare Support Services in the Region.





<b>QUEENSLAND POLICE SERVICES OFFICER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for maintaining peace and order.
<b>PERSONNEL</b>	QPS Officers
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position reports internally to Cyclone Shelter Manager (CSM).
	Position reports externally to QPS.
	Collaborates with Security Team.
	Responsible for QPS Officers within shelter.
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow advice from the CSM.
	Monitor situation and advise QPS Officers accordingly, and confirm their availability.
<p><i>All personnel to make preparations for own family and home to be safe and secure. N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow advice from the CSM.
	Advise QPS Officers of move to Lean Forward phase.
	Prepare resources and equipment that may be needed.
<b>STAND UP</b>	Advise QPS Officers of move to Stand Up phase.
<b>Prior to Reception</b>	Participate in briefings conducted by CSM.
	Participate in briefing by QFES on fire and evacuation plan.
	Collaborate with Security on potential issues, risks and mitigation strategies.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Reception/ Lockdown</b>	Participate in briefings conducted by CSM.
	Maintain visual presence to keep peace and order.





	Maintain regular contact with Security Team and CSM.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Opening Up/ After Lockdown</b>	Assist with staggered release of occupants from the shelter.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Sign Incident Log Book and notes, and submit copy (excluding personal information) to the CSM.
	Sign and hand over keys and resources obtained upon arrival.
	Participate in Hot Debrief.

**RESOURCES FOR THIS POSITION MAY INCLUDE:**

Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	





<b>QUEENSLAND AMBULANCE SERVICES OFFICER</b>	
<b>KEY RESPONSIBILITY</b>	Responsible for treating medical needs, emergencies and offering First Aid for occupants.
<b>PERSONNEL</b>	QAS Officers
<b>REPORTING RESPONSIBILITY</b>	Position is a member of the Cyclone Shelter Management Team (CSMT).
	Position reports internally to Cyclone Shelter Manager (CSM).
	Collaborates with Welfare Officer.
	Position reports externally to QAS
	Responsible for QAS Officers within shelter.
<b>ACTIVATION LEVEL</b>	<b>KEY TASKS</b>
<b>ALERT</b>	Follow advice from the CSM.
	Monitor situation and advise QAS Officers accordingly, and confirm their availability.
<p><i>All personnel to make preparations for own family and home to be safe and secure.</i></p> <p><i>N.B. Family members of personnel are welcome in the Cyclone Shelter, however will need to be seated in the general public area and included in registration process (for numbers).</i></p>	
<b>LEAN FORWARD</b>	Follow advice from the CSM.
	Advise QAS Officers of move to Lean Forward phase.
	Prepare resources and equipment needed.
<b>STAND UP</b>	Advise QAS Officers of move to Stand Up phase.
<b>Prior to Reception</b>	Participate in briefings conducted by CSM.
	Participate in briefing by QFES on fire and evacuation plan.
	Establish First Aid (private) area in conjunction with the Floor Manager.
	Collaborate with Welfare Officer on strategies for health, safety and wellbeing of occupants.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Reception/ Lockdown</b>	Participate in briefings conducted by CSM.
	Provide First Aid and medical treatment to occupants as required.





**PPRR DM GUIDELINE – SUPPORT TOOLKIT**

Last Updated: 22 June 2018

	Maintain regular contact with Welfare Officer and CSM.
	Maintain an operations log to record actions, decisions and any incidents that occur including human social, health and safety, and maintenance issues.
<b>Opening Up/ After Lockdown</b>	Organise for any follow up medical treatment for occupants if required.
	Report any visible damage within the Cyclone Shelter to the CSM.
<b>STAND DOWN</b>	Sign Incident Log Book and notes, and submit copy (excluding personal information of patients) to the CSM.
	Sign and hand over keys and resources obtained upon arrival.
	Participate in Hot Debrief.

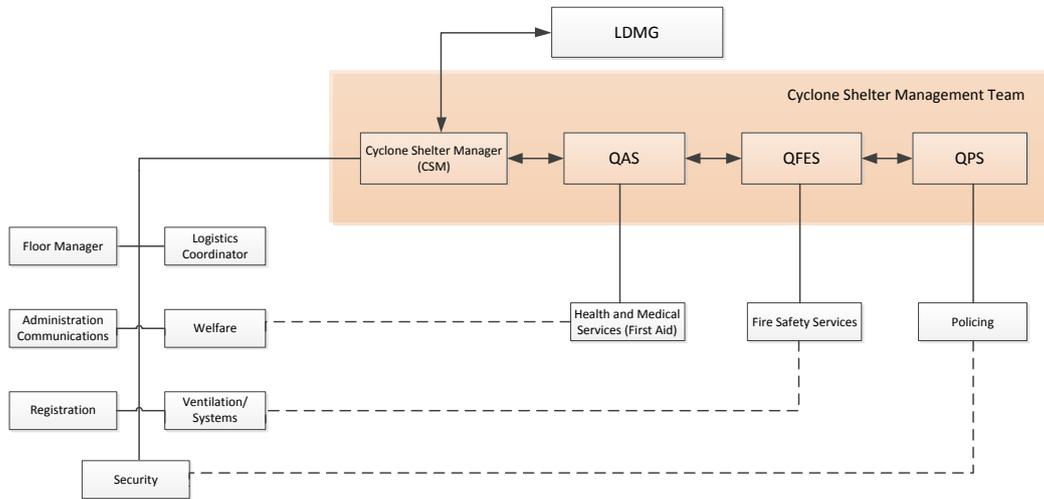
**RESOURCES FOR THIS POSITION MAY INCLUDE:**

Set of shelter barrel bolt keys ( <i>to be signed for</i> )	Shelter Operations Checklist (Appendix 13)
Incident Log Book	Cyclone Shelter Responsibility Organisational Structure (Appendix 2)
Copy of Role Descriptions	Relevant Cyclone Shelter Fire and Evacuation Plan
Electronic and communication equipment	





## Appendix 2: Cyclone Shelter Responsibilities Organisation Structure





## Appendix 3: Cyclone Shelter Code of Conduct

### NAME Cyclone Shelter

Code of Conduct:

Everyone using the Shelter must:

1. Provide the required registrations details to the Shelter staff;
2. Follow the directions of the Shelter staff;
3. **Not use anything that is dangerous or interferes with the health and comfort of yourself and others** (this includes the consumption of alcohol, non-prescription drugs and tobacco / smoking). Non-compliance with this requirement may result in prosecution;
4. Keep calm and quiet. Show respect for others by not shouting, yelling or swearing;
5. Supervise children at all times. Children remain the responsibility of parents or guardians and must be accompanied to the toilets by a parent or guardian;
6. Not deliberately cause damage to the Shelter building, furniture, fittings and fixtures;
7. Wear footwear at all times;
8. Occupy the seat allocated by the Shelter staff and stow personal items under your seat. You are responsible for your own belongings;
9. Keep walkways and emergency exits clear;
10. Stay within the main area of the Shelter and not enter storerooms, kitchens, showers or offices unless permitted by the Shelter staff;
11. Use earphones to listen to battery operated personal electronic devices;
12. Not use electronic devices with the Shelter power outlets, unless approved by the Shelter staff;
13. Maintain cleanliness and dispose of rubbish in the bins provided;
14. Let the Shelter staff know immediately of any medical emergencies, damage done to the Shelter or other problems such as theft.

