



City of Moreton Bay  
**Disaster Resilience Action Plan**

2023

## Document control

Template prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

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Version date: 28 April 2023

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## Purpose

From pristine coastal villages and rural townships to bustling urban spaces and thriving business precincts, Moreton Bay is a naturally beautiful place to live, work and play. It's a vibrant, diverse region, with plenty to offer.

As the Moreton Bay region is located in southeast Queensland, flooding, storms, bushfires and other natural disasters are an unavoidable part of our lives. We therefore need to be prepared for natural disasters and the impact they can have on our community facilities. Natural disasters can affect community facilities, either directly through damage to premises, stock and equipment, or indirectly through disruptions to power, communication and transport services.

This disaster resilience action plan supports community organisations in the Moreton Bay region to effectively prepare for, respond to and recover from natural disasters. By implementing an effective disaster resilience action plan, community organisations can<sup>1</sup>:



**Protect people's lives** by minimising the impact of disasters such as floods, bushfires, and storms

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**Reduce damage caused by disasters,** thereby minimising economic and social impacts on communities

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**Build community cohesion** and strengthen relationships between community members

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**Promote sustainable practices** and reduce the impact of disasters on the environment

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**Reduce costs** associated with responding to and recovering from disasters

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<sup>1</sup>Australian Council of Social Service. (n.d.). Leading Resilience. Resilient Community Organisations. Retrieved 29 March 2023, from <https://resilience.acoss.org.au/the-six-steps/leading-resilience>

# Objectives

The goals of our disaster resilience action plan are:



Sample Objective<sup>2</sup>:

1. *We can provide an adequate level of service to our members and customers before, during and after an emergency*
2. *Our staff and volunteers are well prepared to cope with an emergency*
3. *Through strengthening our organisation's disaster resilience, we strengthen the resilience of our whole community*
4. *Our organisation is well positioned to work with our community to 'build back better' after an emergency*

<sup>1</sup> Australian Council of Social Service. (2016). Disaster Plan for Community Organisations Template. Retrieved 29 March 2023, from [https://resilience.acoss.org.au/site/assets/uploads/4ba03958-disaster-plan-for-community-organisations-template-final\\_v12\\_aug16.docx](https://resilience.acoss.org.au/site/assets/uploads/4ba03958-disaster-plan-for-community-organisations-template-final_v12_aug16.docx)

<sup>2</sup> Australian Council of Social Service. (2016). Disaster Plan for Community Organisations Template. Retrieved 29 March 2023, from [https://resilience.acoss.org.au/site/assets/uploads/4ba03958-disaster-plan-for-community-organisations-template-final\\_v12\\_aug16.docx](https://resilience.acoss.org.au/site/assets/uploads/4ba03958-disaster-plan-for-community-organisations-template-final_v12_aug16.docx)

# Implementing the Action Plan

## The PPRR Framework

The PPRR disaster framework is a widely recognised approach to disaster management and response that involves four key phases: Prevention, Preparedness, Response, and Recovery<sup>3</sup>. **The PPRR disaster framework is utilised for this action plan** because it provides a structured approach to disaster management that emphasises proactive measures for preventing and mitigating disasters, as well as effective responses and recovery efforts when disasters occur<sup>4</sup>. By working through each phase of the framework, community organisations in the Moreton Bay region can reduce the impact of disasters.

Each PPRR phase outlines important activities and processes that can help minimise the impact of disasters and ensure an effective response.

- In the **prevention phase**, activities aim to prevent or mitigate the effects of disasters
- The **preparedness phase** involves activities that ensure that communities and organisations are prepared to effectively respond to disasters
- The **response phase** involves the immediate actions taken in response to a disaster
- The **recovery phase** involves activities that aim to restore communities and infrastructure after a disaster

The framework emphasises the importance of community engagement and participation in disaster management, which can help build resilience and strengthen social networks in the face of adversity. The PPRR framework provides a practical and adaptable approach that can be used by community groups to improve their disaster preparedness, response, and recovery efforts.

