



PREPARING FOR A NATURAL DISASTER



2011

NATURAL DISASTER RESOURCE

THIS GUIDE HAS BEEN COMPILED WITH THE BEST INTENTIONS BY COMMUNITY MEMBERS AND, AS SUCH, IS TO BE TAKEN AT FACE VALUE AND IS NOT MEANT TO BE A GUARANTEE OR THE DEFINITIVE LIST OF ACTIONS TO BE TAKEN.

THERE ARE MANY WEBSITES DEALING IN DETAIL WITH THESE ISSUES AND SHOULD BE REFERRED TO FOR CLARIFICATION, BUT REMEMBER THAT WHEN YOU LOSE POWER, YOU WILL HAVE LIMITED (I.E. SMART PHONE, IPAD® OR ALIKE WITH MOBILE INTERNET) OR NO ACCESS TO THAT INFORMATION, AND THAT IS THE POINT OF HAVING THIS FLOOD SUMMARY GUIDE ON HAND.

WE URGE YOU TO KEEP THIS DOCUMENT IN A HANDY PLACE.

THIS BOOKLET HAS BEEN COMPILED BY "FLOODFISH[#]" AS A COMMUNITY SERVICE.

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FLOOD SUMMARY GUIDE FOR QUEENSLAND COMMUNITIES

NATURAL DISASTER RESOURCE

UNDERSTANDING FLOOD TERMS¹

MINOR FLOODING Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.

MODERATE FLOODING In addition to the above, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock.

MAJOR FLOODING In addition to the above, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood-affected areas may be required.

LOCAL FLOODING Used where intense rainfall could be expected to cause high runoff in limited areas local to the rainfall, but not necessarily leading to significant rises in main streams.

FLASH FLOODING Flooding occurring in less than 6 hours of rain, usually the result of intense local rain and characterised by rapid rises in water levels. They are difficult to predict accurately and give little time for effective preventative action.

FINDING OUT WHAT YOUR FLOOD LEVELS ARE

Download a free Flood Flag Map of your suburb <http://www.brisbane.qld.gov.au/community-support/emergency-management/flooding/Understand-your-flood-risk/flood-flag-map/index.htm>

Refer to your past flood levels for an indication of how you may be affected. Do not be confused by reports of what the expected flood level will be in the city/port office gauge. For more details please see next page.

For a general flood map of the Brisbane area, please see Appendix A.

View the latest flooding information on <http://newsroom.brisbane.qld.gov.au/home/default.asp>

¹ From Australia Bureau of Meteorology

FLOOD SUMMARY GUIDE FOR QUEENSLAND COMMUNITIES

All Figures below are in meters - Australian Height Datum² (AHD)

Selected Locations	Jan 2011	Jan 1974	Feb 1931	Feb 1893
Brett's Wharf	2.48			
Mouth Breakfast Creek	2.80			
Powerhouse	3.20	3.60		
New Farm Park	3.41			
Story Bridge	4.35			
City Gauge	4.46	5.45	3.32	8.35
Southbank	5.35			
Park Road	6.63			
West End Ferry	7.42			
Fairfield	8.72	9.80		
Tennyson Tennis Centre	9.84			
Mouth Oxley Creek	10.00	12.00		
Graceville (Low Side)	10.10	12.10		
Sherwood Arboretum	11.61	13.61		
Seventeen Mile Rocks	12.57			
Centenary Bridge	12.91	14.10	9.60	17.90
Westlake	13.80			
Goodna Creek	16.79			
Moggill Ferry	17.48	19.93	15.40	24.50
Karana Downs	22.98			

River Height Station (m AHD)	Jan 2011	Jan 1974	Feb 1931	Feb 1893
Gatton (Lockyer)	15.38	14.63	9.14	16.33
Ipswich (Bremer)	19.25	20.70	15.50	24.50
Mt Crosby	26.18	26.74	21.78	32.00
Moggill	17.87	19.93	15.40	24.50
Jindalee	12.90	14.10	9.60	17.90
Brisbane City Gauge	4.46	5.45	3.32	8.35

² The **Australian Height Datum** is a geodetic datum for altitude measurement in Australia. According to Geoscience Australia, "In 1971 the mean sea level for 1966-1968 was assigned the value of zero on the Australian Height Datum at thirty tide gauges around the coast of the Australian continent. The resulting datum surface, with minor modifications in two metropolitan areas, has been termed the Australian Height Datum (AHD) and was adopted by the National Mapping Council as the datum to which all vertical control for mapping (and other surveying functions) is to be referred."

PREPARATIONS BEFORE A FLOOD

Things to do well before a flood threat:

- ☐ Create an Emergency Plan for your household (e.g. who to ask for help moving items, how to pack computers, organising entertainment for children, where to store your goods, with whom you could shelter). Use this document to form the basis of your plan
- ☐ Consider creating a Recovery Plan (e.g. who to ask for help cleaning up, who takes photos)
- ☐ Identify where you can source tools for cleanup e.g. portable generator, high pressure cleaner
- ☐ Register with the Emergency Services and Brisbane City Council for mobile phone alerts, in particular consider registering with the Early Warning Network (www.ewn.com.au)
- ☐ Identify where to go if told to evacuate
- ☐ Take 'Before' photos for insurance purposes
- ☐ If possible, bag and remove chemicals, pesticides, car oils and petrol cans from flood areas
- ☐ Ensure your pontoon is marked clearly with your street ID for reclamation later on
- ☐ Get updated on Tetanus injections
- ☐ Be aware that landline phones will not work without power
- ☐ Create an Emergency Kit for your household. For more details, please see the Section on Flood Emergency Kit.
- ☐ Gather important documents to take with you (or have them pre-scanned onto a portable hard drive and/or burnt onto a CD or DVD). An example of documents to take or have scanned, but not limited to