**Note: Each person entering the Shelter must be given a copy of this Code of Conduct.**





## Appendix 4: Cyclone Shelter Conditions of Entry

### NAME Cyclone Shelter

#### Conditions of Entry:

**Everyone who wants to use the Shelter must agree to the conditions in the Code of Conduct.**

You may be here for up to 18 hours or more. During this time the building will be “locked down” for a period when the cyclone is passing. To ensure the structural integrity of the building and the safety of the occupants during this time, there will be no ability to enter or leave the Shelter.

**Food and refreshments will not be provided for you in the Shelter.**

**If you are unable or unwilling to meet these conditions you will need to find shelter elsewhere, either by leaving the cyclone warning area or staying with family or friends outside the storm tide evacuation zone.**

Shelter occupants who do not follow the Code of Conduct before lockdown may have to leave. Occupants not following the Code of Conduct after lockdown may be prosecuted.

#### PROHIBITED ITEMS

You cannot bring in:

- Alcohol;
- Weapons including knives or similar edged items;
- Non-prescription drugs and associated items; and
- Aerosols (except personal medications such as asthma puffers etc.)

People seeking entry to the Shelter will have to surrender any prohibited items. You and your belongings may be searched by a Queensland Police officer if officers have a reasonable belief that such items have been taken into the Shelter.

Other conditions of entry include the following:

- All personal belongings are to be kept within a backpack or small bag. Anything deemed oversized and / or unnecessary will not be permitted into the Shelter;
- **You need to be self-sufficient and support yourself and your family for the duration of the shelter period** (this includes providing your own refreshments and food, and ensuring you have an adequate supply of your personal medications etc.); and
- You cannot smoke, drink alcohol, cook food or use non-prescription drugs.

**Note: Each person entering the Shelter must be given a copy of this Conditions of Entry.**





## **Appendix 5: Memorandum of Agreement with Asset Owner**

**Note: Example of Standard Memorandum of Agreement with Asset Owner for awareness purposes only.**

**The LDMG should refer to its own agreement for planning purposes**

**To be provided by the Department of Education by 30 June 2018**





## Appendix 6: Queensland Public Cyclone Shelter Locations

A list of public cyclone shelter locations in Queensland is provided on the Department of Housing and Public Works website.

Click here to view this information:

<http://www.hpw.qld.gov.au/construction/projects/cycloneshelters/Pages/default.aspx>





## Appendix 7: Community Awareness Messages

Queensland Fire and Emergency Services (QFES) has compiled the following proposed key topics, talking points and seasonal preparedness campaign media release templates in response to requests from local councils for standardised content on Cyclone Shelters.

The purpose of this resource is to:

- provide consistent primary messages regarding the appropriate public use of Cyclone Shelters as a standard reference for local government and other relevant stakeholders under Queensland's Disaster Management Arrangements when informing and engaging with their local communities.
- provide consistent primary messages that emphasise the hierarchy of available options for persons who choose to evacuate or who are the subject of a directed evacuation in a cyclone or storm tide inundation event.
- position Cyclone Shelters as a sheltering option after:
  - sheltering in place at home or;
  - sheltering with family or friends or in alternative accommodation; or
  - leaving the impact area entirely.
- delineate Cyclone Shelters as a short duration sheltering option during a disaster event and evacuation centres as a post-event resource.
- provide consistent primary messaging that can be contextualised for local application and inform the development of local preparedness communication campaigns, talking points and FAQs content.
- The messages build on foundational information relating to:
- household preparedness information contained in the Get Ready Queensland printed and web-based resources prepared by QFES; and
- the proposed use of Cyclone Shelters prepared by various state and local authorities in recent media releases.

### Rationale

When these same messages are used consistently by agencies, the Disaster Management sector may enhance community understanding of Cyclone Shelters as a resource only in the absence of alternative options.

Community safety messages will remain consistent with the [Evacuation: Responsibilities, Arrangements and Management Manual](#).

### Media release templates

The templates provided are designed as example releases for use in local seasonal preparedness campaigns to support agencies proactively communicating information about the use of Cyclone Shelters in advance of disaster events, so as to mitigate the risk of demand exceeding supply during activation.

**They are not intended as event based media release templates.**





## Public Cyclone Shelters: Public Messaging and Media Templates

Topic	Element	Key points
<p><b>Priority messages</b></p>	<p><b>For all elements</b></p>	<ul style="list-style-type: none"> <li>• People should make an emergency plan before the Cyclone Season about where they can shelter safely, where they can shelter their pets, how they will evacuate and what personal belongings should be packed in case of evacuation.</li> <li>• Having prepared an emergency plan in advance will assist you in deciding as early as possible about where you and your family will shelter during a cyclone, as you will already know your options.</li> <li>• If you have special needs you should consider what support you might need and plan early for someone to help you.</li> <li>• Check with your local council whether you live in an evacuation zone. (LDMG to include relevant phone or web link)</li> <li>• If you live in an evacuation zone, establish an evacuation plan to shelter with friends or family who live in a well maintained home, constructed after 1982, outside the evacuation zone.</li> <li>• If you do not live in an evacuation zone, support family or friends who do, by offering them the option to come and shelter with you in the case of an evacuation order.</li> <li>• People should only evacuate when instructed to. An evacuation order may be issued if lives are at risk from a storm tide inundation event.</li> <li>• The best option for every Queenslanders, when evacuation is not necessary and you have access to a suitable building, is to shelter in place with family and friends.</li> <li>• A Public Cyclone Shelter is the very last option for those residents with no other “shelter in place” options.</li> <li>• A designated Place of Refuge may be opened in communities with no Public Cyclone Shelter, or when a Public Cyclone Shelter is full.</li> <li>• A designated Place of Refuge is the very last option for those residents with no other “shelter in place” option.</li> <li>• Only very limited places are available in a Public Cyclone Shelter (/designated Place of Refuge) and these places will be prioritized by local authorities.</li> <li>• It is most likely that the majority of residents will not be able to access the Public Cyclone Shelter (/designated Place of Refuge) and need to plan and make alternative arrangements early in the Cyclone Season.</li> </ul>





Topic	Element	Key points
		<ul style="list-style-type: none"> <li>Plan now so you can act early. Identify friends and relatives to shelter with or plan to completely leave the cyclone warning area.</li> </ul>
<b>Public Cyclone Shelters</b>	What is a Public Cyclone Shelter?	<ul style="list-style-type: none"> <li>A Public Cyclone Shelter is a building specifically located, designed and built to provide protection to occupants from the effects of the most severe tropical cyclones (Category 5).</li> </ul>
	What is the purpose of a Public Cyclone Shelter?  <i>LDMG planning for storm tide evacuation and Public Cyclone Shelter/Place of Refuge operations need to identify priority residents.</i>	<ul style="list-style-type: none"> <li>To provide a safe temporary accommodation / sheltering option for residents that are required to leave their home in preparedness for a severe cyclone.</li> <li>For residents with absolutely no other “shelter in place” options.</li> <li>People evacuated from potential storm tide inundation areas, with no alternative safer accommodation and who are unable to leave the cyclone warning area will present the greatest need occupation within Public Cyclone Shelters.</li> <li>A Public Cyclone Shelter located in a specific suburb is not necessarily intended for residents in the immediate local suburb. In many cases the Public Cyclone Shelter is intended as a temporary accommodation/ shelter options for residents required to evacuate from areas / suburbs located elsewhere, who have no other sheltering option.</li> <li>Public Cyclone Shelters are located outside local evacuation zones and will be prioritised for use by residents evacuating from storm tide inundation areas.</li> </ul>
	Limitations of Public Cyclone Shelters	<ul style="list-style-type: none"> <li>Not all communities will have Public Cyclone Shelters.</li> <li>There is limited capacity in Public Cyclone Shelters and these facilities cannot provide shelter to everyone in a community.</li> <li>Local authorities will prioritise the limited places within Public Cyclone Shelters and residents are strongly urged to make alternative arrangements early in the cyclone season, to either shelter with family or friends or to leave the cyclone warning area.</li> <li>People with no alternative safer accommodation options and who are unable to leave the cyclone warning area will have priority for use of a Public Cyclone Shelter.</li> <li>Residents that live in a well maintained home, constructed after 1982, located outside evacuation zones can shelter in place and do not need to evacuate to / use a Public Cyclone Shelter. To do so would prevent those residents that have no other sheltering option from using the Public Cyclone Shelter.</li> <li>Public Cyclone Shelters may not permit pets. Residents with pets will need to confirm if pets are permitted or identify other arrangements for sheltering their pets prior to cyclone season.</li> </ul>





