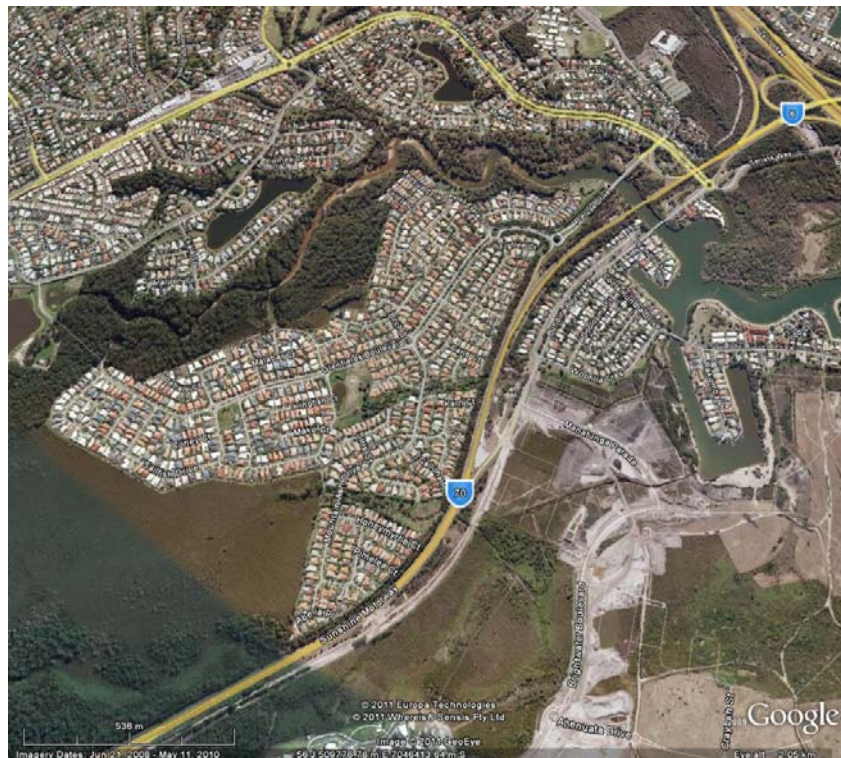


# Petition Glenfields Att 7 Evacuation Procedure



## Glenfields Evacuation Procedure

March 2012



# Petition Glenfields Att 7 Evacuation Procedure

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## Glossary of Terms

<b>Term</b>	<b>Definition</b>
Assembly Area/Point	A designated location specifically selected as a point which is not anticipated to be adversely affected by the hazard.
Average Recurrence Interval	The long-term average length of time between floods of a specified size at a given location, expressed in years.
Evacuation	The planned movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return.
Evacuation Centre	A building or facility which is located beyond the natural hazard which provides people with basic human needs including temporary accommodation, food and water during the event.
GWPCA	Glenfields- Waterbury Park Community Association
Hazmat	Hazardous Material
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
NWZC	Neighbourhood Watch Zone Coordinator
QFRS	Queensland Fire and Rescue Service
QPS	Queensland Police Service
SES	State Emergency Service
Shelter In Place	The process of staying where you are and taking shelter, rather than trying to evacuate. This usually means selecting a small, interior room, with no or few windows, and taking refuge there.
SMS	Short Message Service

## Glenfields Evacuation Procedure

### Section One - Governance

#### 1.1 Purpose

The purpose of this Evacuation Procedure (the procedure) is to outline the arrangements to assist the Glenfields residential community prepare for and respond to emergencies requiring evacuations affecting their residential area.

#### **Introductory Note:**

***This Procedure requires further development over time through consultation with the Glenfields–Waterbury Park Community Association and Neighbourhood Watch to ensure arrangements are understood.***

#### 1.2 Authority to Plan

##### 1.2.1 Authority of the Evacuation Procedure

Sunshine Coast Council has the authority to write and implement a Local Disaster Management Plan including associated sub plans, special plans and operational procedures in accordance with Section 30, 57(1) and 63 of the Disaster Management Act 2003.

##### 1.2.2 Endorsement of the Evacuation Procedure

*This Evacuation Procedure has been endorsed by the Sunshine Coast Local Disaster Management Group.*



Cr Tim Dwyer

Chairperson  
Sunshine Coast Local Disaster Management Group  
Sunshine Coast Council

05 Apr 2012

# Petition Glenfields Att 7 Evacuation Procedure

## 1.3 Activation of this Evacuation Procedure

This evacuation procedure will be activated by the Local Disaster Coordinator (LDC) where the nature of a risk to the Glenfield community will require the movement of at risk persons to a safer location.

## 1.4 Scope

This document provides emergency evacuation detail for the residential community of Glenfields, It includes risks and considerations stemming from natural and man made hazards relevant to emergency management and planning for the Glenfields residential community. The Procedure aims to assist Emergency Services personnel up to and including the Incident Controller (The Incident Controller, in the majority of cases will be Police or Fire services). This procedure should be used in conjunction with the Sunshine Coast Local Disaster Management Plan.

The Procedure also aims to generally increase the community's resilience to and awareness of potential local emergency situations and events, and explores suggested communication methods to help Glenfields residents develop localised early warning arrangements. These arrangements are designed to support the official communication processes which would be enacted by Emergency Services personnel in the event of a major incident. In no way are they to replace or overrule the official Emergency Services communication response.

## 1.5 Purpose of Evacuation

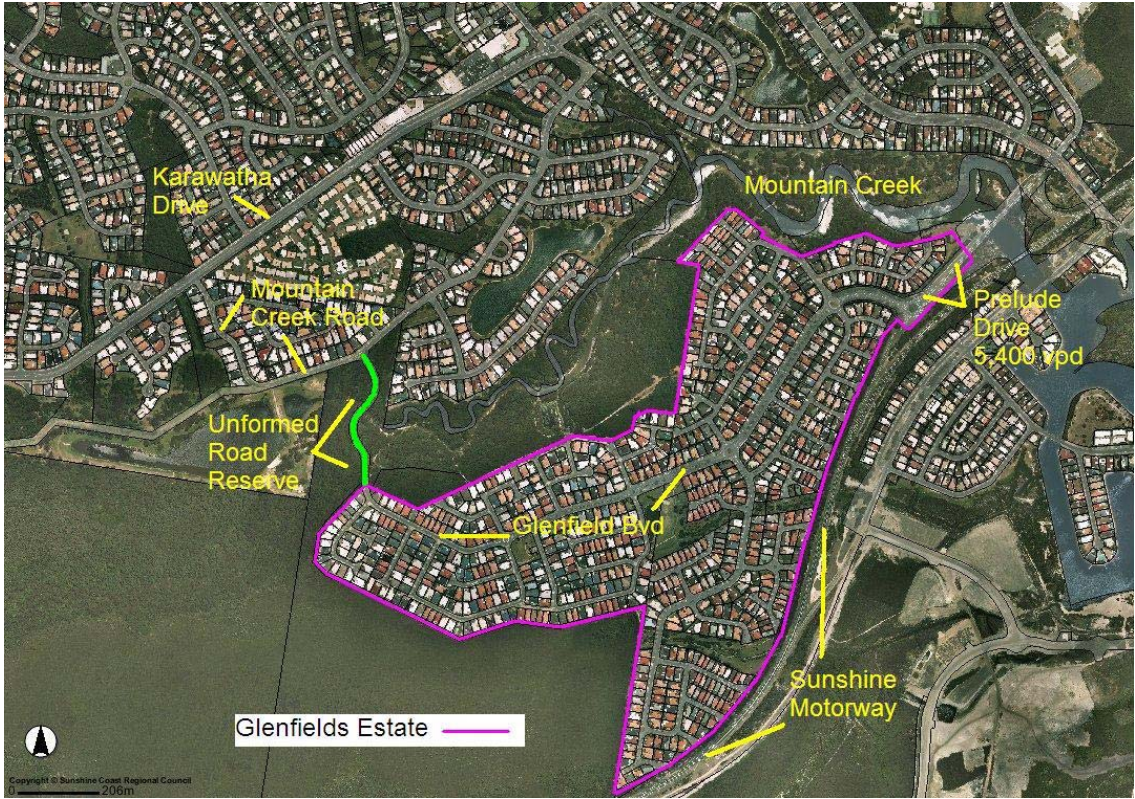
The purpose of evacuation is to allow for a safe and structured repositioning of persons from hazardous or potentially hazardous areas to predetermined locations and their eventual return. One of the most effective way to protect people facing disaster situations is by evacuating them from the affected area either prior to or after the impact. Subsequent to the activation of this operational procedure, the primary consideration, above all others, shall be the preservation of life. There are several emergency / disaster situations that may require an evacuation or temporary relocation of all or part of the population.

## 1.6 Glenfields Residential Area

For the purpose of this procedure the Glenfields residential area is the area known as the Glenfields residential community. The boundary is shown in Purple on the aerial photograph below. Glenfield has an approximate population of 2200, and some 985 properties.