Prescriptions	House Deeds & Mortgage Documents
Passports & ID Documents (Licence, Accreditations)	'Before' photos
Emergency Phone Numbers (Doctors, Flood Assist)	Stocks and Bonds
Contact Numbers (work, family, friends)	Car Registration
Birth & Marriage Certificates	Medicare and Pension Cards
Qualification Certificates (Degree, Diploma)	Backup of Important Computer Files
Banking & Financial Papers	Bank Account Numbers & PINs
Insurance Certificates	Tax File Numbers
Computer Log-In Information and Passwords	Will

Store in a water/dust proof container

Things to do when threat arises:

- ☐ Take boats to safer ground/waters
- ☐ Cars in basement car parks will suffer damage. Move it or lose it
- ☐ Involve children so that they understand what is happening. Get them to pack their special toys, games and/or clothes
- ☐ Move household goods to safe places e.g. upstairs or with neighbours or friends on higher ground. Items can be stacked on beds, tables and cupboards or in the ceiling space
- ☐ Consider laying top-heavy items on their sides as toppling may cause damage to other things
- ☐ Rugs are almost impossible to lift when wet - remove and store
- ☐ Expensive glossy books are at serious risk and will be incredibly difficult to save even with extreme care. Store them out of harm's way
- ☐ Secure all loose outdoor furniture, including BBQ's, dog kennels and cubby houses as they may float away
- ☐ If you have someone who is handy, get them to unscrew the pool pump, chlorinator and air-con units, then move them to safer ground
- ☐ Tape up your bins and tether them, to prevent spillage and disease
- ☐ Stacks of cardboard and newspapers should be bagged. Otherwise they will disintegrate and clog drains
- ☐ Fill gas bottles for BBQs, camping stoves etc
- ☐ Fill your car with fuel (petrol/diesel/LPG)
- ☐ Fill kettles, bottles with fresh water
- ☐ Buy supplies e.g. bread, milk etc
- ☐ Get in a bulk supply of disinfectant, bleach, rubber gloves, rubbish bags etc
- ☐ Charge your mobile phone
- ☐ Gather computers, photos, artworks, jewellery, family heirlooms and keepsakes to take with you. As well, get spare cash as ATMs may be down. Store in a waterproof container
- ☐ Pack a set of spare clothing as well as a supply of medications, nappies, toys, formula, spectacles and personal aids (hearing aids, walking aids, etc). Remember batteries and chargers for electronic gear and especially for mobile phones
- ☐ Pack photo of pet (handy if pet escapes), cages, leashes, food, meds and toys
- ☐ Tape fridge doors shut
- ☐ Tape your drawers and cupboard doors together, or you will lose everything inside
- ☐ So that there are enough sandbags to go around, only use them in domestic situations and only where there is a chance you may escape the flood

- ☐ Unscrew floor drains (in laundry and bathrooms) and using two screwdrivers as levers remove covers. Cover outlet with a plastic bag and screw back the grates. If they are wedged and won't unscrew, use a plastic bag to cover the grate and firmly tape it in place with duct tape. If possible, place a sandbag or heavy object over drains
- ☐ Place sandbags in toilet bowls. Otherwise, cling wrap the bowls, put down the seat and lid, and anchor it with a sandbag. If you don't have sandbags, consider something heavy like pot plants. Or duct tape the lids to the bowls
- ☐ Firmly place plugs in baths and sinks. They also can be duct taped

Things to do when threat is upon you:

- ☐ Turn off the electricity at the switchboard
- ☐ Disconnect your solar power (check beforehand, as older models may not have that capability)
- ☐ Leave water and gas connected (unless you are in a cyclone zone), as the pressure inside the pipes will keep floodwater out
- ☐ Leave lower-level windows (preferably those with security screens) open to equalise pressure as this will allow the water to escape more quickly
- ☐ When leaving your home make it as secure as possible against looters and undesirables
- ☐ If you live in a high-rise apartment, be aware that the lifts will stop working and you will be stranded. Lock the lift on the highest floor as leaving it on the ground floor will incur huge repair costs
- ☐ Tell someone you have evacuated and where to
- ☐ Help any elderly neighbours. They are the ones who are all too often invisible and are reluctant to ask for help.

ACTIONS DURING A FLOOD

- ☐ Listen to Weather Bureau, Emergency Service and Brisbane City Council alerts. If you have registered on the Early Warning Network (<http://www.ewn.com.au>), you will automatically be given regular updates
- ☐ Never use generators, pressure washers, or other gasoline, propane, natural gas or charcoal-burning devices inside your home, even near a window. Carbon monoxide (an odourless, colourless gas) can build up and suffocate the occupants
- ☐ If floods cut you off, climb to the highest point, taking with you some water, warm clothing or blankets and signalling devices (torches, whistles and brightly coloured fabric to use as a flag)
- ☐ Keep children well away from floodwaters
- ☐ Never wade or drive through floodwater no matter how well you know the area, as the current may sweep you away. Similarly, keep away from drains and culverts
- ☐ If your vehicle becomes stranded in floodwater, preferably leave the car via a window (AVOID OPENING DOORS) and get to higher ground
- ☐ If leaving a flooded area, dry the brakes by applying a little pressure until the grip returns
- ☐ Keep an eye out for fallen wires
- ☐ Keep an eye out for snakes and other wildlife displaced by floodwater. Spiders, lizards and green ants will also climb fences, shrubs and stairs and will often be in unexpected places
- ☐ Check road conditions and closures
- ☐ Keep in touch with neighbours