Topic	Element	Key points
		<ul style="list-style-type: none"> <li>Public Cyclone Shelters will be used to accommodate as many people as is possible in the available space. People will need to be seated in a chair and will not be able to lie or sit on a mattress or stretcher. Public Cyclone Shelters do not have enough space for bedding.</li> <li>The capacity of a Public Cyclone Shelter is based on an allowance of 1.2m<sup>2</sup> per person. This is about the same size as a dining chair. People will only be able to have limited personal goods – enough to fit in a small backpack that can be stored under a chair.</li> <li>Public Cyclone Shelters are not suitable as evacuation centres or recovery centres.</li> </ul>
	<p>You would be more comfortable sheltering at home or at someone else’s home or a distant motel.</p>	<ul style="list-style-type: none"> <li>The best option for every Queenslanders, when evacuation is not necessary and you have access to a safe and secure building, is to shelter in place with family and friends.</li> <li>You will be more comfortable sheltering at home or at someone else’s home or a distant motel.</li> <li>Public Cyclone Shelters are cramped, crowded, noisy, potentially short of coordination officials and you and your family will have little or no privacy.</li> <li>People will need to be seated in a chair and will not be able to lie or sit on a mattress or stretcher. Older adults and children are unlikely to be able to fall asleep in a shelter.</li> <li>People going into a Public Cyclone Shelter can only take what they can store in a bag under a chair. This may only include personal medication, essential food and water, identification papers and essential personal items (Please note that no smoking will be permitted within the Public Cyclone Shelter).</li> <li>People may be in a Public Cyclone Shelter for up to 18 hours or more. During this time the shelter will be “locked down” for a period when the cyclone is passing. During this lock down period, wind speeds outside will be exceeding 100 km/hr and no one will be allowed/permitted to leave or enter the building.</li> </ul>
	<p>What if you have special needs?</p>	<ul style="list-style-type: none"> <li>Public Cyclone Shelters will contain essential amenities (toilets and drinking water) and be disability friendly.</li> <li>However, Public Cyclone Shelters will not sufficiently cater for people with special needs or specific medical needs.</li> <li>If you have special needs, you need to make alternative arrangements with your carer before the Cyclone Season commences.</li> <li>Your daily care, medical or nursing assistance cannot be provided in a Public Cyclone Shelter.</li> <li>If you rely on an Assistance Animal (e.g. Guide Dog) you will be allowed to bring it into the Cyclone Shelter. You will need to provide food and water for your Assistance Animal.</li> </ul>





Topic	Element	Key points
	<p>Public Cyclone Shelter operations</p> <p><i>Local authorities are to specify further detail regarding transport arrangements to the shelter, access to phones, wi fi, heating facilities for baby’s bottles, secure refrigeration for medications etc. This will depend on LDMG planning around resourcing and supporting shelter operations.</i></p>	<ul style="list-style-type: none"> <li>• The opening of Public Cyclone Shelters will be announced by the local government disaster management authorities, most likely the local Mayor.</li> <li>• A police, emergency services, or council officer may be in control of the Public Cyclone Shelter. Volunteer support organisations may not be in attendance.</li> <li>• You will need to bring your own emergency food / snacks, water, medicines and personal items (to last 48 hours). You will not be able to cook food within a Public Cyclone Shelter.</li> <li>• People going into a Public Cyclone Shelter can only take what they can store in a bag under a chair. This may only include personal medication, essential food and water, identification papers and essential personal items.</li> <li>• You will be required to provide personal information as a registration requirement upon entry to a Public Cyclone Shelter.</li> <li>• Only limited emergency water supplies will be available in a Public Cyclone Shelter.</li> <li>• Public Cyclone Shelters have emergency power and lighting.</li> <li>• You will need to make your own arrangements to get to a Public Cyclone Shelter and there is likely to be limited parking available. Local disaster management arrangements may include plans for public transportation of people to Public Cyclone Shelters. You will need to determine how you will get there; contact your council if you have any questions.</li> </ul>
<p><b>Place of Refuge</b></p>	<p>What is a Place of Refuge?</p> <p><i>LDMG planning for storm tide evacuation and Public Cyclone Shelter/ Place of Refuge operations need to identify priority residents.</i></p>	<ul style="list-style-type: none"> <li>• A Place of Refuge is not specifically designed as a cyclone shelter but is a solid engineered building that may provide a level of protection from the effects of the cyclone as it passes.</li> <li>• Where the capacity of a Public Cyclone Shelter is exceeded, then a designated Place of Refuge may be the safest available option if you have to evacuate your home and are unable to stay with family or friends.</li> <li>• A designated Place of Refuge building will be solidly built and located outside storm tide inundation areas and evacuation zones.</li> </ul>





Topic	Element	Key points
	<p>Place of Refuge operations</p> <p><i>Local authorities are to specify further detail regarding transport arrangements to the shelter, access to phones, wi fi, heating facilities for baby’s bottles, secure refrigeration for medications etc. This will depend on LDMG planning around resourcing and supporting the shelter operations.</i></p>	<ul style="list-style-type: none"> <li>• The location and opening of a Place of Refuge will be announced by the local government disaster management authorities, most likely the local Mayor.</li> <li>• You will need to consider the following when deciding to use a Place of Refuge:                             <ul style="list-style-type: none"> <li>○ Police, emergency service or coordinating personnel may not be in attendance. Volunteer support organisations may not be in attendance</li> <li>○ Large numbers of people may be present if it is a large facility</li> <li>○ Places of Refuge may not permit pets. Residents with pets will need to confirm if pets are permitted or identify other arrangements for sheltering their pets. Assistance Animals (e.g. Guide Dogs) are allowed in a Place of Refuge.</li> <li>○ Only basic amenities will be available and emergency lighting may be limited to battery powered lanterns or torches.</li> <li>○ You can only take what you can store in a bag under a chair. This may only include personal medication, essential food/ snacks, water (to last 48 hours), identification papers and essential personal items. You will not be able to cook food within a Place of Refuge</li> <li>○ You will be required to provide personal information as a registration requirement upon entry to a Place of Refuge</li> </ul> </li> </ul>
<p><b>Evacuation Centre</b></p>	<p>What is an Evacuation Centre?</p> <p><i>Local authorities are to specify further detail regarding centre locations, access to phones, wi fi, heating facilities for baby’s bottles, secure refrigeration for medications etc. How long people can stay and what they need to bring with them. This will depend on LDMG planning around resourcing and supporting evacuation centre operations.</i></p>	<ul style="list-style-type: none"> <li>• An Evacuation Centre may be established by a local government disaster management authority to provide short term accommodation (up to three weeks) for people that cannot return to their home (due to damage to or the destruction of their home). These centres are set up in an existing building, located outside of the hazard zone or can be located in another nearby town</li> <li>• The location and opening of Evacuation Centres will be announced by the local government disaster management authorities, most likely the local Mayor.</li> <li>• Evacuation Centres may not permit pets. Residents with pets will need to confirm if pets are permitted or identify other arrangements for sheltering their pets. Assistance Animals (e.g. Guide Dogs) are allowed in Evacuation Centres.</li> <li>• A range of organisations will be available to provide relief, support services and supervision.</li> <li>• Volunteer support organisations are usually in attendance (to provide catering and support services).</li> </ul>





