

STORM & CYCLONE GUIDE



Cassowary
Coast
REGIONAL
COUNCIL

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RAINFOREST WALKING TRACK

El Arish - Mission Beach Road 3.2 km

Licuala 8 km

Mully Mission Beach Road 8.7 km

National park



EVERYTHING
you need to know in an
EMERGENCY

disaster.CassowaryCoast.qld.gov.au

MAYOR'S MESSAGE



I was born, raised and educated in Innisfail, so I have grown up with cyclone and storm events as a part of life. I have been a serving Councillor through both Cyclone Larry and Cyclone Yasi so understand the preparation, response and recovery phases that we go through as a community.

With November 1 marking the start of summer and also cyclone and storm season, I know this is the best time to start preparing. My wife and I have updated our emergency and evacuation plan for the household and spoken to our adult children about putting a plan in place for their families.

My family evacuated our home in 2011 during Cyclone Yasi, due to predictions of tidal surge and our home being prone to flooding. My family and I shared this refuge area with 74 other occupants. Approximately 1,000 more impacted residents took refuge at other Council buildings, with many at full capacity.

After the cyclone had passed, Council joined forces with local businesses and charities to feed the hundreds of SES volunteers that were housed at Pease Park during clean up and recovery. The SES responded to 4,700 calls for assistance during this period. As a community, we rebuilt and have become even more resilient.

Now is the best time to prepare your yard by cutting back trees, shrubs and bushes. This will enable them to better withstand high winds and minimise the risk of flying debris during an extreme weather event. I encourage residents to take advantage of the free disposal of domestic green waste and one load of general waste per day for free at any of the Council transfer stations.

Severe weather events can occur anytime and anywhere and we know that it is not a matter of 'if' but 'when'. As Cassowary Coast residents, we understand the impacts from these weather events can include minor inconveniences such as temporary road closures, damage to facilities, needing to collect children from school early, long

queues at the petrol station and supermarket, and loss of electricity, phone and internet. But there are also more serious scenarios like flood waters rapidly moving towards your home, a family member unable to get home or the worry of leaving pets behind during evacuation. Being aware and prepared will ensure everyone in your household knows exactly what to do if the worst happens.

This year, Council is encouraging residents to work together and help each other when preparing for the storm season. You may have neighbours who are elderly or have special needs who need your assistance. Alternatively, neighbours may also be able to provide assistance to your household.

To help residents prepare, and stay up to date before, during and after an event, the Cassowary Coast Regional Council have the Disaster Dashboard - a single point of information and resources. You can find up to the minute advice and warnings, road conditions and also checklists and resources to help prepare. The dashboard is available at www.disaster.cassowarycoast.qld.gov.au

When planning what you will do or where you will go during an extreme weather event, it's important to remember that public cyclone shelters should not be your primary option and are a last resort only. The Cassowary Coast region has only two designated shelters with limited space and facilities. They will reach capacity quickly so should not be relied upon as the first sheltering option.

It has been shown that households and communities that work together and are well prepared before an event occurs are more resilient and are able to recover faster.

SOCIAL MEDIA

Social media is one more way to stay informed during an emergency, with regional councils and all major emergency service providers maintaining official social media accounts.

But, do not use these accounts to request emergency assistance; **in an emergency call TRIPLE-0 (000).**

Queensland Police

Facebook.com/QueenslandPolice

Twitter: @QldPolice

Queensland Fire & Rescue

Facebook.com/QldFireandEmergencyService

Twitter: @QldFES

State Emergency Service Far Northern Region

Facebook.com/SESFNR

Twitter: @QldSES

Queensland Ambulance Service

Facebook.com/qldambulanceservice

Twitter: @QldAmbulance

Bureau of Meteorology, Queensland

Facebook.com/bureauofmeteorology

Twitter: @BOM_Qld

(Always see bom.gov.au for the latest warnings.)