WORK AFTER A FLOOD

When you return to your home:

- ☐ Do not return to your home until floodwaters have receded and it is safe to do so
- ☐ Don't wade or drive through floodwater, as the current will sweep you away. Similarly, keep away from drains and culverts. If the vehicle becomes stranded in low water, leave the car via a window and get to high ground
- ☐ If you have been displaced from your home, be aware that your pet may try to escape despite your best efforts. Ensure they are collared with ID tags, micro-chipped or both
- ☐ Wear protective clothing e.g. gumboots/sturdy shoes and gloves, against hazards of the flood such as snakes, contaminated water, rusty nails. Be aware that the tops of gumboots will rub your shins raw, so it's best to wear thick long socks or tuck your jeans into them
- ☐ Don't use any electrical equipment or power points until checked by the Power Authority in your area e.g. Energex. If issued with a S53 Form, for replacement of main power board, keep in a safe place
- ☐ Contact a suitable electrician and have him check the main switchboard. He may well be able to make one power point available and leave the others disconnected. The power supplier (e.g. Energex) will call around and reconnect you to the mains. If they are not satisfied, they will replace the switchboard if needed.
- ☐ The hot water system maintenance people can be called in. When satisfied, they will reconnect the hot water system.
- ☐ Take 'After' photos for insurance and Flood Relief payments. Ask others (e.g. friends) to document/photo all rooms and item for verification
- ☐ Notify your insurance firm and request relevant documentation
- ☐ If unable to return to work, call your workplace
- ☐ If your workplace is flooded, call your superior to ask for arrangements
- ☐ Advise your landlord/body corporate of any damage
- ☐ Decide where to clean first
- ☐ Decide what not to dump. This is crucial. You may know that certain things are salvageable but over-enthusiastic volunteers may not. Solid timber is washable. Lounge furniture can often be saved with expert help. Books can be resuscitated to some degree. For more detail please see the Section on Saving Flood Damaged Items.
- ☐ Gather valuable things you were not able to save and put them in a roped off area before volunteers, arrive to help clean up. The reason for this is so that something doesn't get tossed or lost by misguided best intentions
- ☐ Call as many family and friends as you can muster to help you clean up. They should be appropriately attired and ask them to bring along shovels, stiff brooms, rags, bags, buckets,

wheelbarrows, hoses and diesel pressure cleaners. Hats, insect repellent and sunscreen will also be needed

- ☐ Ask volunteers to car pool when possible, as the roads will be clogged with cars
- ☐ Ask someone flood-unaffected to be the food provider. Loads of sandwiches, sausages and thermos flasks of drinks will be well appreciated by the workers. An 'Esky' with ice for chilling drinks is also helpful. Workers must remember to stay hydrated

Cleaning up your home:

- ☐ For more detail please refer to the Section on Saving Flood Damaged Items
- ☐ If you haven't been successful in pre-arranging the use of a generator and high pressure cleaner, hire or borrow them as it will make the work so much easier. But be aware that high pressure cleaners may not only wash off mud but also paint
- ☐ Use big buckets or tubs to step muddy shoes into when breaching a clean zone. Saves extra cleaning
- ☐ Stack debris on footpaths, taking care to leave driveways clear and not impinge on substations and other services that may be situated on footpaths
- ☐ Asbestos needs to be kept wet and away from any power tools or high pressure blasting. If it is broken, wear protective clothing and stack it away from other debris. Refer to Council and specialists for further handling requirements
- ☐ If your rainwater tanks weren't full to begin with, they may well have filled with floodwater and will need to be cleaned with chlorine. Contact your installer for advice after floodwaters have subsided
- ☐ DO NOT pump out your pool until you've sought advice from a qualified pool specialist
- ☐ Swimming pool safety fencing will still be a major council issue. Temporarily secure as much as possible until the major work can be undertaken
- ☐ If the fridge is still cool and not flooded, eat perishables first, frozen goods last
- ☐ Dispose of any food items that have sat for too long in a non-working fridge, but not on the kerb - your Council may provide specific food disposal bins
- ☐ Buy bags of gypsum to sprinkle over mud-caked gardens, this will help break up soil. Then mulch, let weeds plants etc grow through and let nature do its thing!
- ☐ Sand in sandpits will be unusable and sand will have to be replaced
- ☐ Air your premises as much as you can
- ☐ Treat minor cuts and grazes immediately with antiseptic and bandages and get a tetanus shot
- ☐ If injured more seriously i.e. gashed or pierced - seek medical assistance from your local doctor's surgery or medical centre

A few other things to consider:

- ☐ Be wary of con artists travelling door to door who may pose as building inspectors or tradesmen. Ensure you ask to see credentials
- ☐ Ask your mortgage lender for hardship reprieve but be aware that this may mean you will have a double repayment in the oncoming months
- ☐ Advise your library, hire shop and DVD shop of losses or late returns due to flooding. You may otherwise incur steep fines
- ☐ If you are not returning to your home for some time, redirect your mail at the Post Office
- ☐ Listen to all news and public announcements regarding support and recovery services