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<sup>3</sup> Queensland Government. (n.d.). Prevention preparedness response and recovery disaster management guideline. Retrieved 29 March 2023, from <https://www.disaster.qld.gov.au/disaster-management-guideline>

<sup>4</sup> Australian Council of Social Service. (n.d.). Emergency management: Prevention, preparedness, response, recovery. In Leading resilience. Resilient Community Organisations. Retrieved 29 March 2023, from <https://resilience.acoss.org.au/the-six-steps/leading-resilience/emergency-management-prevention-preparedness-response-recovery>

## Disaster Types

This plan focuses primarily on natural disasters likely to occur in the Moreton Bay region, including:

- Severe **Storms**, which occur year-round, but more commonly during summer
- **Floods**, following significant rain events, with low lying areas and areas near water more commonly affected
- **Bushfires and fires**, most likely to occur on hot, dry days and most dangerous in areas near bushland, scrubs or forests
- **Droughts**, occurring during periods of below average rainfall, often in inland regions and typically associated with climate phenomena like El Niño events
- **Heatwaves**, generally lasting several days or weeks, with temperatures that are higher than the average for the region or season. In Queensland, heatwaves usually range from 37°C to 42°C

Although the primary focus of this plan is on the above natural disasters, the underlying principles and processes outlined within this plan are applicable to a wide range of situations that interrupt day-to-day operations (such as major health events and IT threats). Supporting resources are provided at the end of this document for this and there is space in this plan for your organisation to incorporate relevant actions.

## Alerts and Warnings

Moreton alert: <https://www.moretonbay.qld.gov.au/Services/Disaster-Management/MoretonAlert>

Queensland Government alerts and warnings: <https://www.business.qld.gov.au/running-business/natural-disaster/alerts-contacts>

## Disaster Resilience Team

To help share the workload, your organisation should consider creating a working group, which meets at least annually, to implement the disaster resilience action plan. The benefits of a working group include bringing together individuals with diverse skills and expertise to collaboratively identify potential risks, develop effective strategies, and implement practical solutions to mitigate and respond to disasters. The working group may be drawn from your organisation's members or from non-members and working group participants do not necessarily need to be on your management committee.

*Refer to Disaster resilience working group charter and role descriptions - Appendix 1.*

Role	Name	Contact Details



## External Contacts

Key contacts	Contact details
<b>Always call 000 in the event of an emergency</b>	
Police	131 444 <a href="#">Online contact form</a>
State Emergency services	132 500 <a href="#">iPhone App</a> <a href="#">Google Play / Android App</a>
Ambulance (Metro North region, including Moreton)	07 3635 1800
City of Moreton Bay	(07) 3205 0555 or 1300 477 161 <a href="mailto:council@moretonbay.qld.gov.au">council@moretonbay.qld.gov.au</a>
Security	
Insurance company	
Suppliers	
Water and sewerage	
Gas	
Electricity	
Telephone	

## Action Plan

This action plan has been prepared with reference to disaster resilience resources, some which are attached as appendices.

### Prevent and Prepare

General Preparation for Natural Disasters

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Sign up to <a href="#">Moreton Alert</a> and <a href="#">any other relevant alerts</a>				
Prepare and maintain <a href="#">Evacuation Plan</a> (attach as Appendix 2)				
Be prepared to communicate with volunteers, staff, community members and stakeholders (see Appendix 3: Communications Plan)				
Clear gutters, check wiring, smoke and fire alarms				
Clear loose equipment and vegetation around your premises				
Establish and maintain an up-to-date asset register				

## Disaster Resilience Preparation Checklists

See Appendix 4: Disaster Resilience Preparation Checklists, for each of the below.