# Petition Glenfields Att 7 Evacuation Procedure

## Glenfields



## Section Two - Emergency Management and Hazard Assessment

### 2.1 Prevention

Prevention activities include:

- identifying hazards,
- undertaking risk assessments,
- assessing threats to life and property,
- identifying and establishing measures that can be implemented to reduce or eliminate potential loss of life, property damage, and environmental harm and protect economic development in the area, and
- putting programs or processes in place to consult and engage with the community on hazard mitigation. A major 'prevention' activity for Glenfields is conducting risk assessments to thoroughly understand the area's risk profile. This then informs preparedness and response activities and options.

### 2.2 Hazards and Risk Assessment

The risk assessment informs the emergency management arrangements for Glenfields. It is based on the disaster Risk Management process as recommended by Emergency Management Australia, in conjunction with A/NZs 4360 '2004'. The level of risk is determined by considering the combination of the likelihood and consequences of a particular event. The scale of likelihood is shown below.

<b>Descriptor</b>	<b>Description</b>
Almost certain	The event will occur at least once per year (Average Recurrence Interval < 1 year).
Likely	The event could occur at least once every one to ten years. (Average Recurrence Interval 1-10 years).
Possible	The event could occur at least once every ten to fifty years. (Average Recurrence Interval 10-50 years).
Unlikely	The event could occur at least once every fifty to one hundred years. (Average Recurrence Interval 50-100 years).
Rare	The event could occur at least once every one hundred to one thousand years. (Average Recurrence Interval 100-1000 years).
Improbable	The event may occur at least once every thousand years or more. (Average Recurrence Interval >1000 years).

# Petition Glenfields Att 7 Evacuation Procedure

## 2.2.1 Natural Disasters & Hazards

The risk assessment for the residential community of Glenfields is divided into natural disasters and industry-related or non-natural disasters. The assessment of natural disasters is shown below, in order of overall risk rating.

Event	Likelihood	Consequence	Overall risk	Comments
Severe Storm	Likely	Moderate	Medium to High	Most Likely Oct - Feb
East Coast Low	Likely	Major	Medium to High	Most likely June to Aug
Cyclone Cat 1-3	Possible	Major	Medium to High	During Storm Season Nov - Mar
Local Flooding	Likely	Moderate	Medium to High	Caused by heavy inundation of water in local area
Bushfire / Wildfire	Possible	Major	Medium to High	Most Likely Aug - Dec
River flooding	Likely	Major	Medium to High	Caused by rising waterways
Major Earthquake	Rare	Catastrophic	Medium	

## 2.2.2 Man Made Hazards

Event	Likelihood	Consequence	Overall risk	Comments
Chemical spill on Hwy 70	Possible	Major	High	Toxic Fume Hazard
Explosion	Unlikely	Major	Medium	Gas leak on Hwy
Broken Water Main	Possible	Moderate	Medium	Localised Flooding

## 2.2.3 Scale of Consequences

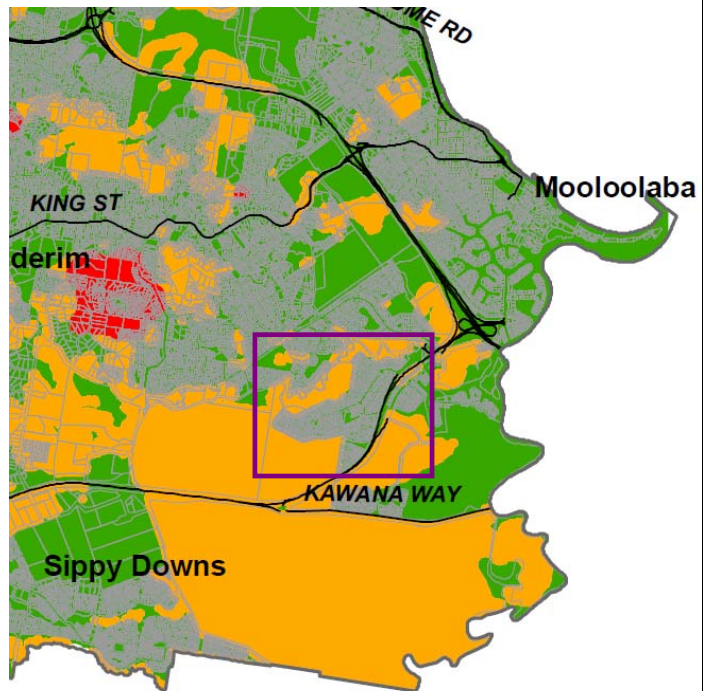
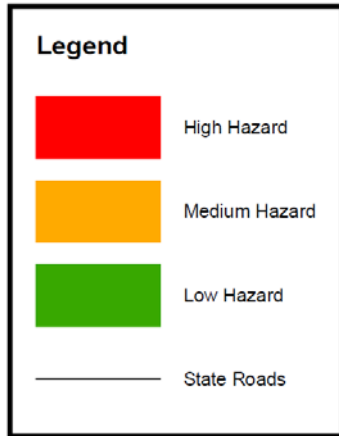
Consequence	Description
Insignificant	<ul style="list-style-type: none"> <li>• no injuries</li> <li>• low financial loss</li> <li>• little disruption to community</li> <li>• no measurable impact on environment</li> </ul>
Minor	<ul style="list-style-type: none"> <li>• small number of injuries that may require first aid treatment</li> <li>• no hospitalisation</li> <li>• some initial displacement of people until situation</li> </ul>



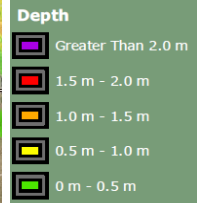
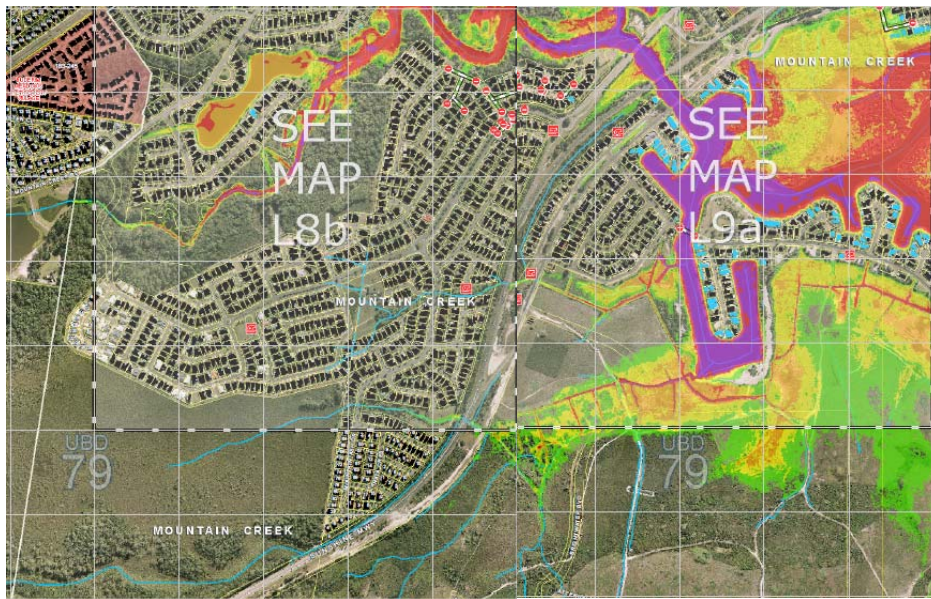
## Petition Glenfields Att 7 Evacuation Procedure

	<p>fully assessed (&lt;4hrs)</p> <ul style="list-style-type: none"> <li>• some personal support may be required</li> <li>• limited short term infrastructure damage</li> <li>• some disruption (for short period of time)</li> <li>• limited impact on environment with no lasting effects</li> <li>• some financial loss requiring activation of reserves to cover loss</li> </ul>
Moderate	<ul style="list-style-type: none"> <li>• Multiple serious injury</li> <li>• Possible hospitalisation</li> <li>• Displacement of people (short period &lt;24hrs)</li> <li>• Personal support satisfied through local arrangements</li> <li>• localised damage to community property and environment</li> <li>• Community continues to function with some inconvenience</li> <li>• impact on environment but no long-term effect</li> <li>• moderate financial loss</li> </ul>
Major	<ul style="list-style-type: none"> <li>• Extensive injuries</li> <li>• medical treatment</li> <li>• Possible fatalities</li> <li>• significant hospitalisation</li> <li>• displacement of people for short or medium period (&gt;24hrs)</li> <li>• ongoing personal support required and can be satisfied through local arrangements</li> <li>• significant damage that requires external resources to respond/repair</li> <li>• Community only partially functioning</li> <li>• some services unavailable</li> <li>• some impact on environment with long-term effects</li> <li>• significant financial loss – some support required</li> </ul>
Catastrophic	<ul style="list-style-type: none"> <li>• large numbers of severe injuries</li> <li>• large numbers requiring extended hospitalisation</li> <li>• General and widespread displacement for extended duration</li> <li>• Possible fatalities (1 per 10 000)</li> <li>• Extensive personal support and welfare required</li> <li>• Long term damage to infrastructure Extensive damage</li> <li>• Community unable to function without significant support</li> <li>• Wide spread severe loss to ecosystem. Significant impact on environment and/or permanent damage</li> <li>• Unrecoverable financial loss – unable to function without significant support.</li> </ul>

## Bushfire Risk- Glenfields



## Flood Map- Glenfields



# Petition Glenfields Att 7 Evacuation Procedure

## 2.4 Preparation

Preparation includes the development of plans, processes, systems and procedures that allow residents to effectively respond to and recover from an emergency. For the Glenfields community, the preparation phase focuses on:

- testing and reviewing this Procedure,
- developing and exercising a community warning arrangements, combined with evacuation plans / procedures, and
- raising awareness and educating residents about how to prepare themselves for emergencies.