Ergon Energy

Facebook.com/ErgonEnergy

Twitter: @ErgonEnergy

For emergencies, call 000, and for power outages, call 13 22 96.

EMERGENCY ALERT

Emergency Alert is the national telephone warning system and one of many ways responders warn of a likely or actual emergency.

Emergency Alert is not used in all circumstances and whether emergency services decide to issue telephone warnings will depend on the incident.

The system sends voice messages to landline telephones and text messages to mobile telephones within a specific area.

What will the message say?

The warning message will provide information on the emergency, what action to take and where to find further information. The Emergency Alert Location Based Solution relies on the capability of each carrier to detect and locate every mobile with a last known location within the warning area set by the emergency services.

The networks automatically update the location of all mobiles when they connect with the network to

make a call or a text. Smartphones are connecting with the networks all the time in the background, so the network can detect your location almost instantly.

Is the message genuine?

If the caller ID number or message header on your phone displays the number 0444 444 444 it is genuine. The message tells you where to go for more information. You can also check with other sources, for example radio, websites or neighbours, to confirm the message's authenticity.

Where can I find out more?

It is important you listen to the voice message or read the text message carefully and understand what action the emergency services want you to take. The warning message should direct you to sources of further information such as emergency services websites or telephone information lines.

THE BEST ADDRESS IN A DISASTER

The latest emergency and disaster advice, information and updates are now just a click away for Cassowary Coast residents with the Cassowary Coast Disaster Dashboard.

The Dashboard is a one-stop emergency information hub, which will provide critical information before, during and after emergency and disaster situations.

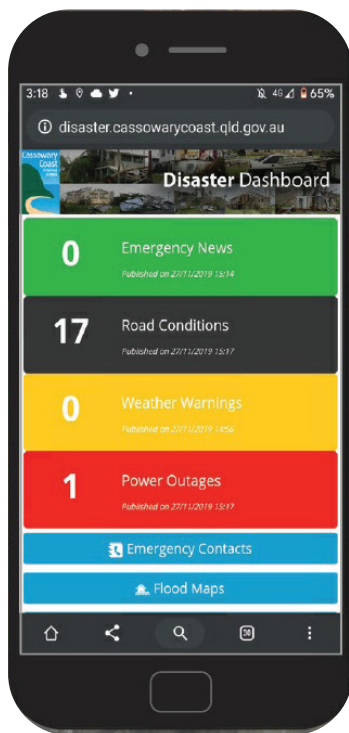
The Cassowary Coast region is no stranger to disaster events. In times of disaster it's important to have a single point of reference to access up to the minute information including road conditions, weather advices and warnings, power outages and local information and contacts.

Information isn't just critical during and after an event. The Dashboard will also host information to help residents prepare for disaster events. Information will include interactive flood mapping, storm tide mapping and also checklists, hints and tips to prepare your home, family, business and community for any event.

Instead of visiting a variety of websites to get up-to-date, all of the information is available in a single easy to use website which is mobile device friendly for access on phones, tablets, laptops or desktop computers.

The up to the minute information will include important updates directly from the Local Disaster Coordination Centre regarding key decisions and actions that are being undertaken in the local community. There will also be information for residents directing them to where help is available in their local communities and what services are available to help them recover.

Learn more by visiting the Cassowary Coast Region Disaster Dashboard at disaster.cassowarycoast.qld.gov.au or follow the links from Council's website.



The best address in a
natural disaster
disaster.CassowaryCoast.qld.gov.au

NOW IS NOT THE TIME TO BE COMPLACENT

Recent weather conditions have seen extended periods of hot and dry weather in large areas of the state. It's difficult to comprehend that the official summer storm and cyclone season started on November 1.

The Bureau of Meteorology has outlined the forecast for the coming months as likely to have above average rainfall across much of Australia. The Bureau has also predicted temperatures across November to January are likely to be warmer than average across parts of south-east, central, and western Australia, as well as along the northern coastline.