Action	Person/s Responsible	Timeframe	Date Completed	Document location
Emergency kit preparation				
Alternatives for loss of power, access, communication and operations				
Backup data and securing of documents				
Insurances, policies and finances				

## Severe Storms, Floods and Cyclones Preparation

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Check flood risk with a <a href="#">flood check property report</a>				
Incorporate <a href="#">flood resilient design</a> elements in facility construction, where possible				
Search the <a href="#">coastal hazard property map</a> for property risks				
Identify where to relocate stock, equipment (such as canteen stock and equipment) and vehicles				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Store hazardous materials (such as chemicals and fuels) safely above ground level or off-site in case of flooding				
Have sandbags ready and accessible for flooding (see <a href="#">Moreton Bay sandbag locations</a> )				
Be prepared to secure doors and windows (e.g. use shutters, metal screens, tape on glass)				
Be prepared to remove equipment from your site and/or raise equipment above ground level				
Have your roof/s periodically inspected. Older roofs are more prone to damage during storm events. A qualified professional can identify compliance gaps, indications of uplift or movement, corrosion and rot				
Inspect and repair roof-mounted equipment after severe weather events. Aerials, whirly birds and other roof-mounted equipment can be damaged by wind forces or wind-borne debris. Any ventilation in the roof space can let in rainwater during extreme weather events				

## Bushfire and Fire Preparation

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Search the <a href="#">bushfire postcode checker</a> , to understand the potential for a bushfire in your area				
Install appropriate fire protection equipment (e.g. foam or dry powder extinguishers for flammable liquids)				
Maintain fire equipment, including regular checks and tests by the supplier or appropriately qualified contractor				
Train staff and volunteers to use fire extinguishers and fire hoses (if required)				
Schedule regular fire drills (see <a href="#">evacuation practice record for building owners and occupiers</a> )				
Form a firebreak around your buildings (cut grass, trim vegetation clear of building and clear gutters)				
Fit wire screens to doors, windows, and vents, and enclose all gaps (if applicable)				
Store flammable materials such as wood, gas, petrol and paint well clear of buildings				
Keep ladders available for roof access (inside and out)				
Fit hoses to reach all parts of the building and gardens				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Learn how to <a href="#">clear vegetation before and after a natural disaster for fire management</a>				
Contact Queensland Fire and Emergency Services ( <a href="#">Brisbane Region</a> ) for any guidance needed on compliance and planning				

## Drought Preparation

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Assemble facts about rainfall records (you can use a combination of official records and local experience)				
Identify alternative water supplies, consider using <a href="#">non-potable water</a> where suitable				
Regularly maintain your water consumption sources and equipment that uses water (e.g. install water-efficient nozzles on taps, check for leaks)				
Review <a href="#">water source supplies</a>				

## Heatwave Preparation

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Prepare <a href="#">communications about heatwaves and avoiding heat stress</a>				
Establish hot weather policy for participation if applicable (refer to governing body resources if available)				

## Other Disaster Preparation Actions

*Organisation specific actions -*

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)



## Respond

### Natural Disaster Response

Action	Person/s Responsible
Implement and follow Bushfire, Flood, Severe Storm, Cyclone and Storm Surge Response Info Sheets where applicable (see Appendix 5)	Disaster Resilience Team
Monitor <a href="#">emergency alerts and contacts</a>	
Check <a href="#">Queensland weather warnings</a> from the Bureau of Meteorology	
Check <a href="#">ABC local radio</a> and <a href="#">City of Moreton Bay Disaster Dashboard</a> for alerts, updates and evacuation centre locations	
Follow emergency services advice to shelter or evacuate	
Implement and follow Evacuation Plan (see Appendix 2)	
Follow Council directions regarding <a href="#">Evacuation Centres</a>	
Communicate with volunteers, staff, members, customers, suppliers and stakeholders to advise them about your organisation's operations (see Appendix 3: Communications Plan)	

## Other Disaster Response Actions

*Organisation specific actions -*

Action	Person/s Responsible

## Recover

Natural Disaster Initial Recovery (hours and days after incident)