## 2.5 Response – Public Protective Measures

The response activities deal with the immediate effects of an emergency. It is anticipated the response options for the Glenfields community will be:

- Shelter-in-place,
- Self evacuation, and
- Directed evacuation.

### 2.5.1 Shelter in Place

For events that have reduced warning, the best option may be for residents to shelter in their homes until emergency response services are able to remove the hazard or safely evacuate people. Examples of an incident with little warning include:

- noxious fumes from a nearby fire, and
- chemical spill,

There are two key elements to responding effectively to an emergency requiring the community to shelter-in-place:

- a rapid and effective community warning arrangements,
- a community adequately educated in how to prepare their home to shelter-in-place, and
- information on how residents should prepare to shelter-in-place is contained in the appendix.

### 2.5.2 Self Evacuation

During self evacuation, residents are asked to evacuate friends and family away from the emergency. Self evacuation is conducted when there is sufficient lead-time from detecting the emergency, or impending emergency, to when impacts are expected to affect the Glenfields community. This means there will be sufficient time to plan and execute a detailed evacuation of the community, which will be done at the time, based on the information at hand.

# Petition Glenfields Att 7 Evacuation Procedure

Examples of an emergency when self evacuation may be conducted include:

- Local flooding from heavy rainfall,
- Flooding from the Mooloolah River, and
- Bushfire / Wildfire.

## 2.5.3 Directed Evacuation

While shelter-in-place or self evacuation are preferred options, in some cases they may not be appropriate, and Glenfields residents will have to evacuate the area. This is the case when people's homes would not be capable of protecting them from the impacts of the particular incident and they must evacuate to a safe location. Examples of this type of situation are:

- a fuel tanker rolls and spills a large amount of fuel on the road near some homes causing danger from fumes and creating a temporary major fire hazard,
- a water main bursts causing localised flooding and some damage to some houses, and
- a fire starting in one home that quickly spreads through the community.

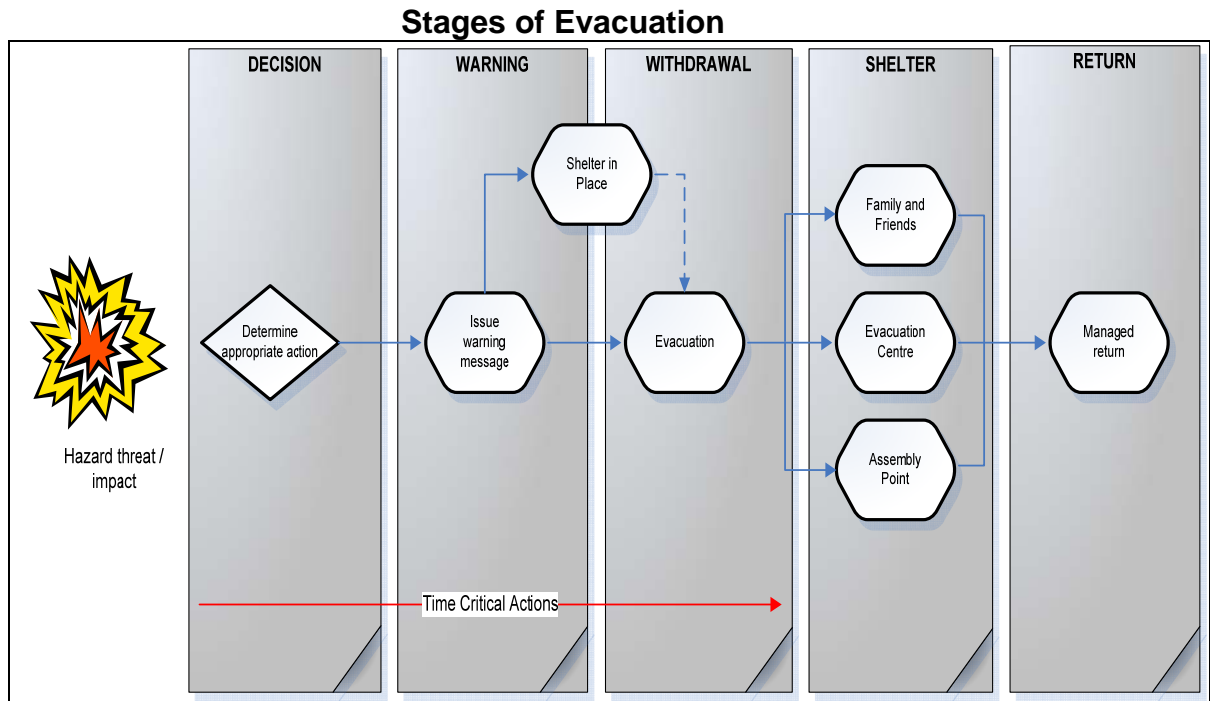
The preference for any evacuation is for people to evacuate voluntarily and if possible, to self-evacuate. This will enable Emergency Services personnel to concentrate resources on assisting people that require specialist care and assistance.

## 2.5.4 Evacuation Process

The evacuation process for Glenfields is aligned with best-practice principles as stated in the Emergency Management Queensland (EMQ) operating guidelines. The evacuation process is based on the following five stages:

- Decision to evacuate,
- Warning,
- Withdrawal,
- Shelter, and
- Return.

# Petition Glenfields Att 7 Evacuation Procedure



## 2.6 Recovery

This Procedure does not provide detailed recovery arrangements for the Glenfields community, as recovery from any major emergency event would proceed through existing disaster management arrangements.

# Petition Glenfields Att 7 Evacuation Procedure

## Section Three - Evacuation Stages

### 3.1 Evacuation Decision Stage

The decision to evacuate the whole or part of the Glenfields community will be made by the Incident Controller i.e. Police, Fire Services or higher authority such as the District Disaster Coordinator working with the Local Disaster Coordinator, using all available information and the recommendation of the lead agency. It is important that the decision is made in a timely manner. If it is made too early, the affected community may face unnecessary inconvenience and financial outlay. If the decision is made too late, the community may not have sufficient time to avoid the impacts of the emergency. The Incident Controller, or higher authority, will make the decision to evacuate Glenfields based on the following triggers:

#### Triggers

Trigger	Response
Impacts from a hazard are expected to affect Glenfield in the next 24- 48 hours	Self Evacuation
Impacts from a hazard are expected to affect Glenfield in the next 4- 8 hours	Shelter in Place or Directed evacuation

The following should be considered once the decision to evacuate has been made:

- Which area(s) of the community is/are at risk?
- Should the evacuation apply to part or all of the community?
- What other hazards may result from conducting an evacuation?
- Should assembly areas be used to assist with coordination?
- What risks are apparent for the evacuees and/or Emergency services personnel?
- How long will people be away from their homes?
- Is there suitable and available alternative accommodation close by?

### 3.2 Evacuation Declarations

Evacuations can be carried out as a response to a declared disaster or emergency situation. According to section 64 (1) of the *Disaster Management Act 2003*, a District Disaster Coordinator, with the approval of the minister can declare a disaster situation. An evacuation of the Glenfields residential area initiated by a declared disaster will most likely be coordinated at a district or state level. Emergency situations are declared under part two sub section five of the *Public Safety Preservation Act* and can be used in response to small scale localised situations such as a chemical spill or explosion. An evacuation of the Glenfields residential area conducted under a declared "Emergency Situation" is likely to be a controlled evacuation managed by the Queensland Police Service (QPS) using local resources. In some situations, such as a hazardous materials spill, the QPS may require specialist or ongoing support from supporting agencies to recover the area.

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## 3.3 Evacuation Warning Stage

The communities warning arrangements provides a suggested process and the tools necessary to quickly and effectively inform all community members of an incident, so that relevant measures can be put into action before the impacts of an emergency are felt. It also outlines the roles and responsibilities of key community members involved in emergency communication activities.

### 3.3.1 Recommended Notification Processes

***It is recommended that the following arrangements be employed with this procedure, and will involve consultation with Neighbourhood Watch and the Glenfields–Waterbury Park Community Association.***

Notification of an impending incident should be made using a variety of communication methods to ensure as much of the Glenfields community as possible is accurately informed about the situation and what to do. Communication methods should be chosen on a case-by-case basis – dependent to a particular incident and risk scenario, and the time available (i.e. how imminent the disaster is). Emergency Services personnel will coordinate the official notification and response to an incident; however it is also important that the community has its own communication channels and systems prepared to support the official process. Templated Official warning messages will be prepared and enacted by Emergency Services personnel,

### 3.3.2 Emergency Alert

Incident Controller i.e. Police. Fire Services initiates the transmission of an emergency message to affected residents in the Glenfields area using the emergency alert warning system. This involves residents receiving an automated telephone or SMS message on the hazard and the need to evacuate.