While residents on the Cassowary Coast have proven time and time again that they are resilient people, when you are a long term resident of the area, it is easy to become complacent about the true risks we face each storm season.

Remember, Australia has had at least one cyclone cross the coast each year since accurate records commenced. In March 2018, the Cassowary Coast bore the brunt of a significant weather system. It wasn't a cyclone or a tropical low. It was a combination of factors which saw

large amounts of moisture pushed onto the coast which resulted in significant rainfall over a period of days and weeks.

March rainfall totals in several locations in the region were over 1,500mm. Twice the average monthly rainfall. The culmination of this weather event saw major flooding in numerous parts of the region including Innisfail and Tully, whilst isolating some communities for hours or days at a time.

As a result of the heavy rainfall, there were more than 160 calls to the State Emergency Service, while many homes were evacuated due to the rising water levels. Over 400 residents claimed various levels of Government assistance to help recover from this event and more than 300 outreach visits were made by the Red Cross to check on affected community members.

Now is the time to prepare your home, family and business for whatever may eventuate this storm season.

Don't be complacent. Prepare now and avoid the panic and confusion that could occur in a disaster event.



The best address in a
network outage
disaster.CassowaryCoast.qld.gov.au

WHAT'S YOUR EMERGENCY PLAN?

In a disaster, high winds, fire, rising floodwaters or storm surges can prevent emergency services from reaching you before, during and after an event. Road access may be cut and essential services such as power, water supplies, and phone communications are usually disrupted.

Where a large number of people are affected, emergency services will be focused on assisting the most vulnerable in the community. Your family and community could become isolated for five or more days and will need to rely on the supplies and equipment you have at home to survive.

Simply ask yourself, if you were isolated by a disaster right now, are you ready?

Having a comprehensive Emergency Plan will ensure that you have all the necessary supplies and knowledge to survive and cope after an event.

Understanding the hazards you may face and discussing them as a family is a critical part of the planning process. Ensuring important information is written down and safely stored and making sure the whole family are prepared and understand what you will do is critical.

Don't leave it until it's too late.

Prepare an Emergency Plan now.

Four points to consider with your emergency plan.

1. Research the hazards and disaster management plans of your community.
2. Discuss various scenarios and responses with your family and household.
3. Record important information- make it a written plan.
4. Ensure everyone is prepared.