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
<b>Wellbeing and Safety</b>				
<u>Look after your own and others <a href="#">wellbeing</a> (do not remove from template)</u>	All			
<u>Return to your premises only when safe, and once you have received Council permission to do so (do not remove from template)</u>	All			
Monitor emergency broadcasts for updates				
<b>Assess Impact on Your Organisation</b>				
Return to premises when safe and secure any dangerous debris				
Assess damage to buildings, assets, vehicles and equipment				
Record decisions and photos and/or videos of damage in an <a href="#">event log</a> for insurance claims				
Learn how to <a href="#">clear vegetation after a natural disaster and disaster clean-up tips</a>				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Estimate repair, replacement, or relocation costs				

<b>Contact Insurer and Bank</b>				
Contact Council and <a href="#">insurer before cleaning up</a> – they may help fund clean-up and this may require authorisation				
Lodge your claim early – don't wait for a full damage assessment before lodging				
Contact your insurer or bank for emergency funds or recovery activities				
Contact Council about kerbside pick-up				
<b>Communicate</b>				
Update volunteers, staff, members, customers and stakeholders (see Appendix 3: Communications Plan)				
Stay in contact with Council, emergency services and other stakeholders during recovery				

Early recovery (days and weeks after incident)

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Implement and Follow Fire, Storm and Flood Recovery Information Sheets where applicable (see Appendix 6)	Disaster Resilience Team	-	-	-
<b>Wellbeing and Safety</b>				
<u>Look after your own and others <a href="#">wellbeing</a> (don't remove from template)</u>	All			
<u>Don't put yourself at risk when cleaning up, e.g. use qualified contractors for any electrical or gas repairs (don't remove from template)</u>	All			
<b>Volunteers and Staff</b>				
Update volunteers and staff and offer support - see contact details for <a href="#">support services</a>				
Learn more about <a href="#">managing, paying, or standing down your staff</a> after an emergency and <a href="#">employer obligations</a>				
<b>Assess Operations</b>				
Consider reopening options (e.g. alternative venues for training, hired equipment, reduced hours, online services)				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
<b>Financial Recovery</b>				
<a href="#">Assess how long you can operate with reduced or no revenue</a>				
Contact your bank, accountant, creditors and debtors to discuss options – (see Appendix 3 for suggested messaging)				
Contact the Australian Taxation Office (ATO) for <a href="#">dealing with disasters, refunds, and debts</a>				
Learn more about <a href="#">managing cash flow</a> and <a href="#">debtors</a>				
Consider speaking with a <a href="#">free financial counsellor</a>				
Add to your insurance claim as required				
<b>IT and Records</b>				
Recover data and records				
Repair or replace damaged systems or equipment				
<b>Communicate</b>				
Continue to update the community about your operations (see Appendix 3: Communications Plan)				
Provide updates on your website and social media				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Post photos and videos on social media to demonstrate when your organisation is back up and running				

Long-term recovery (months or years after incident)

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
<b>Wellbeing and Safety</b>				
Look after your own and others <a href="#">wellbeing</a>	All			
Stay connected to your local community, industry, and neighbouring organisations and businesses	All			
Remember it's okay to accept assistance, even if you think others are worse-off	All			
<b>Operations</b>				
Replace destroyed equipment, stock, records, and documents				
<b>Financial Recovery</b>				
<a href="#">Assess your finances</a> , cash flow, and break-even point				

Action	Person/s Responsible	Timeframe	Date Completed	Document location (if applicable)
Work with your accountant, lawyer, or advisors on credit and repayment plans				
Consider speaking to a <a href="#">free financial counsellor</a>				
<b>Communicate and Promote</b>				
Thank people for support				
Develop a recovery <a href="#">marketing and promotion plan</a> to promote your organisation				
Celebrate milestones and successes and let people know about your recovery steps				
Keep up to date with <a href="#">community support and grants</a>				
<b>Avoid Scams</b>				
Protect yourself from <a href="#">scams</a> , such as door-to-door repairs, fake tradespeople, profiteering, and charity scams				
<b>Recovery Planning</b>				
Record lessons learned from your recovery (see Appendix 7: Disaster Review Template)				
Update your disaster resilience action plan and any other plans				