Topic	Element	Key points
<b>Recovery Centre</b>	What is a Recovery Centre?	<ul style="list-style-type: none"> <li>• A Recovery Centre provides recovery services for affected people after an event. For example access to financial assistance, personal support services etc.</li> <li>• A range of agencies will provide recovery services at a recovery centre (these agencies may include the Department of Communities Child Safety and Disability Services, Australian Red Cross, Community Organisations, Centrelink and Queensland Health).</li> <li>• Agency support services and supervision is provided.</li> <li>• The location and opening of a Recovery Centre will be announced by the local government disaster management authorities, most likely the local Mayor.</li> <li>• A Recovery Centre may be located within an Evacuation Centre if there are no other suitable buildings.</li> </ul>
<b>Shelter in place building</b>	What is a shelter in place building?	<ul style="list-style-type: none"> <li>• A Shelter in Place Building is any building, such as a well maintained residential home, that may be able to withstand the effects of a cyclone and which is located outside storm tide inundation and evacuation zones.</li> <li>• In 1982 changes were introduced to the design of buildings to withstand wind events such as cyclones (insert areas of Queensland where this standard applies). A well-constructed and maintained residential house built after 1982* is designed to withstand wind speeds of up to 250 km/hr, which occur in Category 4 tropical cyclones.</li> <li>• Buildings constructed after 1982 that are located outside local evacuation zones provide safer accommodation options for residents, family and friends before, during and after a cyclone event.</li> <li>• Residents should utilise smaller internal rooms or external rooms with the least amount of glass (windows and skylights) to shelter in place during a cyclone. Rooms with external roller or tilt up garage doors should be avoided.</li> <li>• Information on retrofitting your home for cyclone and storm: <a href="https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view">Is Your House Prepared for Cyclones and Storms</a> (link to: <a href="https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view">https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view</a>).</li> </ul>





Topic	Element	Key points
<p><b>Dangers of tropical cyclones</b></p>	<p>Tropical Cyclone</p>	<ul style="list-style-type: none"> <li>• Severe tropical cyclones are intense low-pressure systems that form over warm tropical waters.</li> <li>• Winds in a severe tropical cyclone travel in a clockwise direction around the centre and can reach speeds over 280 km/h.</li> <li>• The severe winds can extend for hundreds of kilometres from the calm ‘eye’ or centre of the tropical cyclone.</li> <li>• More information on Categories of severe tropical cyclones and associated wind speed is available from <a href="http://www.bom.gov.au">www.bom.gov.au</a>.</li> </ul>
	<p>Storm tide</p>	<ul style="list-style-type: none"> <li>• The most destructive and dangerous hazard associated with severe tropical cyclones is the local rise in sea-level known as ‘storm surge’, which can cause inundation and flooding of low-lying coastal areas.</li> <li>• Storm surge is generated by the low atmospheric pressure and gale force onshore winds experienced during a severe tropical cyclone. As a cyclone approaches the coast, this mound of seawater is pushed on to shore and can appear as a rapid rise in sea level, up to several metres high, at least 50 km wide and can last up to several hours.</li> <li>• The combination of storm surge and normal ocean tide (or astronomical tide) is known as a ‘storm tide’.</li> <li>• The worst impacts can occur when a storm surge coincides with a high tide. When this happens, the storm tide can reach areas that might otherwise have been safe from inundation.</li> <li>• The action of waves and erosion accompanying the storm tide can be very destructive along exposed beach zones.</li> <li>• If you live in a low-lying tropical or sub-tropical coastal area, you could be at risk from storm tide inundation.</li> <li>• Before the Cyclone Season, check with your local council whether you live in an evacuation zone and if you do, establish an evacuation plan for yourself and your family to shelter with friends or family who live in a safer place (outside the evacuation zones).</li> <li>• Storm tide can damage and destroy buildings, cut off evacuation routes and cause injuries and fatalities. You put yourself and your family at great risk from a storm tide threat if you do not evacuate when requested to.</li> </ul>





Topic	Element	Key points
	Destructive winds and heavy rainfall	<ul style="list-style-type: none"> <li>• Severe wind gusts can damage houses, buildings, sheds and structures (power poles and signs), marinas, vessels and trees.</li> <li>• Windborne debris from damaged vegetation, damaged buildings, structures and unsecured material around homes, commercial, industrial and construction premises can become dangerous wind driven missiles increasing damage to buildings and threatening life. Such debris can cut off evacuation and access routes.</li> <li>• Heavy rainfall associated with severe tropical cyclones can produce extensive flooding, landslides and mudslides which can cause property damage, increase the risk of drowning and cut road access.</li> </ul>
<b>Stay informed</b>	Conditions can change quickly	<ul style="list-style-type: none"> <li>• Residents need to keep informed about the situation through local radio, television, internet and official/credible social media sites.</li> <li>• Emergency situations like approaching cyclones with flooding rains can quickly get worse and conditions can change.</li> <li>• Warnings about future situations can change quickly.</li> <li>• Police and emergency services may need to commence evacuations at short notice in areas that will be at risk from storm tide inundation or flooding.</li> <li>• If you are instructed to evacuate, you will need to be prepared to leave as early as possible.</li> <li>• Act quickly on the advice provided by authorities, ensure all householders are aware of the warnings and advice provided, check on neighbours and friends who may have special needs. Activate your emergency plan, locate your emergency kit and activate your emergency evacuation plans if required.</li> </ul>
	How to stay informed.	<p>Use credible radio, web and social media sites to access accurate and current information:</p> <ul style="list-style-type: none"> <li>• The Bureau of Meteorology Website <a href="http://www.bom.gov.au">www.bom.gov.au</a> ;</li> <li>• QLD Tropical Cyclone Warnings – 1300 659 212 ;</li> <li>• QLD Disaster Management Website <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a> ;</li> <li>• QLD Alert <a href="http://www.qldalert.com">www.qldalert.com</a> ;</li> <li>• 131940 Road Conditions <a href="http://www.131940.qld.gov.au">www.131940.qld.gov.au</a></li> <li>• <a href="https://www.facebook.com/QldSES">www.facebook.com/QldSES</a></li> <li>• <a href="https://www.twitter.com/QldSES">www.twitter.com/QldSES</a></li> <li>• <a href="https://www.facebook.com/QueenslandPolice">www.facebook.com/QueenslandPolice</a></li> </ul>