### 3.3.3 Emergency Door Knocking & Emergency Service / Vehicles

This will involve Emergency Service agencies i.e. Police, Fire, SES or council personnel door knocking residents and advising on the need to evacuate. Public address vehicles (similar to those used to alert residents of a water leak or disconnection) drives up and down each street and uses a loudspeaker to inform residents of the incident and what action to take.

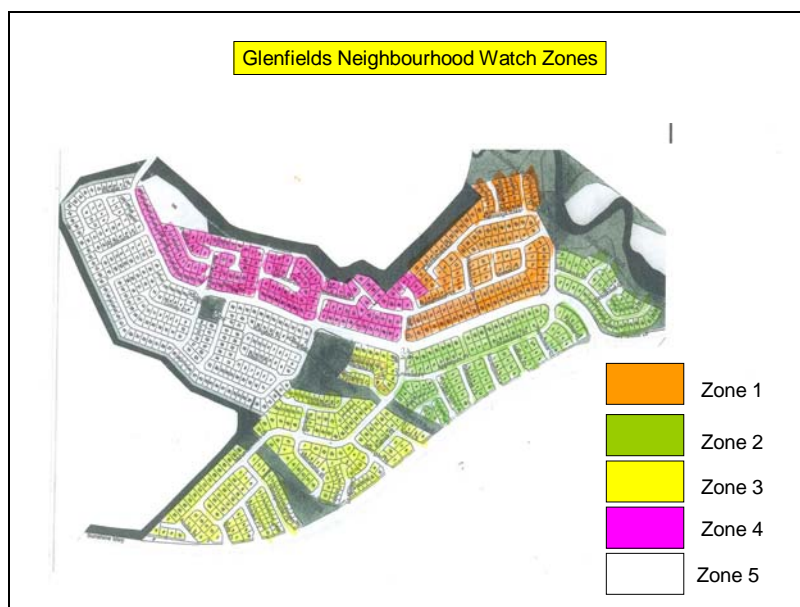
### 3.3.4 Neighbourhood Watch or Similar Community Groups

The Glenfields Neighbourhood Watch Committee ***subject to their agreement*** will assist as part of the warning process. Communication to the Glenfields community, in the event of an incident, shall be undertaken by the Glenfields Neighbourhood Watch Area Coordinator and Zone Coordinators (or their proxies). A map of the zones is shown below.

# Petition Glenfields Att 7 Evacuation Procedure

## 3.3.5 Neighbourhood Watch Zones

Neighbourhood Watch has divided Glenfields into Zones that may be used by Zone coordinators in determining which areas need to be warned or advised



These arrangements are designed **to support** the official notification processes which would be enacted by Emergency Services personnel if a major incident occurred. In no way are they to replace or overrule the official Emergency Services communication response. The arrangements for advising Neighbourhood Watch involve the following:

Incident Controller i.e. Police. Fire Services advises:

- Glenfields Neighbourhood Watch Area Coordinator or their proxy; of an incident in the vicinity of the Glenfields community;
- Glenfields Neighbourhood Watch Area Coordinator or their proxy advises the Neighbourhood Watch Zone Coordinators (NWZC) of the incident., and
- NWZC's advise all residents within their nominated Zone.

Neighbourhood Watch may consider using the following methods:

## 3.3.6 Telephone Tree

Direct communication to all Glenfields residents using a 'phone tree' approach. The NWZCs will phone residents in their zone to alert them to the situation and provide instructions. If particular residents cannot be reached by phone, the NWZCs may choose to SMS or email them, if such methods are available.



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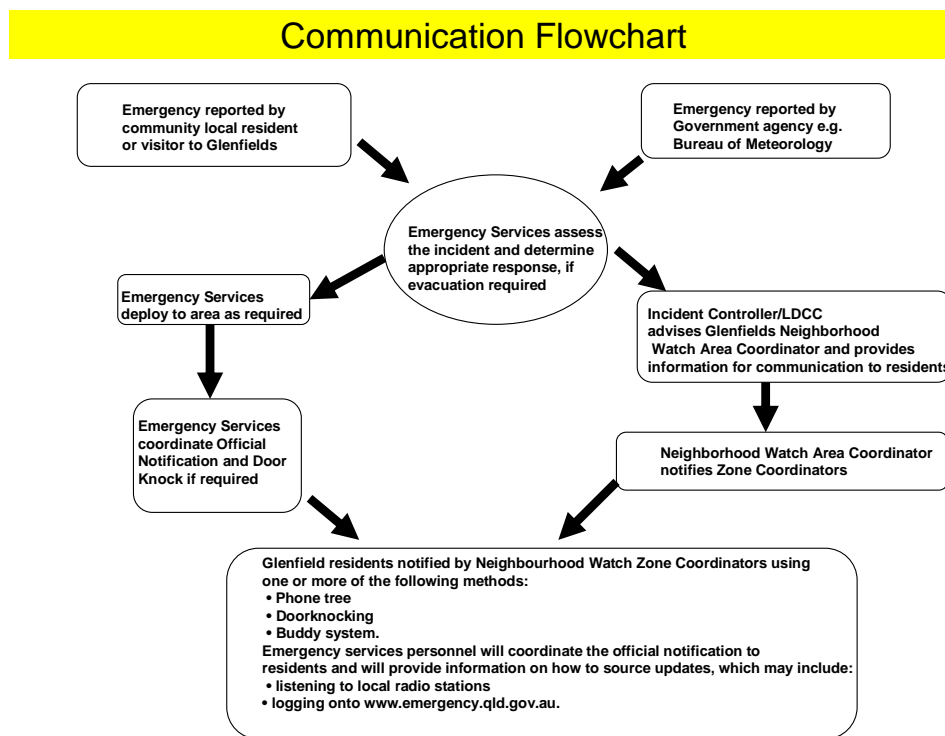
## 3.3.7 Doorknocking

Doorknocking the event that some residents cannot be contacted by phone, SMS etc, or if communication lines are down, NWZCs will doorknock each house to inform residents what to do/ensure no one is home.

## 3.3.8 Buddy System

Another method to provide further back-up is the 'buddy system'. All residents are paired up with a neighbour, and are responsible for ensuring their allocated 'buddy' has been informed of the situation, knows what to do, and can physically carry out the required next steps. This method provides a 'double-check' that all residents are accounted for, and is particularly important for residents who have mobility or other impairments.

When phoning residents NWZCs could remind each resident to check their buddy is ok and aware of the situation.



# Petition Glenfields Att 7 Evacuation Procedure

## 3.3.9 Communication Methods

When deciding on the particular communication methods to be chosen, the following factors should be considered:

- Most effective communication channels – consider a combination of communication methods, to ensure as many people as possible are alerted as quickly as possible.
- Timing – the level and nature of the incident or risk needs to be considered when selecting which methods to use. For example, if the risk is imminent and community members need to be evacuated immediately, quick and direct communication methods (such as direct phone calls and doorknock) should be chosen.
- Safety – depending on the nature of the incident, some communication methods may not be deemed safe to enact. For example, if there were a chemical spill and residents needed to stay inside, it would not be safe for doorknocking to occur. Similarly, it would not be safe for residents to physically check on their neighbours as part of the ‘buddy system’ method, rather they should be instructed to phone their buddy.
- Available resources – if any communication resources are down or limited (such as phone and internet lines cut or overloaded) this will need to be factored. In this case, doorknocking may be the most appropriate method to use.
- Residents with special needs – any residents with special needs such as hearing or physical impairments need to be identified and considered ahead of time. For example, if an evacuation is required, a bedridden or mobility-impaired resident will need special assistance from Emergency Services personnel.

## 3.3.10 Key Information to be Communicated

When the decision has been made to evacuate or warn the community of an imminent risk, residents need to be provided with as much information as possible to assist in this process. Emergency Services agencies will prepare and enact the appropriate warning messages. Most importantly, residents must be advised that Emergency Services’ instructions must always be followed and take precedence in all cases. Their messages are likely to provide key information including:

- the issuing authority (i.e. Qld Police/Fire/Emergency Management Queensland),
- an accurate description of the hazard (what has happened or is likely to happen),
- the area that is likely to be/has been affected,
- what is being done to control the hazard,

# Petition Glenfields Att 7 Evacuation Procedure

- what immediate action needs to be taken by residents:
  - Shelter-in-place and await further instructions,
  - Self evacuation, and
  - Directed Evacuation.
- The date and time of issue (for written warning messages).

This information may assist the Glenfields Neighbourhood Watch Area Coordinator and Zone Coordinators in preparing messages to deliver to their community as part of any 'support' communication. Information residents require include:

## **If Resident is Staying**

- Risk mitigation measures to take (e.g. ensure all windows and doors are closed).
- To listen to a nominated radio station or watch a nominated television channel for further advice.
- When/how they will receive the next update.
- Where to access more information if required (e.g. wait by your phone, listen to a particular radio station, monitor the Department of Community Safety's website).