SAVING FLOOD DAMAGED ITEMS³

Appliances:

- ☐ Many flood-damaged appliances can be salvaged, but they must be thoroughly dried out first and should be checked out by an authorised service technician before being plugged into an electrical outlet
- ☐ The hard exterior can be hand cleaned using disinfectant
- ☐ All appliances that have been flooded should be properly grounded to prevent electrocution. Mud or dirt in a grounded outlet or adapter may prevent the grounding system from working and could cause electrocution
- ☐ Do not hose large appliances as this may increase damage if water gets into places that the flood did not reach. Instead, wash the appliance with a wet cloth and common household cleaner. Rinse with a disinfectant solution to clean and discourage mildew. Towel dry

Barbecues:

- ☐ If BBQs have been in contact with floodwater, they can be hosed, scrubbed and disinfected. Coals and sand will have to be replaced and the gas regulator should be checked. Turn on the BBQ to full heat and allow to burn for an hour or two to kill any remaining bacteria

Books and Papers:

- ☐ Glossy pages have a glaze that acts like glue when wet, and expensive illustrated books will soon turn to a solid block. You will need to establish a priority for treatment and abandon those that you will not be able to save in time.
- ☐ Paperback books may be stood on their backs, with pages fanned open, in the sun to dry.
- ☐ Papers may be dried slowly by interleaving uncoloured blotting paper or uncoloured kitchen paper towelling. Replace every 6 hours or so. When partially dry, pile and press books to keep pages from crumpling. Alternate drying and pressing and use a fan where possible. Cornstarch or talcum powder can be sprinkled between the leaves to absorb moisture, and then brushed off. When books are nearly dry, they may be ironed on a low heat
- ☐ A common problem is residual moisture. The paper may have appeared to have dried, but if closed and left for some time, the pages stick and you may find a growth of mould. Don't put a 'dry' book away too early
- ☐ Some important documents may be replaced by the Government Department e.g. Queensland Transport for Driver's Licence

Cupboards and Shelving:

- ☐ Cupboard and bookshelves made of particleboard will swell with water and be totally irrecoverable. Solid timber items are non-the-worse for wear after a good wash

³ Adapted in part from Brisbane City Council, "Be FloodWise" guide

Ceilings and Walls:

- ☐ Plasterboard acts like a sponge when soaked. Also, if affected by contaminated floodwater, it will be a permanent health hazard and should be removed
- ☐ Remove plasterboard to at least the flood level, if most of the wall was soaked by clean rain-water, consider cutting a 5x15cm section from the bottom and top of walls to create a chimney effect of air movement for faster drying. Avoid ductwork and wiring
- ☐ Plaster and panelling can often be saved if the floodwaters have receded quickly enough, but air must be circulated in the wall cavities to dry the studs and sills
- ☐ Unaffected ceilings can be cleaned of mould and wiped with a mixture of a ¼ teaspoon of Clove Oil to 1 litre of water

Clothes:

- ☐ Be aware that clothes soaked with floodwater may have been contaminated. Simply drying the clothes is not sufficient. Wash all clothes thoroughly

Contaminated Mud:

- ☐ Shovel out as much mud as possible and wash away mud from hard surfaces
- ☐ Domestic gardens need not have their topsoil removed unless severely contaminated. Exposure to sun is very beneficial as is the turning over of soil. Gypsum sprinkled onto mud will enable it to break down quicker. Rain or watering will also allow nature to take its course. Consider mulching and allowing weeds to grow as root growth will nourish the soil and allow worms to do the rest

Electrical System:

- ☐ The system must be shut off, and repaired and inspected by an electrician before it can be turned back on

Floors:

- ☐ Carpet – Clean and dry carpets and rugs as quickly as possible. Seek assistance from a professional carpet cleaner. If sewage-contaminated floodwater covered your carpet or it was under water for 24 hours or more, discard it for health and safety reasons. To clean, hang mats and rugs outdoors and hose them down. Work a disinfecting carpet cleaner into soiled spots with a broom. Dry thoroughly before replacing your carpet. If the carpet cannot be removed, dry it as quickly as possible using a wet/dry vacuum and dehumidifier. Use a fan to circulate air above the carpet and if possible, underneath
- ☐ Vinyl or tiles – These may need to be removed to allow drying of the subfloor
- ☐ Timber floors – These should be dried gradually. Some restoration companies can accelerate drying time by forcing air through the underside of hardwood floorboards. Clean and dry wood before attempting repairs

Furniture and Household Items:

- ☐ Take furniture, rugs, bedding and clothing outside to dry as soon as possible

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- ☐ Use an air-conditioner or dehumidifier to remove moisture or open windows. Use fans to circulate air in the house
- ☐ If mould and mildew have already developed, brush off items outdoors to prevent scattering spores in the house. Vacuum floors, ceilings and walls to prevent breathing in mould spores
- ☐ Mattresses that have come into contact with floodwater should be thrown away
- ☐ Upholstered furniture soaks up contaminants from floodwaters and should be cleaned by a professional
- ☐ Toys and stuffed animals should be thrown away if they have been contaminated by floodwaters
- ☐ Solid timber is non-the-worse for wear after a good wash

Heating and Cooling Systems:

- ☐ These systems will need inspection and cleaning, and possibly the motors will have to be replaced
- ☐ Flood-soaked insulation will need to be replaced

Kitchen:

- ☐ Disinfect glass, porcelain and china dinnerware. Air-dry dishes to ensure they are perfectly dry. If possible put all kitchen paraphernalia through the hottest setting on the dishwasher. Plastic and wooden utensils should be thrown out
- ☐ Disinfect silverware, metal utensils and pots and pans by boiling in water for 10 minutes. Bleach may react with metals and should not be used
- ☐ Disinfect canned goods prior to using
- ☐ Cupboards and counters need to be cleaned and rinsed before storing dishes. Particleboard cupboards will be swollen and need to be replaced
- ☐ Scrub surfaces with hot water and a heavy duty cleaner. Then use disinfectant

Photos:

- ☐ Photos may be rinsed in clear clean water but take care to never touch the surfaces. Framed photos will need to be handled when still soaking wet or the photo surfaces will stick to the glass. Place the photo and glass under clear flowing water until they separate. Photos will need to be placed face up on uncoloured paper towelling for slow drying. They should not be placed in sun or wind

Private Wastewater Treatment Systems:

- ☐ Flooding of a private wastewater treatment system can be hazardous. It may lead to a back up of sewage in the home, contaminate your drinking water and cause unsanitary conditions until the system is fixed. Contact your plumber immediately

FLOOD EMERGENCY KIT⁴

WATER Water should be stored in clean, plastic containers. Allow approximately 20 litres per person per day for drinking and sanitation purposes, in case water supply is cut off or becomes contaminated. Try to store sufficient water to last for three days. In hot conditions, or where there are persons with special needs, such as children or the sick, extra water may be required. Freeze extra water or buy ice to keep food cool in your fridge, freezer or 'esky', in case power fails.

FOOD Store a three-day supply of food that is non-perishable or that requires little preparation. You can include a selection of canned meats, fish or soups, dried fruits, nuts, cereal, dry crackers, spreads such as jam or peanut butter, tetra-packed juices, tea, instant coffee, sugar and long-life or powdered milk. If you store items such as packet soups and noodles, remember to allow extra water for mixing.

FIRST AID KIT The kit should contain waterproof adhesive dressings of various sizes, gauze pads and adhesive tape, bandages, scissors, tweezers, antiseptic (lotion or cream), a thermometer, sunscreen, safety pins, soap or other cleansing agent, eye lotion, sterile saline solution for irrigation, latex gloves and pain relievers such as paracetamol or ibuprofen, anti-diarrhoeal medication, antacids and moistened towelettes. Other items that are useful are electrolyte powders, insect repellent and antihistamines or an anti-itch cream. Your pharmacist can provide further advice.

TOOLS AND SUPPLIES Include items such as: battery operated radio, extra batteries, matches, a pocket knife or multi-purpose tool, manual can opener, torch, candles, pliers, waterproof tape, whistle, plastic sheeting, sewing kit, foil, toilet paper, plastic cups, plates and utensils, soap, personal toiletries, garbage bags, plastic bucket with lid, chlorine bleach. A tent and a map of the area might also be useful in the event that you need to locate evacuation centres. Fill gas bottles to use for cooking.

CLOTHING AND BEDDING As well as a change of clothes, include gloves, sturdy waterproof shoes or gumboots, protective clothing such as raincoats or windcheaters, waterproof sleeping bags or other weather resistant bedding, hat and sunglasses.

SPECIAL ITEMS These may be items such as baby formulas and toys, reading materials, medical items, spare optical items, mobile phone and charger, personal aids (hearing aids, walking aids etc). You may also need to take an inventory of household contents or 'before' photos and spare cash. Other special items such as computers, albums, artworks, jewellery, family heirlooms and keepsakes, should have already been stored safely.

Consult your doctor or pharmacist about filling extra prescription medications if a disaster or emergency situation is imminent as those buildings too may be flooded.

If you have pets, you will also need to consider an Emergency Kit for them. For more detail, please see the Section on Pets and Emergencies.

⁴ Adapted in part from Queensland Health, Fact Sheet; Version: 1. 17December 2010;
(www.rockhamptonregion.qld.gov.au/files/b8d61ec3-ad86-406c-9775-9e5b00df9f1a/emergencykit.pdf)

DOCUMENTS Most critical however, are personal documents that are difficult to recover without a great deal of bureaucracy and anxiety.

An example of documents to take in a waterproof container, but not limited to

Prescriptions	House Deeds & Mortgage Documents
Passports & ID Documents (Licence, Accreditations)	'Before' photos
Emergency Phone Numbers (doctors, Flood Assist)	Stocks and Bonds
Contact Numbers (work, family, friends)	Car Registration
Birth & Marriage Certificates	Medicare and Pension Cards
Qualification Certificates (Degree, Diploma)	Backup of Important Computer Files
Banking & Financial Papers	Bank Account Numbers & PINs
Insurance Certificates	Tax File Numbers
Computer Log-In Information and Passwords	Wills

DRY AND UP-TO-DATE Store your kit in a convenient place known to all family members. Keep a smaller version of your emergency kit in the boot of your car. Keep items in airtight plastic bags inside a waterproof container. It may be more practical to divide the kit into a number of smaller containers that are easier to manage.

Change your stored water supply every six months so it stays fresh and rotate your stored food every six months. Re-think your kit and family needs at least once a year. Replace batteries and any other items that may be out of date or deteriorating.

PETS AND EMERGENCIES

Emergency planning for pets is an important part of household preparations in case of emergency, and can greatly increase the likelihood of evacuating your pets to safety. There are many things pet owners can do to be prepared in the event of emergencies such as floods, cyclones or bushfires.