Topic	Element	Key points
		<ul style="list-style-type: none"> <li>• Local council website <a href="http://www.qldcouncils.com.au">www.qldcouncils.com.au</a> ;</li> <li>• Local council phone number and social media sites.</li> <li>• Local radio stations.</li> </ul>
<p><b>Preparing for tropical cyclone and storm tide evacuation</b></p>	<p>Priority messages</p>	<p>Severe Tropical cyclones have the potential to cause isolation and interrupt essential services such as power, water and communications and can cause inundation and flooding of low-lying coastal areas;</p> <ul style="list-style-type: none"> <li>• It's critical to you and your family that you have thought about their safety before a tropical cyclone comes to your area.</li> <li>• You need to have prepared an emergency plan so you can make a decision as early as possible about where you and your family will shelter during a cyclone.</li> <li>• You will need to be prepared to look after yourself and your family. In the initial stages leading up to a tropical cyclone, it is likely emergency services would be engaged in essential disaster management tasks and assisting residents who may not be capable of evacuating themselves. SES crews will also be working on many urgent requests;</li> <li>• Able-bodied members of the community will need to take on the responsibility of taking care of themselves and their families if they're required to evacuate to a predetermined safer location;</li> <li>• If you are prepared before a cyclone the impact on your families' well-being will be less severe and you will be able to resume your usual activities much sooner.</li> </ul>
	<p>Do you live in an area that may need to be evacuated?</p>	<ul style="list-style-type: none"> <li>• Your local council has identified areas that may be affected by storm tide and flooding.</li> <li>• Check with your local council whether you live in an evacuation zone. (LDMG to include relevant phone or web link)</li> <li>• If you do live in an evacuation zone, make plans at the beginning of the cyclone season (tropical cyclone season runs from November to April) for how, when and where you will evacuate to a safer place.</li> <li>• Options could include pre-arranging to shelter in place with family, friends or colleagues that live in a well maintained home in an area outside the evacuation zone, or arranging to leave the cyclone warning area completely.</li> <li>• You will need to plan to leave as early as possible to avoid potential heavy traffic and/or flooding.</li> <li>• You should be ready to evacuate quickly if you live in an evacuation zone. Preparing an evacuation kit and an evacuation plan and checklist in advance will save time and stress and guide you through the essential tasks.</li> </ul>





Topic	Element	Key points
		<ul style="list-style-type: none"> <li>Recommended evacuation kit items include: change of clothes, sleeping items, valuables, photos, essential medications, important documents in sealed bags (such as personal identification, bank, insurance and health details), toiletry and sanitary supplies, any current prescriptions, books and games, extra money (cash) and mobile phone (with charger). (Include essential items for babies, children, the elderly and those with special needs if required)</li> </ul>
	<p>Do you live in an old home, not in the best condition, or a caravan or temporary dwelling?</p>	<ul style="list-style-type: none"> <li>If you do not live in an evacuation zone, but live in an older home (built before 1982*) that is not in the best condition, or you live in a caravan or temporary dwelling, it may be safer seek alternative shelter with family, friends, neighbours or colleagues that live nearby in a home constructed after 1982.</li> <li>If you live in a caravan or a relocatable dwelling, you could plan to temporarily relocate to an area outside the cyclone warning area</li> <li>If you are a visitor staying in a caravan or a relocatable dwelling, you should plan to temporarily relocate to an area completely outside the cyclone warning area.</li> </ul>
	<p>Do you live alone or have special needs (or care for a person with a disability or special needs)?</p>	<ul style="list-style-type: none"> <li>If you do not live in an evacuation zone, but you live alone or have special needs, it may be safer for you to seek alternative shelter with family, friends, neighbours or colleagues that live nearby in a home constructed after 1982;</li> <li>If you care for a person with a disability or special needs, determine if the person resides in an evacuation zone and consider how their needs can be catered for in the event that evacuation is necessary.</li> <li>If you care for a person with a disability or special needs and they do not live in an evacuation zone, consider how their needs can be catered for if they are to shelter in place during a cyclone. It may be safer for them to shelter in place with family, friends, neighbours or their carer.</li> <li>(further information for people with special needs – <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>)</li> </ul>
	<p>If you may need to evacuate due to any of the above conditions, ensure you follow these steps to prepare:</p>	<ul style="list-style-type: none"> <li>Discuss possible scenarios and responses with your household to consider: What would you all do in the event of a cyclone and predicted storm tide inundation? Plan where you will go, how you will get there (include a number of evacuation routes in case access roads are cut), what will you need to take with you and make arrangements for your pets.</li> <li>Record all of these details as well as information about your emergency contacts, emergency meeting places, evacuation destinations and all tasks required prior to evacuating occurs? How will you stay in contact?</li> <li>Ensure everyone is prepared;</li> <li>Practice your evacuation plan every three months to ensure the family knows what to do and display the plan in a visible location in the home for everyone to see;</li> </ul>





Topic	Element	Key points
		<ul style="list-style-type: none"> <li>Plan to have your vehicle fully fuelled and evacuation kit packed (include enough cash to cover essentials);</li> <li>Print out a copy of the Household Emergency Plan and checklist at <a href="http://www.disaster.qld.gov.au/getready/">www.disaster.qld.gov.au/getready/</a>.</li> </ul>
<p><b>Shelter in place</b></p>	<p>Priority message</p>	<ul style="list-style-type: none"> <li><b>The best option for every Queenslanders, when evacuation is not necessary and you have access to a suitable building, is to shelter in place.</b></li> </ul>
	<p>If you:</p> <ul style="list-style-type: none"> <li>- live in secure accommodation outside a storm tide inundation area or evacuation zone,</li> <li>- do not have any special needs, and</li> <li>- do not live alone</li> </ul> <p>Then you need to prepare to shelter in place by following these general preparedness steps</p>	<ul style="list-style-type: none"> <li>Staying where you are in your home (or sheltering in place) is normally the best option, provided you don't live alone or have special needs and your home is solid and well-built or has been constructed after 1982 and is in good condition (to withstand gale force winds).</li> <li>If evacuation is not necessary for storm tide, and your home provides a safe environment during a tropical cyclone or emergency situation, then it is best to stay and shelter in place in your home.</li> <li>You can keep your pets with you in your own home.</li> </ul> <p>Preparing to shelter in place:</p> <ul style="list-style-type: none"> <li><a href="https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view">Is Your House Prepared for Cyclones and Storms</a> (link to: <a href="https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view">https://www.jcu.edu.au/cts/community-education/is-your-house-prepared-for-a-cyclone/view</a>).</li> <li>Discuss possible scenarios and responses with your household to consider: What would you all do in the event of a tropical cyclone? Which is the strongest room in your home to shelter in during a cyclone? What household preparation is required leading up to a tropical cyclone? (secure outdoor furniture and garden items, fill buckets and bath with clean water, close windows with shutters or tape windows with strong tape and draw curtains, unplug appliances, bring family into strongest room, shelter well clear of windows, doors and skylights, stay tuned into warnings)</li> <li>Record all of these details as well as information about your emergency contacts and all tasks required prior to a cyclone on your household emergency plan.</li> <li>Use your plan as a checklist for final preparations, include information: to identify which outdoor items needs to be brought inside and those which need to be secured outdoors; to ensure all dead branches are removed from trees and make them more wind resistant by strategically removing branches so the wind can pass through; how to close windows, sliding doors and board them up (or fix shutters); to strengthen garage doors and remove outdoor antennas; to remove widow and door screens and store them inside; to remove roof turbines and install covers over the hole (fixed with screws), if they cannot be removed, cover the turbine with plastic and tie down securely (remember not to cover plumbing vent stacks as these allow gases to escape); to</li> </ul>