## **If Resident is Evacuating**

- When to evacuate (i.e. immediately or within ..... hours).
- Where to go and how to get there (e.g. route to take, Assembly Areas, transport assistance available).
- Requirements once at the Assembly Area (e.g. report to officials to have names marked off).
- The anticipated duration of absence.
- What to bring (e.g. medication, spare clothing, and food).
- What not to bring.
- What arrangements apply to pets (e.g. should pets be taken to the assembly area, but not to an evacuation centre, if this is necessary).
- To secure the house and personal effects (may include instructions to switch off power or water).
- Potential hazards residents may face during the evacuation.

### **3.3.11 Sunshine Coast Council & Queensland Government**

Sunshine Coast Council and Qld Department of Community Safety have a range of information that may be issued periodically to the community (at their discretion and if deemed appropriate, depending on the nature of the incident) and could include:

- Website up dates Sunshine Coast Council and Qld Department of Community Safety's website home page contains links to 'latest news' alerts, where further information may be posted:

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- [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au),
  - [www.emergency.qld.gov.au](http://www.emergency.qld.gov.au), and
  - [www.emergency.qld.gov.au/emq/](http://www.emergency.qld.gov.au/emq/)
- Radio/television announcements - an announcement is sent to all relevant radio and TV stations to alert residents of the incident and what action to take. (Sunshine Coast Council and Department of Community Safety broadcasts updates and warnings on local radio stations.)

### 3.3.12 Education and Awareness

All information contained in this section of the Procedure as well as the advice contained in the appendix (*Emergency preparation guidelines and checklists*), will be communicated to Glenfields residents through a coordinated engagement process that includes raising awareness and education to change behaviour. The education and awareness program will be conducted as a separate activity, but may include the following:

- Council and Emergency Services representatives attending community meetings regularly to provide information on and an overview of the procedure;
- Discussion exercises with community involvement;
- Community noticeboard posters and information updates in existing community newsletters (e.g. Neighbourhood Watch and Glenfields–Waterbury Park Community Association newsletters); and
- Other material such as checklist folders, etc.

### 3.3.13 Additional Community Information

While the focus of this Procedure is how to communicate quickly in case of immediate or imminent incidents (as these are the most likely types of events to affect the Glenfields community), below is additional communication methods that could be used in the event of a long-term risk being forecast (e.g. flooding, cyclones). These methods could also form the basis of a communication strategy to help educate the Glenfields community about their roles and responsibilities during an incident:

- Letterbox drops – especially in the form of recovery Information/newsletters after the event,
- Community information packs,
- newsletters – mostly for recovery after the event,
- Posters/displays and notice boards at prominent local gathering spots (e.g. Assembly Areas),
- media (local paper),
- advertising (local paper), and
- information posted on relevant websites.

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## 3.4 Evacuation Withdrawal Stage

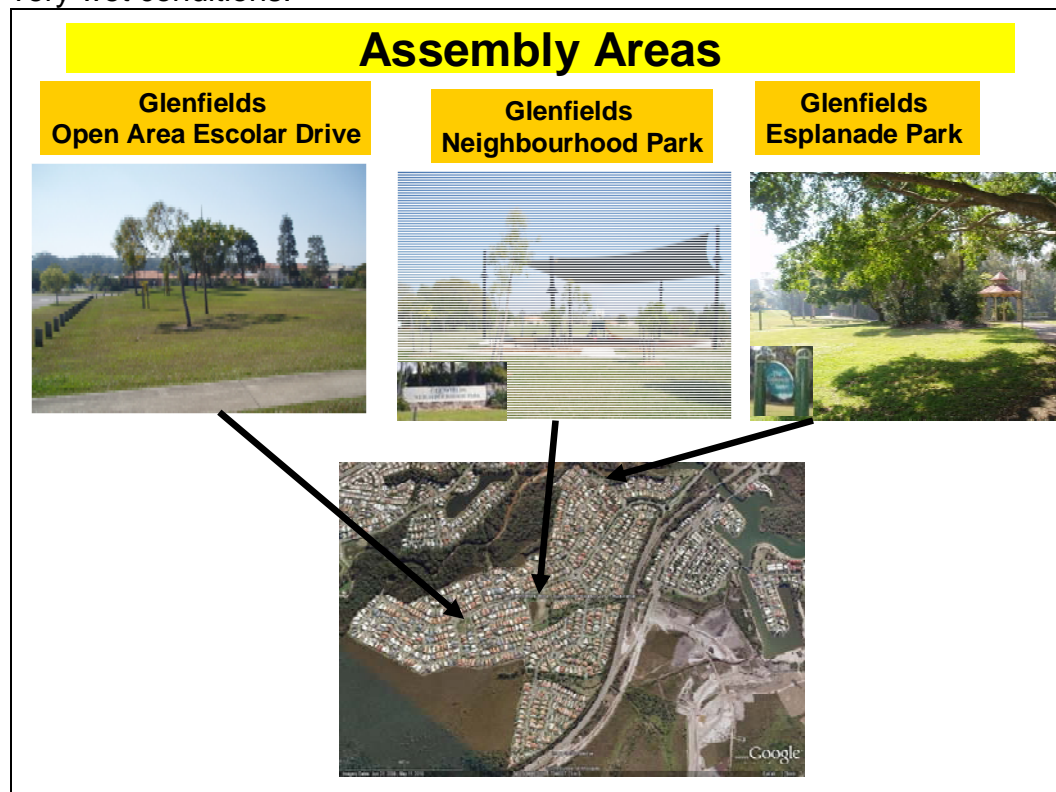
This stage details the safe and efficient process of relocating community members from hazardous or potentially hazardous environments to designated safe evacuation areas. Where possible, people will be asked to self-evacuate to friends or family in a safe area or to a nominated Evacuation Centre. It is anticipated that most people will transport themselves, however some individuals and groups in the community will require assistance. The Incident Controller i.e. Police, Fire Services, will provide direction on transport support requirements to Council where a request for assistance will be addressed by the Disaster Management Team or the Local Disaster Coordination Centre if activated.

### 3.4.1 Assembly Areas

Assembly areas during the withdrawal may be used to assist with coordination and control when pedestrian evacuation may be implemented. These nominated areas provide local residents with a location they can go to immediately to be safe and find out more information. The following three assembly areas are nominated for Glenfields residents:

- Glenfields Neighbourhood Park and,
- Esplanade Park and
- Open Area, Escolar Drive.

It is noted that these areas may be subject to the parks being boggy during very wet conditions.



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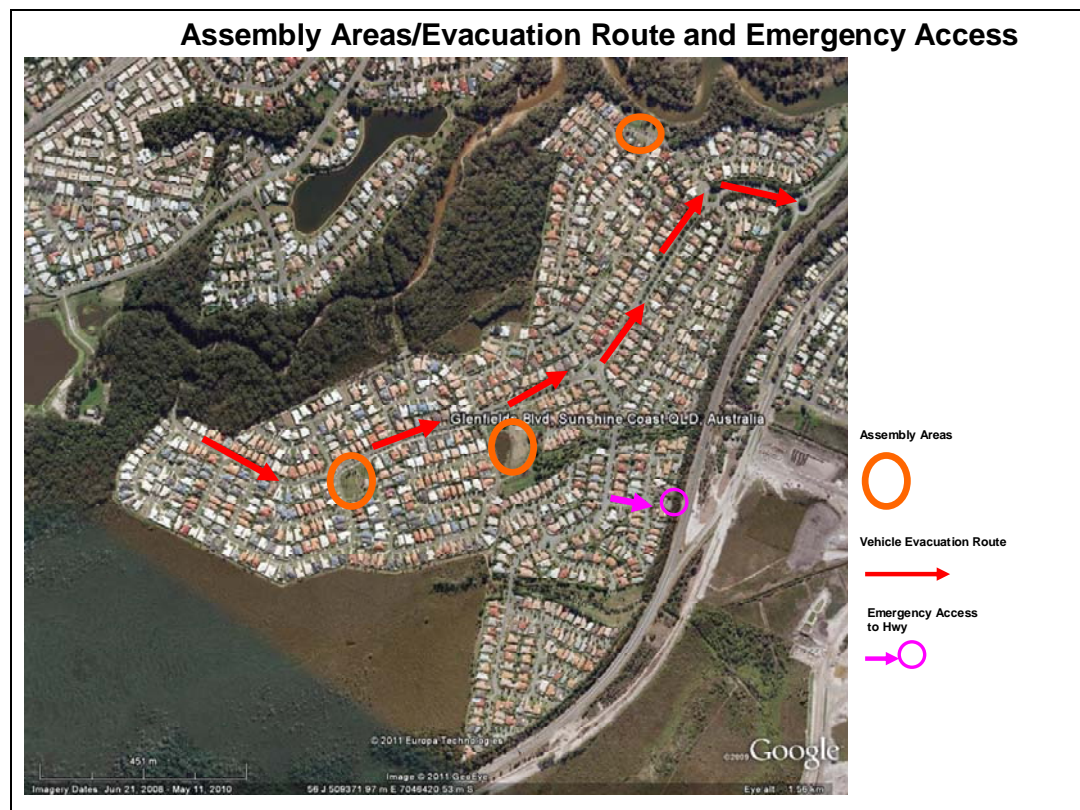
## 3.4.2 Road Evacuation Routes

It is anticipated that the majority of residents would self evacuate using their own vehicles. The main road within Glenfield estate is Glenfield Blvd which provides direct access from the estate of via Prelude Drive.