Ensure your pet cat or dog is registered, micro chipped and has an identification tag and that contact details are up-to-date on the microchip register. Make sure your pet wears at least two forms of current identification. You may want to consider a microchip implant, combined with tags on a collar. Also, keep the information current if you have registered with any lost and found databases.

Check to make sure your pet's vaccinations are up to date. Keep an extra copy of your pet's health information in your pet disaster/emergency kit and ensure you have a supply of animal medications if needed.

Research and identify temporary accommodation options for your pets.

Determine where your animal(s) will be relocated if evacuated. Keep in mind that the place may have specific requirements e.g. boarding facilities often require that animals are up-to-date with vaccinations.

Late evacuation can be dangerous. To avoid unnecessary risks to you and your pets, move animals to a safer place as soon as possible.

Be sure to place permanent, waterproof "Pets Inside" stickers on your front and back doors or windows to alert emergency workers that pets are in your home. If possible, list the number and types of animals in your household. Should you be unable to go home to retrieve your pets during a disaster, this sticker could help rescue workers find your pets in your house.

Animals should never be abandoned unless it is absolutely impossible to evacuate them. If you are forced to leave your animals behind, be sure to leave them plenty of food and water. If possible, consider evacuating your animals before the danger arises.

Pet Disaster Preparedness Kit Checklist

FOOD One-to-two-week supply of the dry or canned food your pet usually eats. (While stored, make sure to replace the food according to expiration dates.) Also include a spoon, food dish and, if you use canned foods, a can opener. Record your pet's eating habits (amount and times) as well as any allergies your pet may have and keep the record with the other paperwork in this kit. Store the food in a waterproof and protective bag or case

WATER One-to-two-week supply in plastic containers. (Make sure to replace stored water regularly to ensure freshness.) Include a collapsible or travel water bowl that is easy to store

CLEANLINESS One-to-two-week supply of kitty-litter or poo-bags, plus a small, plastic litter box and litter scoop. Materials to clean the stall, crates, litter boxes, fish bowls.

PAPERWORK Registration or license papers

PHOTOGRAPHS In case you need to distribute pictures if your pet gets lost

VACCINE RECORDS/MEDICAL HISTORY Copies of important veterinary documents, such as vaccination records, medical history, medical conditions, records of important test results

FLOOD SUMMARY GUIDE FOR QUEENSLAND COMMUNITIES

VETERINARY INFORMATION Write down the name, address and phone number of your vet and an alternate vet. Write out a release statement, authorizing medical treatments for your pets. Write down your pet insurance policy number, if you have one

CONTACT DETAILS For your vet, local RSPCA, council and alternative animal accommodation

PROOF OF OWNERSHIP Copies of registration information, adoption papers, proof of purchase, microchip, tattoo or other identification information

IDENTIFICATION TAGS If possible, have the ability to write your temporary location or contact information on the tags

PHOTOGRAPH OF YOUR PETS Place in plastic bags

MEDICATION List each pet separately and include dose and frequency for each medication. Keep a one-to-two week reserve supply, with directions on how to administer. If possible, keep the medication in the original jar or bottle that it came in. Replace according to expiration dates. Don't forget reserve doses of flea and tick and heartworm preventatives

SPARE OR EXTRA COLLARS, HARNESSES, OR LEASHES Collars, leads, harnesses, saddles etc

BEDDING OR PET BLANKET/S

GROOMING SUPPLIES AND TOYS

ANIMAL CRATES/CARRIERS/CAGES/VAN/HORSE FLOAT Label with your contact information; make sure the animal has room to move around, and it is safe for the pet (latches and bolts should be secure); these need to be available and functional in the case of evacuation; Ensure your pets are trained to enter and spend time in the crate/carrier

Pet First Aid Kit

This is for a basic pet first-aid kit, including, but not limited to:

Sterile gauze pads (3" x 3" and 2" X 2")	Eyewash
Gauze bandage rolls (1" and 2")	Eyedropper
First aid adhesive tape, 1" roll	Digital or rectal thermometer in a plastic case
Cotton swabs	Leather work gloves (to protect you from being bitten)
Tweezers	Latex gloves
Scissors	Leash
Plastic freezer/sandwich bags	Thin rope
Antibacterial ointment	Splint materials (tongue depressor, 12-inch wooden ruler or thick magazine)
Antiseptic cleansing wipes	

Place the contents in a plastic storage box, tackle box or coffee can with lid.