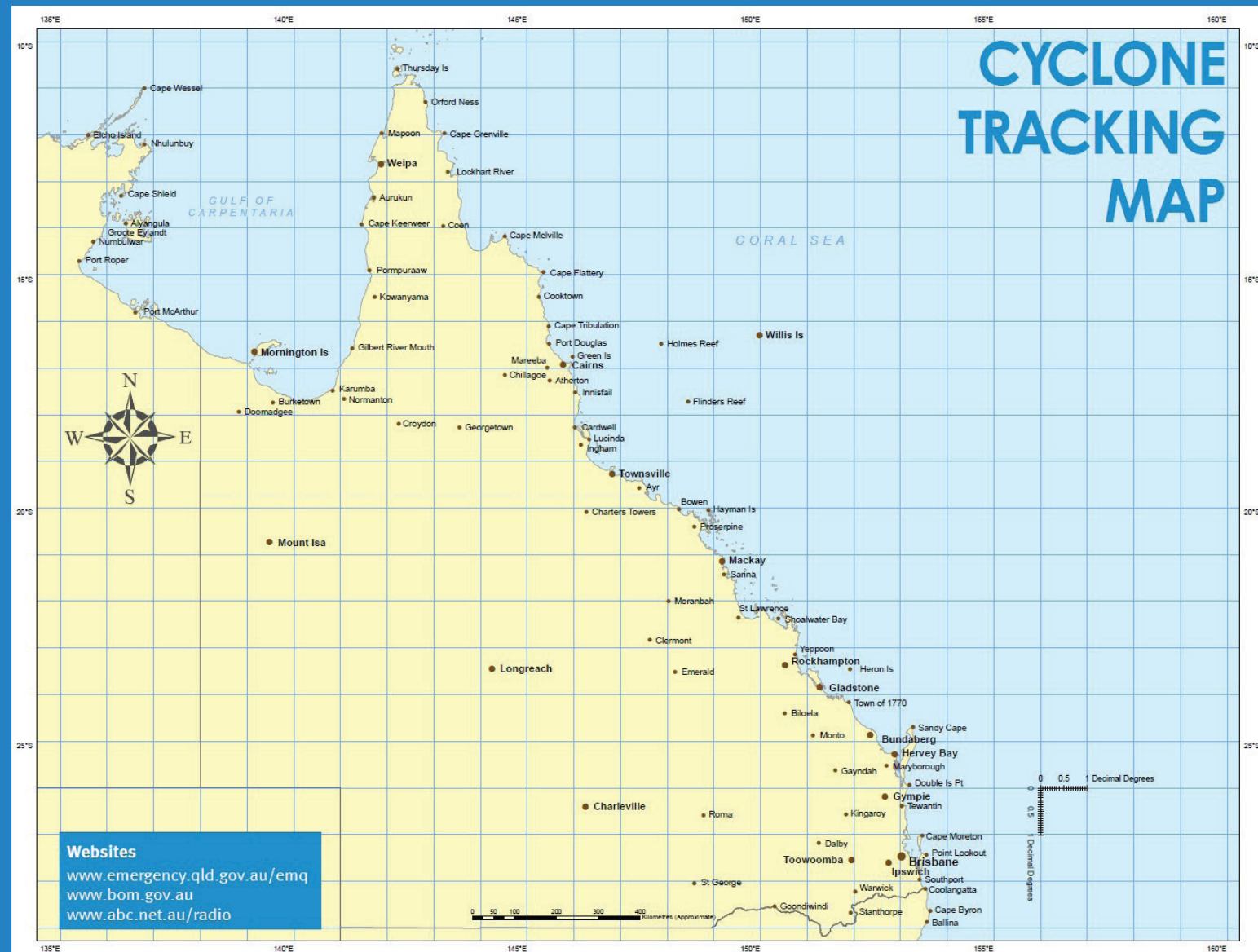
For more information on how you should plan for an emergency, visit disaster.cassowarycoast.qld.gov.au



AS A CYCLONE APPROACHES

If you hear a cyclone watch or warning you should:

- Tune in- to your local radio station and TV station
- Log on- to the Bureau of Meteorology website for weather and warnings.
- Listen out- for the Standard Emergency Warning Signal , emergency alert messages sent to your telephone and community safety announcements and ACT!- Warnings are urgent. Act immediately on the advice provided.
- Monitor the movement and severity of the cyclone. Track the movement on this map.
- Check your emergency kit is complete and easily accessible.
- Clear your property of all loose items including outdoor furniture, children's toys, etc.
- Secure any boats and move all vehicles and bicycles under cover.
- Fill buckets and bath with water and ensure you have sufficient water purification tablets to make the water drinkable if needed.
- Prepare your evacuation kit.
- Secure windows by closing shutters or securely affixing strong storm covers.
- Bring children and pets indoors and remain inside until further advice is given.



How to use this map:

Plot the position of the cyclone using the Bureau of Meteorology's updated advice using the latitude and longitude co-ordinates provided. One of the most important points to remember is that cyclones rarely move in a straight line.

Although plotting successive positions is a good way to appreciate the movement of the cyclone's centre, it must be realised that the dangerous winds surrounding the cyclone can extend up to 100km from its centre.

Remember the reported position of a cyclone is approximate.

WHAT'S YOUR PLAN IF YOU NEED TO GO?

If you live in a location that is at risk of flooding, or being impacted by cyclones or bushfires, preparing for evacuation now could save you time and stress in the event of a major disaster.

To prepare for evacuation, ensure you know where you will evacuate to and how you will get there.

Don't forget about your pets. Ensure your destination is able to accommodate your pets too and you have a way of transporting them.