Topic	Element	Key points
		<p>wrap air conditions units in plastic; turn off electricity to pool pumps and filter motors and remove or cover in plastic; to cut electricity to pool lights.</p> <ul style="list-style-type: none"> <li>• Ensure everyone is prepared by knowing what to do to prepare, where to shelter and how to tune into warnings and updates.</li> <li>• Prepare an emergency kit with essential items for your family to sustain you for at least three days (food and water, first aid kit, battery operated radio, torch, spare batteries, essential medication and prescriptions, mobile phone, important documents and cash in water proof bags and toiletry supplies)</li> <li>• Practice your emergency plan every three months to ensure the family knows what to do and display the plan in a visible location in the home for everyone to see;</li> <li>• Print out copies of the Household Emergency Plan and Emergency Kit checklists at <a href="http://www.disaster.qld.gov.au/getready/">www.disaster.qld.gov.au/getready/</a>.</li> </ul>
	<p>What to do when sheltering in place during a cyclone</p>	<ul style="list-style-type: none"> <li>• In the event of a tropical cyclone warning, unplug all appliances and turn off the mains power supply (and any solar panels), activate your Emergency Plan and locate your Emergency Kit; bring your family to the strongest part of the house clear of windows, doors and skylights and if the building starts to break up, seek shelter under a strong table or bench or under a heavy mattress;</li> <li>• It is important to stay indoors until you have received official advice the cyclone had passed. Some people mistakenly venture outdoors during the eye of a cyclone, believing that the cyclone has passed;</li> <li>• The Bureau will issue a cyclone watch message when gales or stronger winds associated with a cyclone are expected in your area within 24- 48 hours;</li> <li>• The Bureau will issue a cyclone warning message when the cyclone is 24 hours from making landfall;</li> <li>• QFES has prepared a checklist for use in the event a Cyclone Warning is issued, which is available at <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></li> </ul>





## Appendix 8: Draft Media Release Template 1 – Public Cyclone Shelter “A Last Resort”

(based on Cairns City Council release 28 September 2012 in [Port Douglas News](#))

### MEDIA ALERT

Issued: <Day, date, month, year>

### TEMPLATE ONLY

#### <Insert location> Public Cyclone Shelter “a last resort”

The <insert location> Public Cyclone Shelter will be the last option for people seeking safety from a severe weather event. The shelters’ purpose is to provide protection from the effects of a cyclone to people evacuated from potential storm tide inundation areas and those with no other shelter option.

<insert title and name of local official> said that residents will be encouraged to exhaust other options for respite before turning to the shelter.

“When a natural disaster threatens, residents will initially be encouraged to make their preparations and determine whether they will evacuate their homes. If you are going to leave, then go early” Mr/Ms <local official surname name> said.

“At this point, residents should act in accordance with their own evacuation plans and access accommodation outside of local evacuation zones with friends, family, neighbours or colleagues who live in secure accommodation located in an area not at risk from storm surge inundation.

He/She said residents with no other options for safe accommodation will be advised when the Public Cyclone Shelter and any other designated Place of Refuge will be accessible.

“Activation of Public Cyclone Shelters and Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to go.

Mr/Ms <insert surname> said Council’s evacuation <framework / plan> is based on “self-evacuation” and encouraged residents to check whether they live in an evacuation zone, through Councils’ <insert storm tide evacuation guide link/ storm tide evacuation maps link>.

“A Public Cyclone Shelter and buildings identified as a Place of Refuge should be considered a place of last resort. We are reinforcing the message that an evacuation order may be issued if lives are at risk from storm tide inundation. People who wish to evacuate voluntarily, should do so well before the predicted time of impact or when instructed to by authorities.

“It should be remembered that a Public Cyclone Shelter or a designated Place of Refuge is intended as a short term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else’s home located in an area outside local evacuation zones.

**For media enquiries contact <insert council name> media team on <insert phone number>**





## Appendix 9: Draft Media Release Template 2 – Public Cyclone Shelter “Friends in Safer Places”

### MEDIA ALERT

Issued: <Day, date, month, year>

#### TEMPLATE ONLY

#### Call on friends in safer places when preparing for cyclone season

This cyclone season, residents living in the low lying coastal areas of <insert location> are urged to call on their friends or family members who live in safer places for shelter, in case they need to evacuate.

<insert title and name of local official> said that the risk of storm surge is the most dangerous hazard associated with cyclones and can cause flooding of low-lying coastal areas. When combined with a high tide, the results can be particularly devastating.

“For residents located in evacuation zones, pre-arranging safer accommodation is the best option, and will enable your immediate action in the case of an evacuation order being issued for storm surge threat. Options could include sheltering with family, friends or colleagues that live in secure accommodation located outside the evacuation zones.

Mr/Ms <insert surname> encouraged residents to visit the council website to check whether they live in an evacuation zone.

If you do live in an evacuation zone, establish an evacuation plan for yourself and your family to shelter with friends or family located in safer places. If you don't live in an evacuation zone, you can support your family or friends who do, by offering them the option to come and shelter with you in the case of an evacuation order.

The <insert location> Public Cyclone Shelters and buildings identified as a Place of Refuge will be the last option for people seeking safety from a severe weather event. The purposes of these centres are to provide protection from the effects of a cyclone to people evacuated from potential storm tide inundation areas and those with no other shelter option.

He/She said residents with no other options for safe accommodation will be advised when the Public Cyclone Shelter and any designated Place of Refuge will be accessible.

“Activation of Public Cyclone Shelters and other designated Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to go.

Mr/Ms <insert surname> said Council's evacuation <framework / plan> is based on “self-evacuation” and encouraged residents to check whether they live in an evacuation zone, through Councils' <insert storm tide evacuation guide link/ storm tide evacuation maps link>.

“It should be remembered that a Public Cyclone Shelter or a designated Place of Refuge are intended as a short term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else's home.

For media enquiries contact <insert council name> media team on <insert phone number>





## Appendix 10: Draft Media Release Template 3 – Public Cyclone Shelter “Shelter in Place” (When No Storm Tide Threat)

### MEDIA ALERT

Issued: <Day, date, month, year>

### TEMPLATE ONLY

#### Public Cyclone Shelter is for those with no other “shelter in place” option

The <insert location> Public Cyclone Shelter will be the last option for people seeking safety from a severe weather event.

<insert title and name of local official> said residents will be encouraged to exhaust other options for respite before turning to the shelter. This will enable <insert local authority> to use the Public Cyclone Shelter to provide a safe option for those residents with nowhere else to go.

“If there is no threat of storm tide inundation, residents will be asked/instructed to shelter in place, in their own home. As part of their seasonal preparations, residents that live alone, have special needs or reside in temporary dwellings such as caravans, are encouraged to plan now for safer sheltering options.

“Asking in advance if you can shelter with family, friends, colleagues or neighbours who live in secure accommodation, will save you stress and time when a cyclone threatens, as you will already know your options” Mr/Ms <local official surname name> said

When a cyclone threatens, residents will initially be encouraged to make their preparations and determine whether they will shelter in place in their home or leave to shelter with others in more secure accommodation. If you are going to leave, then go early” Mr/Ms <local official surname name> said.

“Residents with no other options for safe accommodation will be advised when the Public Cyclone Shelter will be accessible.

“Activation of Public Cyclone Shelters and other designated Places of Refuge will be made known via media and other sources at the time when the threat becomes imminent and all such centres should be treated as a last resort when there is nowhere else to shelter in place.

Mr/Ms <insert surname> said Council’s disaster management plan <framework / plan> identifies that residents should “shelter in place” when there is no threat of storm tide inundation.

