

Sunshine Coast

Be Prepared



A guide for business continuity during weather events



LEVEL UP
YOUR BUSINESS

**get
ready**
QUEENSLAND

Severe storms - is my business ready?

Severe storms are common in Australia and cause hundreds of millions of dollars of damage each year. They can occur anywhere, anytime and they occur more frequently than any other natural hazard including bushfires, cyclones and floods.



How could a severe storm impact my business?



Hail

Hail accounts for almost half the damage caused by severe storms



Wind

Strong localised wind gusts can be of similar intensity to a cyclone



Flash floods

Flash flooding and Storm Water run off can quickly overwhelm drainage systems



Lightning

Lightning strikes can impact up to 16km away from the centre of a storm

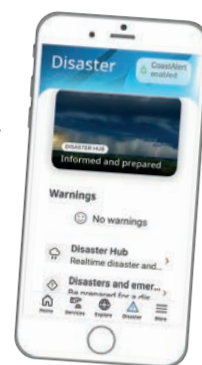
Stay informed

with Council's Disaster Hub

disasterhub.sunshinecoast.qld.gov.au

For up-to-date information and links to key emergency services in one location, including: weather warnings, road closures, evacuation centres, airport updates, traffic cameras and flood mapping.

Download the SCC App from the AppStore or Google Play to enable notifications straight to your phone.



In an emergency

Tune in to ABC Radio Sunshine Coast Live Audio
abc.net.au/listen/live/sunshine

Severe storms can impact your business in the following ways:

- Injury, or serious harm to your staff or customers.
- Damage to buildings; vehicles and other important business assets.
- Property damage, loss of stock and damage to electrical equipment and machinery.
- Extended power outages may cause the loss of perishables; disrupt communications and business processes as well as preventing the operation of machinery.
- Impact on staff members' ability to travel to work.
- Suppliers may be unable to deliver goods, which may impact on production schedules.
- Customers and staff may not be able to access your premises for several days due to damage and/or flood impacts.

These impacts can lead to a significant loss of income and affect your business cash flow.

The best way for your business to cope in these circumstances is to **have a plan before severe storms strike**. Time and clear thinking are luxuries in an emergency situation, which is why it is so important to be prepared.



Storm readiness checklist

Creating a Resilient Business

One of the most important things a business can do to help survive a natural disaster or major severe weather event is to develop a business continuity plan. Access this [free continuity planning template](#) at sunshinecoast.qld.gov.au ([QThe Resilient Business Series](#)) to begin then complete the below checklist to ensure you're disaster ready.

1. Prepare Before the Storm

- ☐ Update your knowledge on what to do in the event of severe storm and ensure staff are also familiar with this.

Business continuity:

- ☐ Develop your [Business Continuity Plan \(BCP\)](#), test and update it every six months. Your BCP will help you:
 - Identify and analyse possible risks and mitigation strategies for your operations, premise and assets.
 - Manage your cash flow during this period.
 - Help protect your business data.
 - Outline effective resource and supply chain management.
 - Identify useful emergency contacts.
 - Provide communication templates and plans to use during a disruption.
 - Train staff in continuity plan arrangements.
 - Develop regular maintenance, review and training schedules for your plan.

Strengthen your premise:

- ☐ Inspect and maintain the building structure, including roofs, windows, and doors.
- ☐ Clear gutters and drains to prevent water damage.
- ☐ Secure outdoor items (e.g. signage, furniture) to reduce risk from high winds.
- ☐ Plan for the possibility of an extended power outage e.g. hiring a generator from an equipment hire company.

Safeguard critical assets:

- ☐ Back up critical business data and store copies off-site or in the cloud.
- ☐ Relocate essential equipment or inventory to higher ground if your business is in a flood-prone area.

Emergency supplies:

- ☐ Prepare a storm emergency kit with essentials:
 - Battery-powered radio, flashlights, extra batteries.
 - First aid supplies and non-perishable snacks.
 - Copies of key documents (insurance policies, critical contacts, legal and identification documents).

Insurance check:

- ☐ Review insurance policies to ensure coverage for different disaster impacts, e.g. damage to premises, equipment, loss of revenue etc.
- ☐ Maintain a current inventory of assets, with photos where possible.

2. Stay Safe During the Storm

Monitor updates:

- ☐ Stay informed via **Council's Disaster Hub** disasterhub.sunshinecoast.qld.gov.au

Communicate with staff:

- ☐ Inform employees of any changes to operations or closures.
- ☐ Confirm staff safety and provide clear instructions.

Emergency power:

- ☐ Use backup power for critical equipment, if available.
- ☐ Unplug sensitive electronics to protect them from surges.

3. Recover After the Storm

Assess damage:

- ☐ Conduct a safety check of the premises before allowing access.
- ☐ Document any damage with photos for insurance claims.

Restore operations:

- ☐ Follow your BCP for recovery steps, including contacting suppliers and customers.

Communicate:

- ☐ Notify stakeholders of your status and expected timelines for resuming operations.

Find support:

- ☐ Stay up to date with available grants and financial assistance by subscribing to **Council's Business E-news** sunshinecoast.qld.gov.au/business/business-news-and-events/subscribe-to-business-enews
- ☐ Reach out to the Local Business Support team at businessdevelopment@sunshinecoast.qld.gov.au

Emergency Contact Numbers

Key emergency agencies

Police	Tel: 000 (<i>emergency only</i>) Tel: 13 14 47 (<i>non-emergency</i>)
Bureau of Meteorology	Tel: 1300 659 210 www.bom.gov.au
Fire	Tel: 000 (<i>emergency only</i>) fire.qld.gov.au
Ambulance	Tel: 000 (<i>emergency only</i>) www.ambulance.qld.gov.au
State Emergency Service (SES)	Tel: 132 500 www.emergency.qld.gov.au
Council*	Tel: (07) 5475 7272
Energex	Tel: 13 19 62 (emergency) 13 62 62 (loss of supply) 13 12 53 (enquiries) www.energex.com.au
Unitywater	Tel: 1300 0 UNITY (1300 086 489) www.unitywater.com
Hospitals	Nambour General: (07) 5470 6600 Caloundra: (07) 5436 8500 Sunshine Coast University Hospital (07) 5202 0000
RACQ	Tel: 131 905 www.racq.com.au

For more emergency contact numbers go to:

disasterhub.sunshinecoast.qld.gov.au - Useful Contacts

QLD Health 13 43 25 84 | health.qld.gov.au

Lifeline 13 11 14 | lifeline.org.au

* At the close of business all council phone numbers are diverted to an after-hours emergency service. There is no need to dial a different number. Where the emergency relates to a council service or infrastructure, the relevant council officers will be advised immediately. All non-urgent council matters will be referred on for action the next working day.

Your business emergency contacts

(please complete)

Insurance	Name: _____ Tel: _____
Electrician	Name: _____ Tel: _____
Plumber	Name: _____ Tel: _____
Building repair and maintenance	Name: _____ Tel: _____
Emergency power supplier	Name: _____ Tel: _____
Equipment/machinery repair	Name: _____ Tel: _____
Key suppliers	Name: _____ Tel: _____
Transport providers	Name: _____ Tel: _____
Offsite storage providers	Name: _____ Tel: _____
Your key clients/business partners:	Name: _____ Tel: _____ Name: _____ Tel: _____ Name: _____ Tel: _____
Other	Name: _____ Tel: _____



For more information on how to prepare your business to be disaster ready visit

Get Ready Queensland

getready.qld.gov.au/get-prepared/business

 **Sunshine Coast**
COUNCIL

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