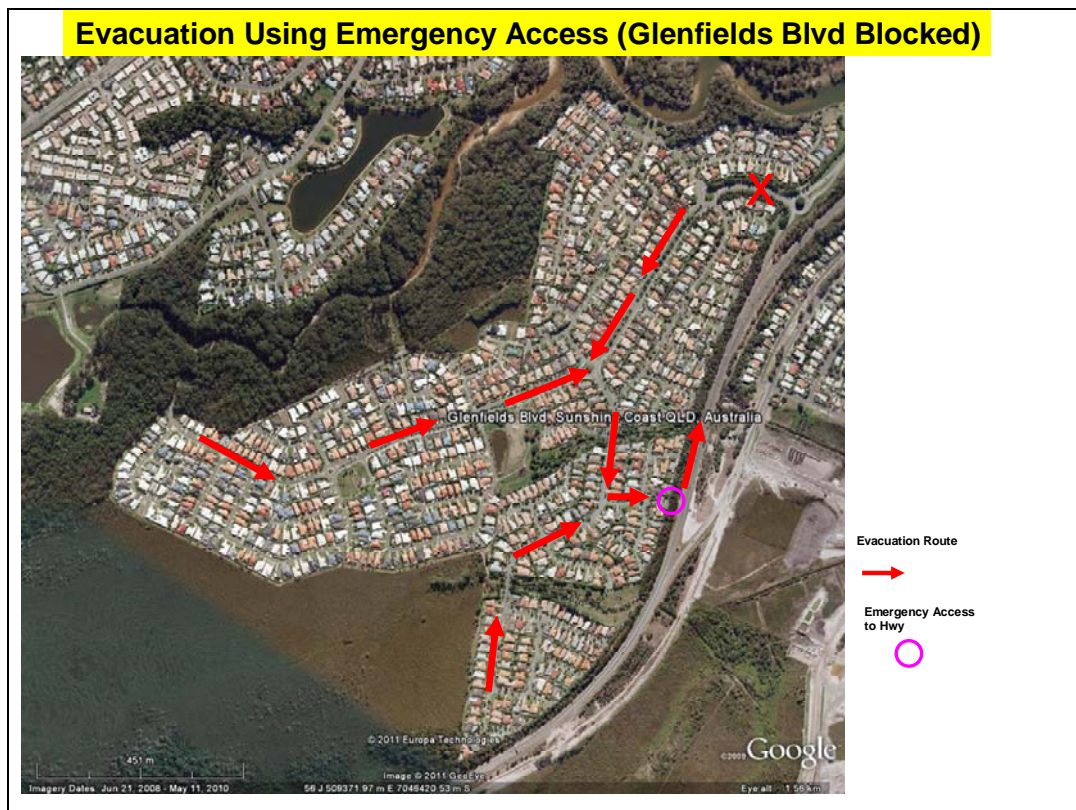
## 3.4.3 Emergency Access

To ensure a second evacuation route is available in case the Glenfield Blvd route is blocked, an emergency exit, that enables access to and from the Sunshine Motorway has been developed via Berrigan Place. The paved access is designed for use during an emergency and will be wide enough for two vehicles.

The emergency access will be locked, with access controlled by emergency service agencies (Qld Police and Fire services). Access to the Sunshine motorway would be under the control of the Emergency Services.



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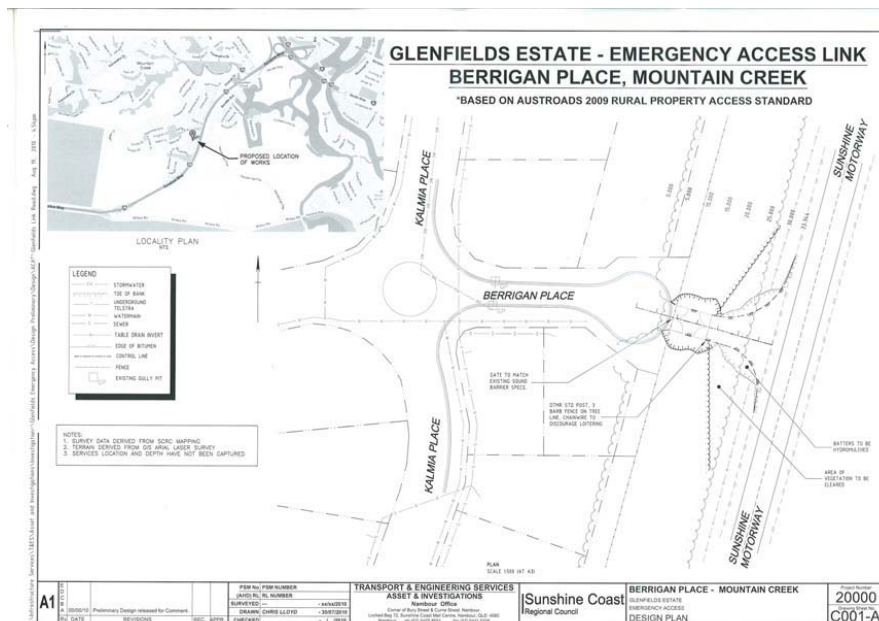


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## 3.4.4 Traffic Control Arrangements

Access by vehicles on to Hwy 70 via the emergency exit would be under control of Police to ensure the smooth merging of traffic onto the motorway. Traffic Management arrangements at the exit will be under control of the Police and may be supported by other agencies e.g. SES.

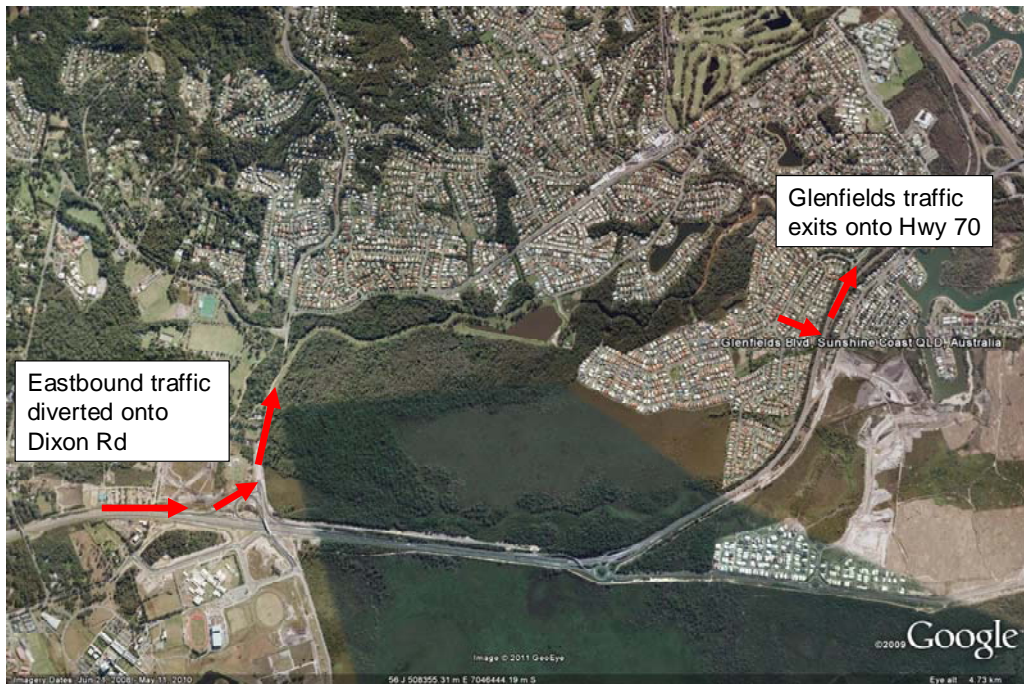
Police would divert east bound traffic on Hwy 70 up Tanawha Drive or Dixon Road. This would leave the Hwy near the Emergency Exit clear of east bound traffic and facilitate a safer merging from the emergency exit on to Hwy 70.





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## Option 1 -Traffic Diversion Dixon Road - Hwy 70 - East Bound Traffic



## Option 2 -Traffic Diversion Tanawha Drive - Hwy 70 - East Bound Traffic



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## 3.4.5 Pedestrian Evacuation Routes

Evacuation along foot paths may also be used when evacuation by vehicle is not possible. Pedestrian routes allow for persons on foot to move to a place of safety; however some routes may be subject to inundation.