You should have an evacuation kit prepared and ready to leave with immediately. Your evacuation kit should be contained in a sturdy, easy to carry bag or waterproof storage box and be stored in a safe place that is easy to access. You should also ensure your vehicle is full of fuel well before you make the decision to evacuate.

Your evacuation kit should contain clothing, essential medications and prescriptions, first aid supplies and toiletry items. You should also include pillows and sleeping bags, valuables and spare batteries and chargers for phones and other devices.

Also include some cash (ATMs and banks may not be open and EFTPOS may not be working) and any mementos such as precious photos and important documents.

Remember that public cyclone shelters should not be your primary option and are a last resort only. The Cassowary Coast region has only two designated shelters with limited space and facilities. They will reach capacity quickly so should not be relied upon as the first sheltering option.

You will be much more comfortable sheltering with family or friends in safer location. Alternatively you may choose to leave the region and stay in alternative accommodation in a safer location. Remember to plan and act early. Don't wait until it's too late.

Checklist for evacuation

- Has official advice been given to evacuate?
- Do you know where you will be evacuating to?
- Do you know the preferred route to this point?
- Is your vehicle fueled up?
- Have you packed essential medication- if needed?
- Have you checked on your neighbours who are elderly or disabled?

For more information, download the free fact sheets from cassowarycoast.qld.gov.au



**The best address for
weather warnings**
disaster.CassowaryCoast.qld.gov.au

GOT YOUR SUPPLIES?

Natural hazards can cause major disruptions to essential services. Preparing your household emergency kit is one of the most important steps you can take to be as prepared as possible.

Your emergency kit contains a collection of essential items that will equip your household in the event of emergencies like bushfire, storms, floods and cyclones.

Your kit should be kept in a sturdy, easy to carry bag or waterproof storage box and stored in a safe place that is easy to access. It's similar to your evacuation kit but should contain items that will allow you to survive in your homes without essential services for at least five days.

Essential items such as medications, torches and spare batteries, a battery powered radio,

mobile phone and charger, drinking water, non-perishable foods, spare clothing and footwear including waterproof clothing and gloves should be included in your kit.

You should also pack some basic tools, duct tape, plastic garbage bags and any other specific items for any of your family members.

Important documents like insurance paperwork, mortgage documents, birth and marriage certificates, passports and cash should be included inside a waterproof pouch or bag.

For more information about what to pack in your emergency kit visit disaster.cassowarycoast.qld.gov.au



The best address in a
power outage
disaster.CassowaryCoast.qld.gov.au

PREPARE IN ADVANCE

The best time to prepare your home is now. Understanding your risks is key to any preparations to secure and protect your property which will improve the safety of your home during a bushfire, storm, flood or cyclone.

Undertaking general maintenance is a vital first step. Check the condition of your roof, gutters and trim any large or overhanging trees.

Secure any loose items outside your home and perhaps arrange for a builder to inspect your roof and other structural items.

Make sure you have building and contents insurance in place. Once a cyclone is forecast, many insurance companies will refuse to provide new policies.

Identify which room of your house is the strongest in case you need to shelter.

Identify where and how to turn off power, water and other essential services as a safety precaution and ensure all windows and doors are securely closed and even covered if possible.

Ensure you have your emergency kit and important documents packed and handy before an emergency is declared.

If you live in a flood prone area, make sure all items and vehicles are stored well above any potential flood water levels.

If you have a generator, ensure you understand how to safely operate it and that it is full of fuel and regularly run and serviced. Also be sure to run your generator in a well ventilated area.

While sheltering, tune into local radio for ongoing advice and warnings.

For more information download the free fact sheets from cassowarycoast.qld.gov.au



**The best address for
emergency warnings**
disaster.CassowaryCoast.qld.gov.au

EVEN FIDO NEEDS A PLAN

Pets are important members of the family too and need to be covered in any emergency preparations.