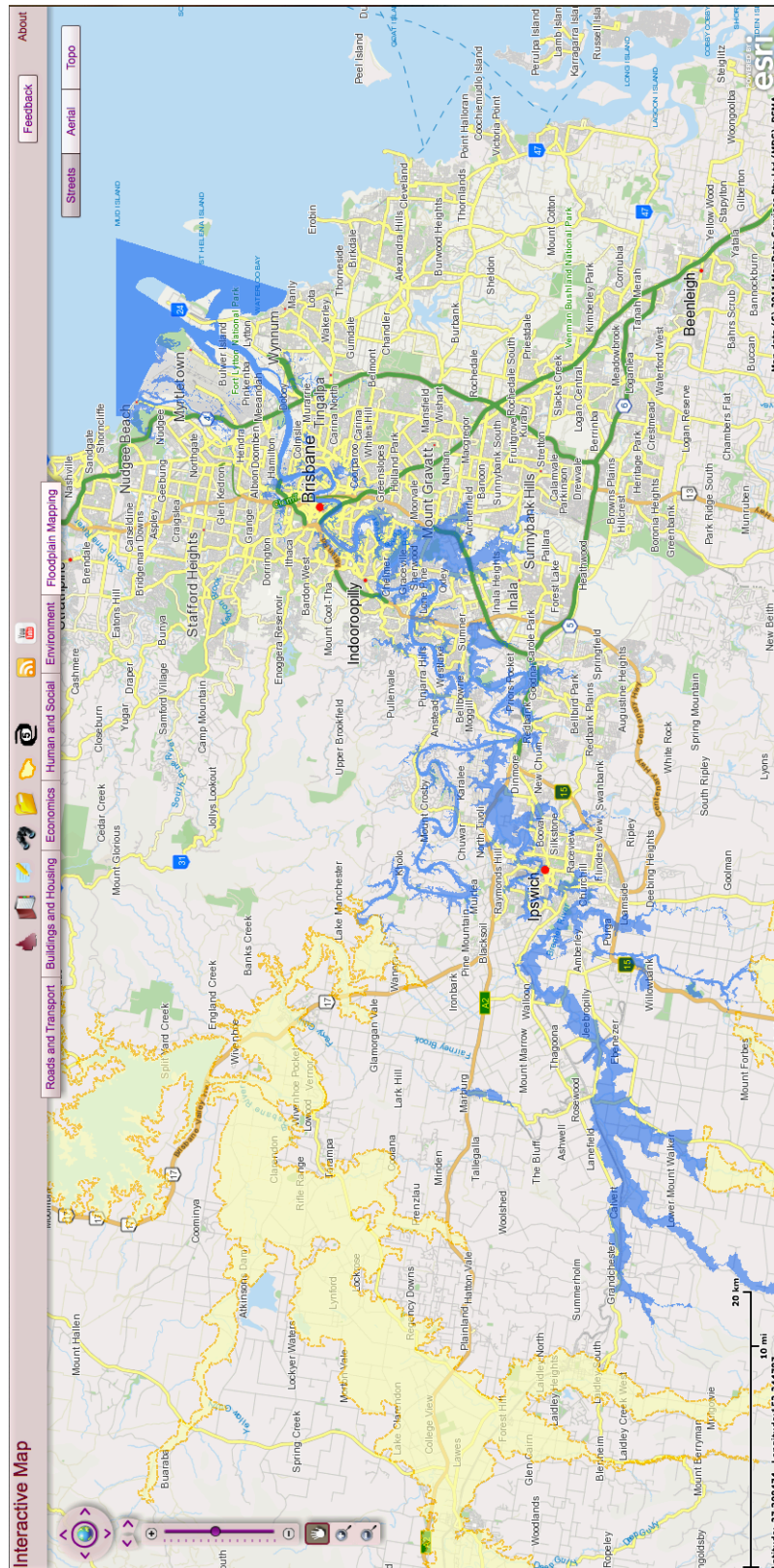
COMMUNITY RECOVERY CONTACT NUMBERS

Life threatening emergencies only		
Fire, Ambulance, Police	000 (112 from mobiles)	
ABC Local Radio		www.abc.net.au/local
Bureau of Meteorology	1900 926 114	www.bom.gov.au
QLD General Warnings	1900 969 922	www.bom.gov.au
QLD Tropical Cyclone Warnings	1300 659 212	www.bom.gov.au/cyclone
QLD Land Weather & Flood Warnings	1300 659 219	www.bom.gov.au/hydro/flood/qld
QLD Coastal Marine Warnings	1300 360 427	www.bom.gov.au/marine
Disaster Services		
QLD Disaster Management Services		www.disaster.qld.gov.au
Emergency Management in Australia		http://www.ema.gov.au
SES	132 500	http://www.ses.qld.gov.au
Brisbane City Council	07 3403 8888	www.brisbane.qld.gov.au
www.brisbane.qld.gov.au/community-support/emergency-management		
Charities		
Centrelink Financial Information Service (FIS)	132 300	www.centrelink.gov.au
Centrelink Family Assistance Office	136 150	www.centrelink.gov.au
Community Recovery Line	1800 173 349	www.communityservices.qld.gov.au
Charities & non profit organisations (QRAA)	1800 623 946	www.qraa.qld.gov.au
Housing Services Hotline	1300 880 882	
Interpreting Services (TIS National)	131 450	
Lifeline Flood Inquiry Support Service (FISS)	1300 337 828	www.lccq.org.au
Lifeline Financial First Aid line	1300 370 255	www.lccq.org.au
Red Cross	1800 733 111	www.redcross.org.au
St Vincent de Paul	07 3010 1000	www.vinnies.org.au
Salvation Army Care Line	1300 363 622	www.salvationarmy.org.au
Seniors Enquiry Line	1300 135 500	www.seniorsenquiryline.com.au
Volunteering Queensland	1800 994 100	www.volunteeringqld.org.au
QLD Health & Hospitals	134 325	www.health.qld.gov.au
QLD Schools		www.education.qld.gov.au
Pets		
RSPCA - emergencies	1300 852 188	www.rspcaqld.org.au/emergencies
Lost/Missing Animals	1300 852 188	lostfound.rspcaqld.org.au/
Local Council Pounds – Brisbane	07 3403 8888	
Wildlife Hotline	1300 130 372	
Power - SEQ		
Downed lines - Energex	131 962	www.energex.com.au
Outages - Energex	136 262	www.energex.com.au
Power – All other Qld		
Downed lines – Ergon Energy	131 670	www.ergon.com.au
Outages - Ergon	132 296	www.ergon.com.au