“It should be remembered that a Public Cyclone Shelter or a designated Place of Refuge is intended as a short term shelter option with very basic amenities and facilities. You will be much more comfortable sheltering at home or at someone else’s home.

**For media enquiries contact <insert council name> media team on <insert phone number>**





## Appendix 11: Evacuee Registration Form (example)

### Cyclone Shelter

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 third parties.

Contact Details:				
Family name/s: If all same surname, do not repeat.	Given name/s:	Date of birth:	Gender: M/F	Nationality:
*Please provide at least one contact number or an email address:				
Phone: (Include area code)				
Mobile:				
Email address:				
Address Details:				
Unit number:				
Street Number:				
Street:				
Town/Suburb:				
State:				
Postcode:				
Country:				
Current Status:				
How will you make contact with family/friends? (Optional)				
What are you going to do next? (Optional)				
Additional Details:				
e.g. Medical conditions (optional)				
e.g. Special needs e.g. medicinal storage, mobility etc. (optional)				





## Appendix 12: Checklist for ‘Incoming’ Cyclone Shelter Manager (example)

Incoming Cyclone Shelter Manager Checklist		Yes	No
<b>BUILDING</b>	Have you received a copy of the LDMG SOP's in relation to the local cyclone shelter?		
	Completed visual inspection of shelter to confirm safety and general state of readiness?		
	Completed shelter operations checklist (refer Appendix 13 Shelter Operations Checklist)? Note: Identified issues to be reported immediately to LDMG		
	Are there site specific building differences or variations at this shelter (if yes), complete briefing of system differences. Note: May include familiarisation with the following: <ul style="list-style-type: none"> <li>• Door and window bolt locks?</li> <li>• Ventilation system?</li> <li>• Fire system?</li> <li>• Water tank and pump operation?</li> <li>• Generator operation?</li> <li>• Gas system operation?</li> </ul>		
	Have you received a situational report that includes; <ul style="list-style-type: none"> <li>• Number of Evacuees?</li> <li>• Evacuees with special/additional needs?</li> <li>• Cultural/Community needs?</li> </ul> Note: Refer to LDMG SOP's for clarification		
<b>STAFF</b>	Completed induction with CSMT Roles: <ul style="list-style-type: none"> <li>• Have you discussed with staff members their skills, abilities and experience in the operation of a cyclone shelter?</li> <li>• Does the number of management staff align with the number of staff needed to operate the shelter?</li> <li>• Has the management staffs been allocated their role description, functions and actions of that position?</li> <li>• Have the staff been briefed and have access to the LDMG SOP's for cyclone shelters?</li> </ul> Rosters: <ul style="list-style-type: none"> <li>• Have the staff been briefed on shift and break arrangements?</li> <li>• Is there a covering shift arrangement during breaks?</li> </ul> Safety procedures: <ul style="list-style-type: none"> <li>• Have the staff been briefed on the Code of Conduct, Shelter rules and Conditions of Entry?</li> <li>• Fire?</li> <li>• Medical Emergency?</li> <li>• Evacuation?</li> <li>• Public Disturbance?</li> <li>• Power Failure?</li> </ul>		
	Conduct situation brief with CSMT factual information on the hazard: <ul style="list-style-type: none"> <li>• Forecast?</li> <li>• Predictions?</li> <li>• Timings?</li> <li>• Updates?</li> </ul>		





<b>EVACUEES</b>	<p>Conduct shelter brief: Emergency procedures (if required), to include:</p> <ul style="list-style-type: none"> <li>• Fire?</li> <li>• Medical Emergency?</li> <li>• Evacuation?</li> <li>• Public Disturbance?</li> <li>• Power Failure?</li> <li>• Code of Conduct?</li> <li>• Conditions of Entry?</li> </ul> <p>Current situation brief:</p> <ul style="list-style-type: none"> <li>• Forecast?</li> <li>• Predications?</li> <li>• Timings?</li> <li>• Updates?</li> </ul>		
<b>COMMUNICATIONS</b>	<p>Confirm the local communication procedures and systems are in place:</p> <ul style="list-style-type: none"> <li>• Reporting lines through LDMG/LDCC/LDC are open?</li> <li>• Key contacts list provided?</li> <li>• Communications checks conducted on landline/mobile/satellite phone/radio?</li> <li>• Radio frequencies lists provided?</li> </ul> <p>Note: To be conducted with Communications Officer</p>		
<b>COMMUNICATIONS</b>	<p>Are the Communication procedures and systems in place for:</p> <ul style="list-style-type: none"> <li>• Evacuee briefings?</li> <li>• Public information?</li> </ul> <p>Note: To be conducted with Communications Officer</p>		
<b>COMMUNICATIONS</b>	<p>Are there local council arrangements/templates for key messages:</p> <ul style="list-style-type: none"> <li>• Shelter messaging arrangements in place and activated?</li> <li>• Reception messaging arrangements in place and activated?</li> <li>• Lockdown messaging arrangements in place and activated?</li> <li>• Opening up messaging arrangements in place and activated?</li> </ul> <p>Note: To be conducted with Communications Officer</p>		
<b>COMMUNICATIONS</b>	<p><b>What</b> are the requested local reporting timeframes:</p> <ul style="list-style-type: none"> <li>• Local arrangement requirements provided?</li> <li>• Sit rep templates provided?</li> </ul> <p>Note: To be conducted with Communications Officer</p>		
<b>LOGISTICS</b>	<p>Is there enough food and water for CSMT in place:</p> <ul style="list-style-type: none"> <li>• Minimum 4 litres water per person per day?</li> <li>• Food supplies for up to 36 hours?</li> </ul> <p>Note: To be conducted with Logistics Officer</p>		
<b>LOGISTICS</b>	<p>Are there local financial arrangements to follow:</p> <ul style="list-style-type: none"> <li>• Logistical requirement support arrangements in place?</li> <li>• Approvals received and processes provided?</li> <li>• Payment/Corporate card process provided?</li> </ul> <p>Note: To be conducted with Logistics Officer</p>		
<b>LOGISTICS</b>	<p>Confirmed transport arrangements to and from the shelter?</p> <p>Note: To be conducted with Logistics Officer</p>		
<b>RETURN</b>	<p>Return arrangements for evacuees:</p> <ul style="list-style-type: none"> <li>• Key messaging in place including; opportunity to provide feedback on occupant experience?</li> <li>• Information and direction process in place?</li> </ul>		
<b>RETURN</b>	<p>Local hand back procedures:</p> <ul style="list-style-type: none"> <li>• Maintenance requirements checklist and inspection form provided and completed?</li> <li>• Consumable usages documented and reorder form provided and completed?</li> </ul>		





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	<ul style="list-style-type: none"> <li>• Cleaning schedule provided and arranged?</li> <li>• Damage and Incident reporting process forms provided and completed (if applicable)?</li> </ul>		
<b>DEBRIEF</b>	Complete debrief of CSMT <ul style="list-style-type: none"> <li>• Advised CMST of post event details?</li> <li>• Debrief with LDMG?</li> </ul>		





## Appendix 13: Shelter Operations Checklist (example)

### ACTIVATION

- LDMG makes decision to activate shelter operations plan
- LDMG advises DETE shelter plan is to be activated
- LDMG advises shelter team to activate plan
- LDMG advises DDMG and other agencies of activation