Ensure that any plans you make regarding evacuation with your pet include a pet friendly destination/shelter location.

Remember, Public Cyclone Shelters and places of refuge will not permit animals to enter other than trained assistance animals.

Your emergency kit should contain supplies for your pet including food, water, medications, lead, harness, collar, bedding and a carry cage or similar.

Your pet should also be properly identified including contact phone numbers, name and home address.

Ensure your dogs are registered with Council as well as microchipped. This is important if you and your pet are separated during an emergency.

Cats do not need to be registered with Council, but should be microchipped similar to your dogs,

Even if your pets aren't cats and dogs, this suggested information could be generally applied to most household pets.

Ensure you have the phone number for your veterinarian or animal welfare agency in your household emergency kit.

Never leave an animal tied up or chained without shelter and bedding, as well as food and fresh clean water.

For more information download the free fact sheets from cassowarycoast.qld.gov.au



**The best address for
disaster information**
disaster.CassowaryCoast.qld.gov.au

HELP YOUR NEIGHBOUR

When making your preparations, it's a good opportunity to get to know your neighbours and help them get prepared too.

Think about people in your neighbourhood that are older or disabled or may have medical conditions that may need your help to be prepared.

Work together with your neighbours to get to know them and make your location as safe as possible and get everyone prepared.

You may develop a list of things that need to be done in your neighbourhood immediately prior to an event to ensure they are done.

Ask your neighbours if they need assistance in shopping - stocking up for the emergency.

Remember the hustle and bustle of the emergency shop may be too much for your more elderly neighbours and the opportunity to have someone assist could be a welcome relief.

Share the tasks around, so the burden does not rest with only one person, this will build a strong and caring neighbour group.

Perhaps make a list of the various services your neighbours could provide like doctors, electricians, plumbers, builders and any other special skills that may be of use following an event.

Neighbours may even decide to provide vulnerable members of the community a place in their home to shelter through an event so they don't feel alone in their own home.

For more information about how to help your neighbourhood be disaster ready visit disaster.cassowarycoast.qld.gov.au



**The best address for
road conditions**
disaster.CassowaryCoast.qld.gov.au

EMERGENCY CONTACTS

Life Threatening Emergencies (Police, Fire, Ambulance, Fallen Powerlines)	000
State Emergency Service – flood or storm damage	132 500
Non Emergency:	
<ul style="list-style-type: none"> • Police Link • Ambulance • Innisfail Fire Station • Ergon 	131 444 131 233 4061 0600 132 296
QLD Traffic and Road Conditions	131940 Website: www.qldtraffic.qld.gov.au
Cassowary Coast Council	1300 763 903
Disaster Coordination Centre (when activated)	1300 188 505
QLD Health 13 HEALTH	13 43 25 84
Innisfail Hospital	4016 1411
Tully Hospital	4068 4144
Bureau of Meteorology	Website: www.bom.gov.au
QLD General Warnings	1300 659 210
QLD Northern Districts Forecasts	1300 934 034
Australian Tsunami Threat Information (1300 TSUNAMI)	1300 878 626
Maritime Safety Queensland Cairns Regional Office	4052 7400 After hours incidents 1300 551 899 Website : www.msq.qld.gov.au
Department of Communities, Child Safety and Disability Services	137 468
Lifeline	131 114
Red Cross	1300 554 419
Cassowary Coast Wildlife Rescue	0447 970 668
Radio Stations	ABC Far North Innisfail 106.7FM 801AM Babinda 95.7FM ABC North Cardwell 100.1FM 4KZ / Kool FM Innisfail 98.3FM 531AM Babinda 94.9FM 102.5FM Tully 88.5FM 693AM Cardwell 91.9FM 94.7FM

CONTACT COUNCIL



Innisfail
Tully
Cardwell

70 Rankin Street
38-40 Bryant Street
4 Balliol St (Cardwell Library)



cassowarycoast.qld.gov.au
enquiries@cassowarycoast.qld.gov.au



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