## Other Disaster Recovery Actions

*Organisation specific actions -*

Action	Person/s Responsible

## Monitoring and Review

This disaster resilience action plan should be reviewed at least annually and immediately following any disaster event to guarantee its efficiency, relevance, and readiness for potential crises. Routine evaluation will enable the identification of emerging risks, vulnerabilities and areas for enhancement in the plan. Post-disaster reviews are particularly important for integrating lessons learned and refining the plan based on real-world experiences. By updating the disaster resilience plan annually and after disasters, organisations can improve their overall resilience, adapt to changing situations, and maintain a proactive approach towards potential disasters, ensuring the safety and continuity of their operations.

# Appendices

Appendix 1: Disaster Resilience Working Group Charter and Roles

Appendix 2: Evacuation Plan

Appendix 3: Communications Plan

Appendix 4: Disaster Resilience Preparation Checklists

Appendix 5: Response Information Sheets  
(Bushfires, Floods, Severe Storms, Cyclones and Storm Surges)

Appendix 6: Recovery Information Sheets (Fires, Storms and Floods)

Appendix 7: Disaster Resilience Review Template

## Supporting Resources

- City of Moreton Bay disaster resources:  
<https://www.moretonbay.qld.gov.au/Services/Disaster-Management>
- Queensland Government small business disaster hub:  
<https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business>
  - iPhone and Android/Google Play Apps available
  - Further resources for natural disasters
  - Includes disaster types other than natural disasters, such as:
    - Major health events
    - IT threats
    - Reputation incidents
    - Other emergencies
- Queensland Fire and Emergency Services (QFES) forms and templates (Includes Evacuation Plan templates): <https://www.qfes.qld.gov.au/planning-and-compliance/forms-and-templates>
- QFES contacts for compliance and planning (contact Brisbane region):  
<https://www.qfes.qld.gov.au/planning-and-compliance/forms-and-templates>
- Australian Council of Social Service resources: more disaster resilience resources for community organisations  
<https://resilience.acoss.org.au/resource>
- Australian Disaster Resilience Knowledge Hub: Extensive resources to support all stages of disaster resilience: <https://knowledge.aidr.org.au/>

## Disclaimer

While every effort has been made to ensure the accuracy and comprehensiveness of this disaster resilience action plan template, associated resources, and educational materials, no responsibility or liability is accepted by CPR Group or City of Moreton Bay for any errors, omissions, or inaccuracies that may be present.

This disaster resilience action plan template and related resources are provided for information purposes only and should not be construed as legal advice nor a comprehensive identification of all potential risks associated with any organisation. The information contained herein should not be solely relied upon as a substitute for legal or other professional advice. No individual should act based only on the material contained in these resources.

Any legal matters, insurance issues, or liability concerns arising from the contents of this disaster resilience action plan template, associated resources, or educational program should be referred to an appropriately qualified professional advisor.



# Fire and Evacuation Plan

## For Low Occupancy Buildings

### Note

This Fire and Evacuation Plan is intended to provide compliance with the *Building Fire Safety Regulation 2008* and does not necessarily comply with other legislation or requirements.

**Building Name:**

**Building Address:**



Building Information	
Building Name:	
Address:	
Building Owner:	
Address:	
Phone Number:	
Email :	
Building Occupier:	
Address:	
Phone Number:	
Email:	

Persons responsible for administering the Building's Fire and Evacuation Plan

Person responsible for giving General & First Response Evacuation Instruction		
	Fire and Evacuation Instructors	Date of Instruction
Name:		
Phone Number:		
Email:		

Fire & Evacuation Plan Annual Review		
Date of Review	Reviewed by	Changes made?