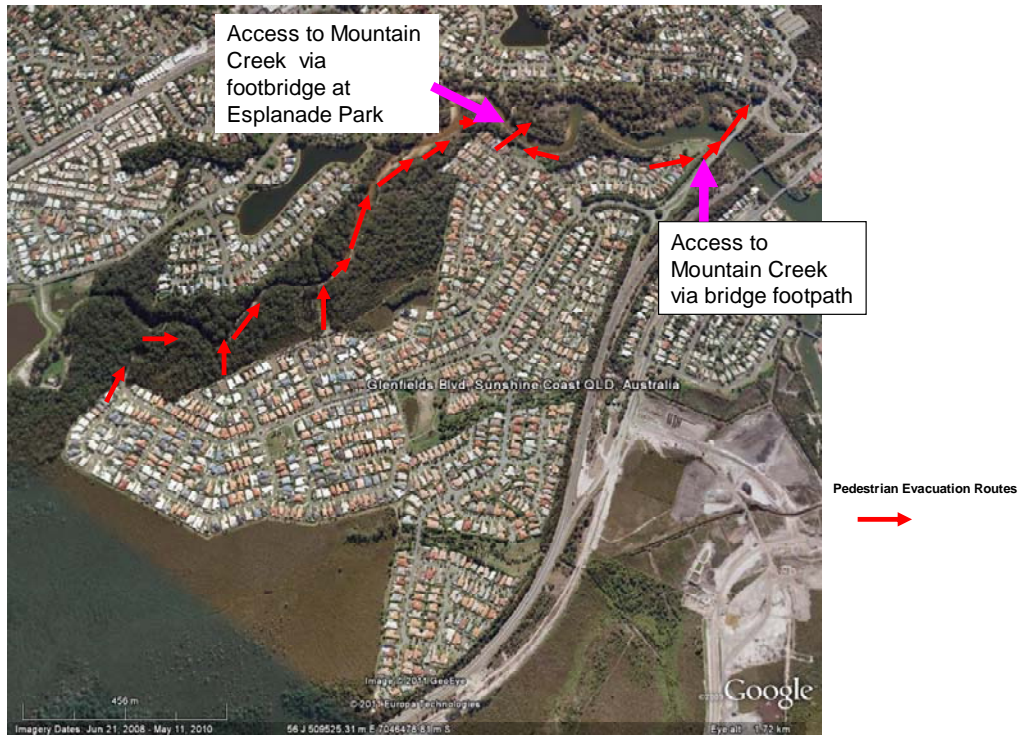
The footbridge at Esplanade Park provides pedestrian access from Glenfield to the northern side of Mountain creek. There is also a footpath along Prelude Drive that would allow Pedestrian access east from Glenfields to Mountain Creek.

The Mountain Creek Conservation Trail that follows along Mountain Creek on the Glenfields side provides a possible pedestrian evacuation route, **however in a Bushfire event, it Should Not be used if the fire is threatening the trail**. The majority of the trail is paved and the gradient would be suitable for motorised scooters that could be used by mobility impaired. There are several access points to the trail from Glenfield streets. Pedestrians would move East along the trail to the footbridge at Esplanade Park and then north to Mountain Creek.



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## Pedestrian Evacuation Routes



## Foot Bridge Access - Glenfields

Footpath Prelude Drive Bridge



Foot bridge Esplanade Park across Mountain Creek

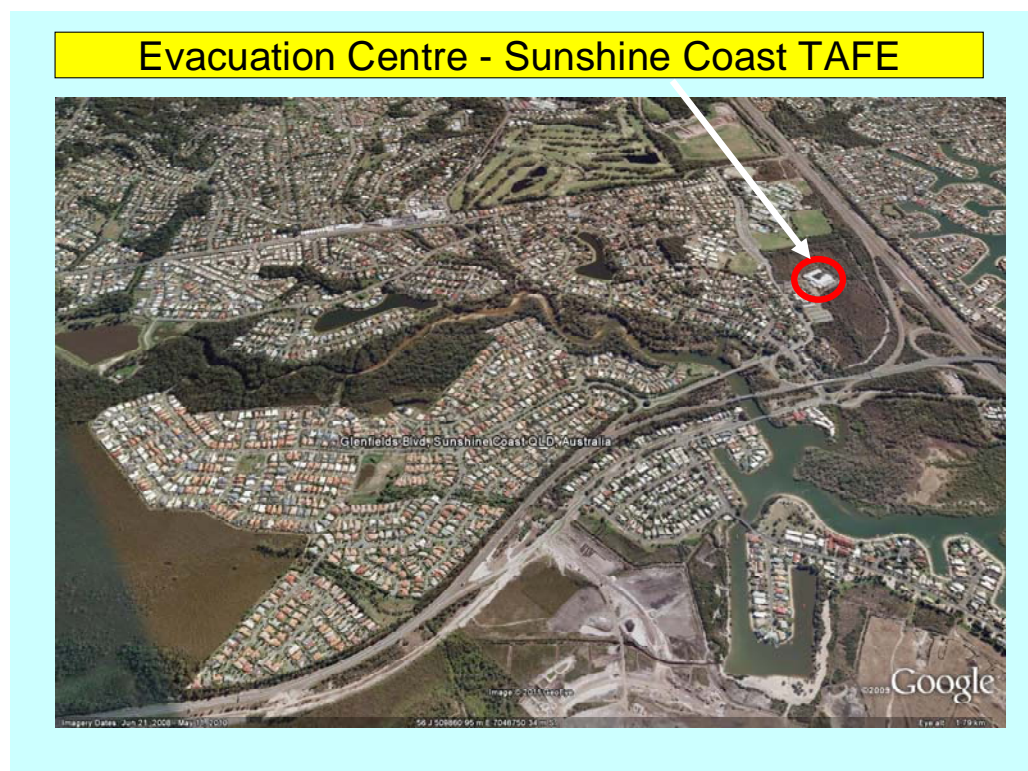


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## 3.5 Evacuation Shelter Stage

### 3.5.1 Evacuation Centres

The Sunshine Coast has a number of designated Evacuation Centres and these will be advised via the media or Council Web Site when they are open. Residents should listen to their local radio for advice on which Evacuation Centres have been opened. The closest Evacuation Centre identified is the Sunshine Coast TAFE, Lady Musgrave Drive. Council would advise when this centre would be open.



### 3.5.2 Emergency Accommodation

While it is preferable that residents are self sufficient in finding their own alternative accommodation, and it is anticipated that people will be able to stay with friends or family, there may be some who require assistance in finding accommodation, food and personal support while evacuated from their homes. In emergency situations such as these, Council can provide overnight accommodation through Evacuation Centres or other accommodation close by.

The Incident Controller i.e. Police. Fire Services is responsible for requesting and coordinating short term support from Council. Evacuation to areas outside of the Glenfields area for longer than 24 hours would be managed by LDCC or escalated up to the District. The LDCC working with Qld Department of Community Services in line with the disaster management arrangements would be responsible for sourcing of medium to long-term accommodation and personal support.

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## 3.5.3 School Children

In the event of an evacuation occurring in Glenfields on school days, children who attend Mountain Creek School and Mountain Creek State High school, and reside in Glenfields, will be retained at their schools until the danger has past. The schools are located outside of Glenfields, and provide a safer location. Children will not be permitted to enter Glenfields unescorted until declared safe by Emergency Services. Parents of school children should be encouraged not to collect children during an evacuation event, as this may prove disruptive, especially if the school is not threatened by the hazard.

Should the schools be threatened by a hazard, then arrangements to ensure the safety of school children would be in accordance with the School Safety Plan.

## 3.5.4 Crime Prevention

An unfortunate reality of evacuation operations is that some elements of the community may take advantage of the situation and vandalise or steal public and private property. It is important that the QPS make considerations for this potential outcome. While it may be difficult to allocate potentially limited resources to patrol the evacuated area, if it is possible to do so, it is an action that will be valued by the community. In some cases a public announcement that Police are watching for this behaviour and that it will not be tolerated may have as much effect on reducing occurrences of theft or vandalism as overt Police patrolling.

## 3.6 Evacuation Return Stage

The decision to return evacuees to their homes will be considered after the impacts of the situation have lessened or stopped completely. The Incident Controller i.e. Police, Fire Services or LDCC will make the decision for Glenfields residents to return to their homes. If the evacuation was part of a larger evacuation operation, the decision to return will likely be made at the district or state level. The following should be considered when assessing whether or not to return evacuees to their homes:

- the hazardous nature of the area,
- the possibility of the hazard or threat returning,
- safety of structures including accommodation, utilities, and transport facilities,
- security within the affected areas,
- availability of public utilities to support the community, and
- availability of other services to support the community.

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Generally a rapid damage assessment would determine what areas are safe to return to and what areas require further assessment with regard to structural, electrical, road and essential service damage and reinstatement.

Communicating the decision to return once the decision is made that it is safe to return to the area, residents will be notified by the Emergency Services, who will use the contact information collected during registration in the withdrawal phase. The Neighbourhood Watch Zone Coordinators may also be called on to assist with communicating the message that it is safe to return, by using the phone tree approach and contact details they have on their phone lists.

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## Section Four - Related Documents and Appendices

### 4.1 Related Documents

The following publications are relevant to this Evacuation Procedure:

- Sunshine Coast Local Disaster Management Plan 2012, and
- Qld Government Evacuation Guidelines August 2011.