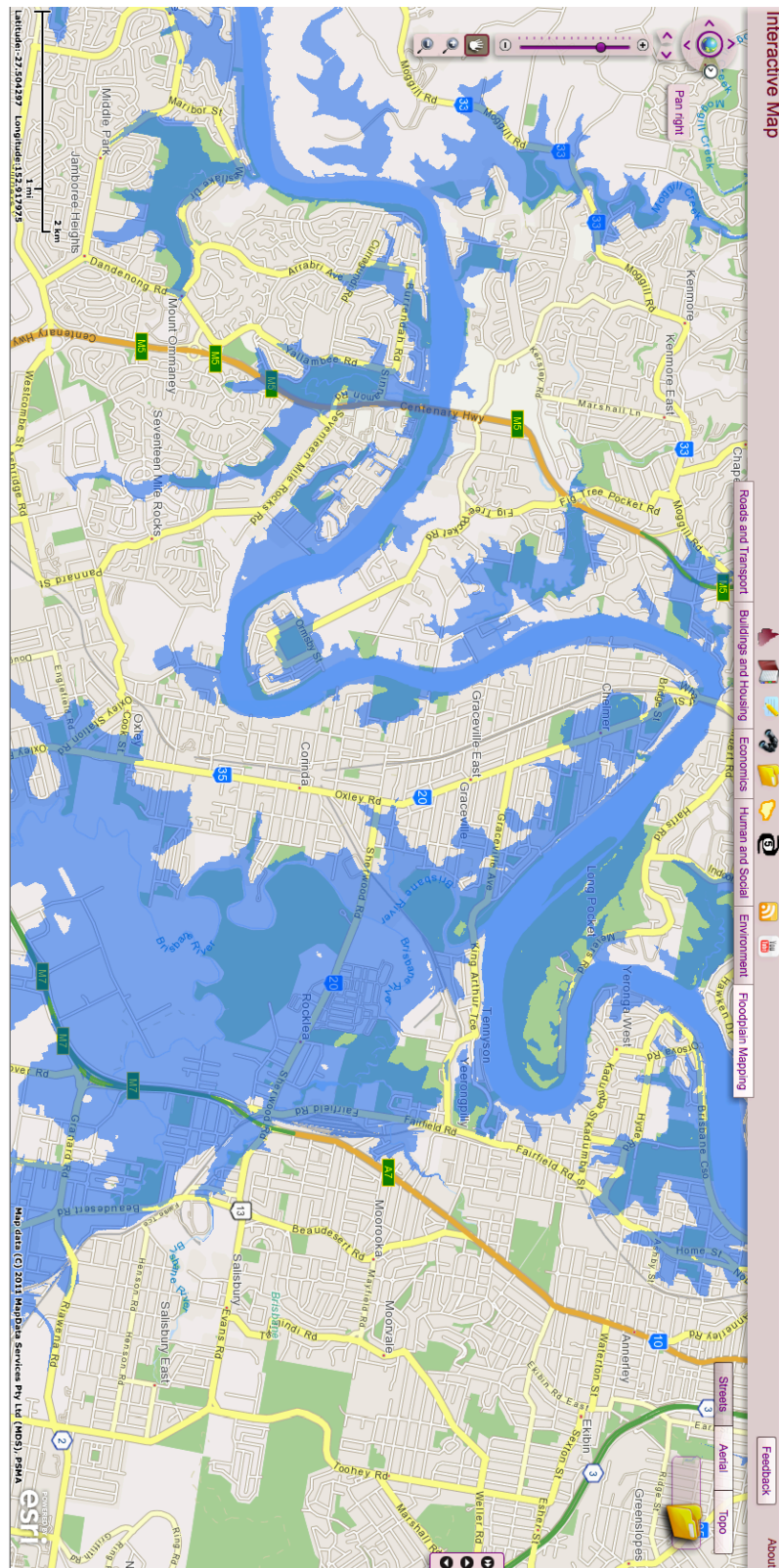
FLOOD SUMMARY GUIDE FOR QUEENSLAND COMMUNITIES

Road & Transport		
RACQ	1300 130 595	www.racq.com.au/travel/
Road Closures - SEQ	131 940	www.131940.qld.gov.au
Road Closures –Other	1300 130 595	www.emergency.qld.gov.au
Translink	131 230	www.translink.com.au
Replacement of Documents		
Land Titles – Dept. Environment and Resource	131 304	www.derm.qld.gov.au
Driver's Licence – QLD Transport	132 380	www.tmr.qld.gov.au
Birth, Marriage and Death Certificates – QLD Registry of Births, Deaths and Marriages	1300 366 430	www.justice.qld.gov.au
Business Registration – Office of Fair Trading	131 304	www.fairtrading.qld.gov.au
Tax Info (personal) - ATO	132 865	www.ato.gov.au
Tax Info (business) - ATO	137 226	www.ato.gov.au
Passports	131 232	www.passports.gov.au
Telephones		
Telstra	132 203	www.telstra.com.au
Telstra – business only	132 299	www.telstra.com.au
Optus	1300 307 937	www.optus.com.au

Further Information may be found on your local Council's website, from your local churches and from your local community centres.

APPENDIX A⁵:

⁵ <http://elbqra-139728069.ap-southeast-1.elb.amazonaws.com/qrainteractive/>



NOTES:

THANK YOU