### PRE-RECEPTION

1. Obtain keys (eg door master, shutters and barrel bolts)
2. Undertake lock-down inspection and note existing damage
3. Confirm supply and timing of resources detailed in the plan
4. Check the generator fuel tank (diesel) is full
5. Switch the Auto Transfer Switch to Auto
6. Test generator
7. Check all water storage tanks are full and supply fixtures
8. Remove flammable liquids from building and secure
9. Switch gas to Off in kitchen
10. Turn gas valves off at bottles
11. Test fire system and check fire extinguishers
12. Relocate furniture/equipment to store end of sports lab
13. Relocate all other sports equipment into large sports store
14. Clear and clean small sports store for use as first aid room
15. Lock large sports store
16. Fit door mullions
17. Arrange chairs in shelter areas to align with seating plan
18. Open all natural ventilation baffles
19. Open windows and low level louvers
20. Open and secure ceiling access (ventilation) panels
21. Close lock bolts to generator & battery room doors
22. Set up registration desk
23. Test communications in shelter operations room
24. Place signs in foyer advising prohibited items including 
  - a) Fire fuel sources (e.g. gas lights and cookers)
  - b) Pets excepting registered assistance animals
  - c) Alcohol
  - d) Large quantities of personal belongings
25. Place signs in shelter advising prohibited activities including 
  - a) Smoking
  - b) Consumption of alcohol
26. Place signs in change room advising ban on use of showers

### DURING RECEPTION

27. Manage ventilation (fans, windows, louvers, doors)
28. Close upper level louvers and panels
29. Close lower level louvers and roller shutters
30. Progressively close windows and doors
31. Keep floors dry

### AT LOCKDOWN

- Lockdown is to occur when the wind gusts reach gale force (100 km/h) and it is unsafe to be outside
- For fire safety and adequate ventilation in the shelter, do not lockdown the shelter prematurely
- Provide advice to LDCC that shelter is being locked down

32. Close all windows and doors
33. Close lockable barrel bolts to rear doors
34. Close lockable barrel bolts to front doors
35. Close front door roller shutters
36. Close lockable barrel bolts to sports hall doors
37. Switch ventilation system to shelter mode

### DURING LOCKDOWN

38. Keep floors dry
39. Manage natural ventilation
40. Monitor CO<sub>2</sub> alarms
41. Enforce fire risk minimisation measures

- Do not open-up the shelter in the eye of the cyclone.
- If the CO<sub>2</sub> alarm is triggered during the eye of the cyclone switch the ventilation Cyclone Lockdown Mode switch to OFF, then as wind gusts increase switch to ON

- If the generator fails switch the water supply valves, on each of the plant room floors, to by-pass the pump and gravity-feed.

### AFTER LOCKDOWN – OPENING UP

- Designated fire exits are to be unlocked for fire safety and windows, louvers and doors are to be opened for ventilation, when the cyclone has passed and the wind gusts are less than 100km/h

42. Open all lockable barrel bolts and lock open.
43. Open all roller shutters
44. Open windows, louvers and doors for ventilation

### PRIOR TO END OF SHELTER USE

- LDCC in conjunction with LDMG to assess when it is safe to leave the shelter
- LDMG to assess the need for and location of longer term accommodation

45. Remove door mullions and store
46. Store chairs
47. Return equipment to small equipment store
48. Switch Auto Transfer Controller to Manual
49. Close ceiling access panels
50. Organise clean up
51. Undertake damage assessment
52. Open gas valves, if gas installation is not damaged
53. Advise DETE the shelter use period is complete
54. Return keys to LDMG key holder

Note:

Show locations of checklist items on the shelter floor plan.





## Appendix 14: Resource List Template (example)

The resources listed are provided as a guide only and should be amended or deleted to meet local needs.

Category	Resource	Quantity	Provider
<b>Administration</b>	Table & chairs		
	Evacuee registration documentation		
	Shelter management staff registration sheet		
	Evacuee information		
	Large first aid kit		
	Signage for first aid area		
	High visibility vests to ID shelter staff		
	Torches (one each for shelter staff)		
	Set of spare batteries per torches		
	Rain coats for shelter staff		
	Heavy duty gloves for shelter staff		
	Large zip-lock bags and permanent marker for medicine storage (refrigerator)		
	A3 Laminated Signage <ul style="list-style-type: none"> <li>• On-site guidance to entry</li> <li>• Prohibited items</li> <li>• Signage for first aid area</li> <li>• Rules etc.</li> <li>• Disabled Access</li> <li>• Emergency Exit</li> <li>• Entry</li> <li>• Exit</li> <li>• Female Toilets</li> <li>• Male Toilets</li> <li>• Information Board</li> <li>• No Entry</li> <li>• No Parking</li> <li>• Registration</li> <li>• Arrows</li> <li>• Resident Information Sheet</li> <li>• No Smoking</li> <li>• No Alcohol Permitted</li> <li>• Wash hands regularly - QHealth Poster</li> <li>• How to wash hands - QHealth Poster</li> <li>• Preferred Sheltering Practices Poster</li> </ul>		
	Whiteboard for general messaging		





	<p>General stationary e.g.</p> <p>Ballpoint Pen, Correction Tape,</p> <p>HB Pencils, Eraser, Pencil Sharpener,</p> <p>Highlighter, Permanent Marker, Ream of A4 paper (500 sheets)</p> <p>Whiteboard Markers, Whiteboard Cleaner, Whiteboard Erasers,</p> <p>Blu tack, Packing Tape, Masking Tape, Gaffer Tape (cloth tape),</p> <p>Scissors Large, Bull-dog clips, Paperclips, Stapler, Staples</p> <p>2 Hole punch, Dividers , A4 Plastic Document Protectors, Lever Arch Folder,</p> <p>Manila Folders, Flat Clipboards etc.</p>		
<b>Communications</b>	Mobile phone & charger		
	Lists of critical contact numbers		
	Satellite phone & charger		
	UHF radio		
	Optional UHF hand held & charger		
	Megaphone Sets of spare batteries		
	Laptop computer with charger		
	USB stick with relevant shelter documents e.g. design layout plan		
	Portable radio Sets of spare batteries		
<b>Layout</b>	Chairs – refer to Table 1		
	Inflatable beds – refer to Table 1		
	High visibility tape for walkway identification - optional		
	Privacy partitions for bedding & other specific areas (recommended)		
	Pre-marked rope to guide chair layout		
	Tape-measure		
	<b>Water</b>	Refer to Table 2	
<b>Amenities</b>	Toilet paper		





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	Sanitary bins		
	Soap		
	Paper hand towels		
<b>Waste</b>	Rubbish bins and liners		
	Storage area for empty water bottles		
<b>Utilities</b>	Aluminium Foil Roll		
	Clear Plastic Container		
	Land-line Phone		
	Card decks		
	Paper Towel Rolls - pack of 2		
	Plastic Forks (10 Pack)		
	Plastic Spoons (10 Pack)		
	Plastic Plates/Bowls (20 Pack)		
	AM/FM Radio (Battery operated) + Spare Batteries		
	Caution Tape		
	Disposable Gloves Pack		
	Sewing Kit		
	Cable Ties - pack of 100		
	Bin Liners 20L White		
	Cling Wrap Roll		
<b>Self-Care</b>	Hand Disinfectant (240ml) Mini Hand Sanitiser		
	Clear Plastic Container		
	Ponchos		
	Savlon Tube		
	Ear Plugs (Pairs)		
	Dust Masks		
	Insect Repellent GEL		
	Bar of Soap (Singles)		
	Panty Liners		
	Sanitary Pads Regular		
	Tampons Regular		