### 4.2 Appendix:

- Emergency Preparation
- Pet Care Guidelines
- Important Document List
- Emergency Kit Checklist
- Taking Shelter in your Home/Sealing a Room
- Evacuating Your Home
- Returning Home
- Contacts Template

### Emergency Preparation

Emergencies and disasters disrupt lives in Australia every year. The effects on people, property and the environment can be long lasting, and in some cases permanent. Being prepared can reduce fear and anxiety and even prevent or minimise loss to you and your family. This guide is designed to help you prepare your family to deal with the consequences of emergencies. It provides guidelines for general emergency preparation, considerations for evacuating and how to shelter in your home. This advice, in conjunction with instructions given by Emergency services organisations may save your life or the life of a loved one.

Your family may not be together when an emergency occurs. Discuss how to meet or contact one another during an emergency. Discuss the dangers and emergencies you might face (e.g. severe storms, cyclones etc) and how to respond to each disaster that could occur. Consider the following:

- contact numbers for family members during the week (e.g. school or work)
- meeting places near school or work to be picked up
- community assembly areas
- teach children how and when to call 000, and how to make long distance calls
- contact numbers for family friends or neighbours (choose one interstate and one local friend or relative to call if separated during an emergency – it is often easier to call interstate than within the affected area)
- available communication methods, such as home phone, mobile phone or computer (remembering that in some situations power and communications will be disrupted and not available)
- important phone numbers, including your family doctor, utility providers, Local Council, SES etc.

Your family may have to evacuate your home quickly. Children should know what to do and where to go in the first minutes. Consider the following:

- how everyone will get out of your house (can children open doors or gates?)
  - ideally identify two escape routes from each room
  - a meeting place near home (e.g. the telegraph pole two houses down the road)
- a neighbour you can go to for help
- prepare an emergency kit (see Emergency Kit Checklist).

If you are asked to evacuate you should have an understanding of how you would transport your family, what you would take and where it is kept. Consider the following:

- what are your family's transport needs? Can you move everyone, including pets, in one car?
- can neighbours or friends help you with transport or can you help your neighbours?
- collate your important documents into one file or carry case (see Important Document List)
- identify what you will do with pets (see Pet Care Guidelines)
- prepare an evacuation kit (see Evacuation Kit Checklist)
- identify how to best prepare and secure your home prior to evacuating (see Evacuating Your Home guidelines).

Depending on the situation, you may be required to shelter in your home at short notice. The following activities may dramatically increase your ability to shelter quickly and effectively in your home:

- prepare an emergency kit (see Emergency Kit Checklist)
- know how to prepare your home to shelter-in-place (see Sheltering-in-place guidelines).

Maintaining a safe home and household is an important part of being prepared. You should consider the following to maintain a home prepared for emergencies:



## **Petition Glenfields Att 7 Evacuation Procedure**

- maintain adequate insurance for your home and assets
- general home maintenance (e.g. clearing of gutters/drains, trimming trees)
- safely storing chemicals and fuels, and removing unnecessary sources of fuel
- identify outdoor items and furniture to be secured and methods of securing
- regularly check the items in your emergency and evacuation kits.

### PET CARE GUIDELINES



#### PLAN FOR PET DISASTER NEEDS BY:

- identifying shelter
- gathering pet supplies
- ensuring your pet has proper ID and up-to-date veterinarian records
- providing a pet carrier and leash.

#### TAKE THE FOLLOWING STEPS TO PREPARE TO SHELTER YOUR PET:

1. Call your local animal shelter, or animal control office for advice and information.
2. Keep veterinary records to prove vaccinations are current.
3. Identify a friend or family member who is happy to have your pet stay with them if required.
4. Find out which local hotels and motels allow pets and where pet boarding facilities are located. Be sure to research some outside your local area in case local facilities close.

Remember, with the exception of service animals, pets are not typically permitted in emergency shelters as they may affect the health and safety of other occupants.

**DURING AN EMERGENCY ALWAYS FOLLOW THE ADVICE AND DIRECTION OF OFFICIALS.**

### IMPORTANT DOCUMENT LIST

The following documents may be important during or after an emergency. You should keep copies of them in one carry case and place it where it can be grabbed easily during an evacuation.

- Inventory of house and contents
- Wills
- Insurance documents e.g. life/car/house/contents
- Birth and marriage certificates
- Passports/visa details
- Medical details e.g. Medicare, immunisation details, private health funds
- Financial documents e.g. bank statements, credit cards, shares
- Copies of other important documents

**DURING AN EMERGENCY ALWAYS FOLLOW THE ADVICE AND DIRECTION OF OFFICIALS.**

### EMERGENCY KIT CHECKLIST



- Torch and spare batteries
- Prepaid phone cards
- Mobile phone charger
- First aid kit
- Sealable waterproof bags
- Portable radio and spare batteries
- Water and non-perishable food
- Essential medications and copies of prescriptions
- Baby needs such as formula and nappies
- Tools e.g. wrench, pliers, utility knife
- Sturdy gloves
- Toilet paper
- Toiletry items such as toothpaste, toothbrush and soap
- Spare keys for house and car
- Back up copy of computer files
- Other \_\_\_\_\_

**DURING AN EMERGENCY ALWAYS FOLLOW THE ADVICE AND DIRECTION OF OFFICIALS.**

### TAKING SHELTER IN YOUR HOME (SHELTER-IN-PLACE)

If you are asked by Emergency Services personnel to shelter in your home, the following steps should be taken to help ensure the safety of you and your family.

- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems.
- Get your emergency kit and make sure the radio is working.
- If possible move to a room above ground level with as few windows as possible.
- Listen to the radio, watch television or use the internet to keep up-to-date with what is happening.
- Other \_\_\_\_\_.

### SEALING A ROOM

You may be asked by an official to 'seal a room' because of smoke or fumes in the atmosphere. The following steps should be taken.

- Follow the steps above (Shelter-in-place checklist).
- Make sure all family members and pets are inside the room you plan to seal.
- Ensure you have clothing, food and water.
- Try to seal all gaps around door and window frames (be prepared to improvise and use what you have at hand).
- Use wet towels to seal under doors.

**DURING AN EMERGENCY ALWAYS FOLLOW THE ADVICE AND DIRECTION OF OFFICIALS.**

### EVACUATING YOUR HOME



Evacuation may be at very short notice or it may be pre-warned and you will have time to prepare for it.

If you are asked by an official to evacuate your home the following steps should be taken to protect yourself, your family and your property.

#### BEFORE YOU LEAVE YOUR HOME

- Turn off all gas and electrical appliances (except the fridge and freezer).
- If you use natural gas turn off the supply at the meter.
- If you use LPG make sure the cylinders are turned off at the valve on top of the cylinder and ensure the cylinder is in an upright position.
- Leave the LPG cylinder where it is installed.
- Get your Evacuation Kit and make sure you have contact numbers for family, friends and neighbours.
- Listen to the radio, watch television or use the internet to keep up-to-date with what is happening.
- Make sure you know where the community assembly area is.
- Secure your house. Lock all doors and windows.



#### ONCE YOU HAVE LEFT YOUR HOME

- Report to staff at the community assembly area.
- Stay at the assembly area and await advice from an official.
- Contact family members, neighbours and friends to let them know you are okay.

**DURING AN EMERGENCY ALWAYS FOLLOW THE ADVICE AND DIRECTION OF OFFICIALS.**

### RETURNING HOME



The following tips provide general advice about what to expect and do when returning home after an incident.

For advice on returning home after specific incidents (such as floods or a fire) please contact Emergency Services.

#### HAZARDS:

- Wait for authorities to advise that the area is safe before returning.
- Inspect your home for damage and other risks before entering – if you are unsure if your home is safe, have it inspected by an official (ask Emergency Services for advice).
- Keep the power off until an electrician has inspected your system for safety.
- Have an electrician test all electrical items prior to use.
- Use a torch until you are sure there is no gas inside the house.
- Beware of wildlife that may have entered your house.
- Do not use the toilet or tap until you have checked for sewerage and water pipe damage – if you suspect damage, contact a plumber.
- Boil tap water until water supply is declared safe.
- Test that smoke detectors are still working.

#### CLEANING:

- Contact your insurance company to discuss a claim (if required).
- Photograph or video any damage in your house before cleaning up to assist insurance claim.
- Clean all appliances, furniture and belongings appropriately.

#### LONG-TERM CHANGES TO MAKE AROUND THE HOUSE:

- Take steps to reduce impacts next time.
- Consider any likely 'incident' implications when you are making improvements or addition to your home.
- Replenish your Emergency and Evacuation Kits and regularly update contact lists.

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## Appendix 8

### Key Contacts Template of Residents

This template is completed by each Zone Coordinator and compiled as a complete list for the Glenfields community. The complete list is shared with all Zone Coordinators, Sunshine Coast Police and Sunshine Coast Council, Disaster Management.

***(Suggest this is completed in order of street address, in case doorknocking is required)***

Zone Coordinator Name .....

Residents Name	Address	Telephone Number	Alternate Telephone Number	Status Transport Assistance/Medical	Remarks