Evacuation Coordination Procedures	
Commencement Date:	
Procedure	If fire discovered evacuate persons from premises and ensure no one enters building
Procedure for contacting fire service	Ring 000
Persons with special needs	Ensure everyone is out of the building



## Emergency Evacuation Procedure

Sample: *In the event of fire, or hazardous material emergency, occupants should evacuate the building and gather at a predetermined assembly area.*

## Method of operation of firefighting equipment and manually operated fire alarms

Sample:

### **Fire Extinguishers**

1. *Select appropriate extinguisher for type of fire.*
2. *Pull pin from squeeze handle.*
3. *Test extinguisher by squeezing handles briefly.*
4. *Approach fire aiming nozzle at base of fire.*
5. *Squeeze handles and operate extinguisher in a sweeping motion.*

### **Hose Reels**

1. *Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.*
2. *To release the hose reel, turn the valve on this will charge the hose and release the nozzle (if fitted with a nozzle release lock).*
3. *The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.*

## Procedures for giving fire and evacuation instructions

## Relevant 'Building Approval' Documents

**Attach a copy of your building approval documents**

### **Additional Information to assist you in completing this Section:**

#### **What approval documents does QFES require?**

For buildings built under the Deemed to Satisfy Provisions of the BCA from 1 July 1997 onwards, QFES requires the following:-

- Certificate of Classification; and
- A list of fire safety installations within the building.

For buildings built with Alternative Solutions from 1 July 1997 onwards: QFES requires the following:-

- Certificate of Classification;
- A list of fire safety installations within the building; and
- The Fire Safety Management Procedures (Management in Use Documentation) if the building was built using an alternative solution.
- Fire Engineering Report

For buildings built prior to 1 July 1997, QFES requires the following:-

- Certificate of Classification or Certificate of Approval (If either of these are not available QFES will accept written documentation showing requests for copies of relevant approval documents from the relevant local government or building certifier); and
- A list of fire safety installations within the building.

For Crown buildings QFES requires the following:-

- A list of fire safety installations within the building; and
- The Fire Safety Management Procedures (Management in Use Documentation) if the building was built using an alternative solution.

#### **Displaying Certificate of Classification**

Buildings built after 1 July 1997 are required to display the Certificate of Classification for the building in a conspicuous place in the building.

## Fire Safety Management Procedure – Alternative Solutions

**Attach a copy of your Fire Safety Management Procedure**

### **Additional Information to assist you in completing this Section:**

#### **Fire Safety Management Procedure**

If building work for the building involved an alternative solution included will be a “fire safety management procedure” as a condition of the occupation and use of the building.

***As well as a copy of the “fire safety management procedure” any relevant conditions mentioned in the procedure must be incorporated in this fire and evacuation plan.***

Examples of fire safety management procedures:

- Limitations on the use of finishes with fire hazard properties as defined under the BCA
- Prohibitions on storing hazardous materials above a stated height
- Limitations on storing or using stated materials
- Requirements that all of a building’s final exit doors be unlocked before it is occupied on the start of any day
- Requirements to implement stated evacuation strategies or procedures
- Restrictions on the number and the distribution of a building’s occupants
- Requirements that evacuation routes be kept clear of fittings and furnishings or be kept sterile
- Prohibitions on carrying out any hazardous processes or storage mentioned in BCA, Part E1.5, Table E1.5, note 3, paragraph (a).

## Evacuation Sign and Diagram

**Attach your Evacuation Sign and Diagram**

Template available at [www.qfes.qld.gov.au/planning-and-compliance/forms-and-templates](http://www.qfes.qld.gov.au/planning-and-compliance/forms-and-templates)





City of Moreton Bay

# Appendix 3 - Communications Plan

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2023

## Document control

Template prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

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Version date: 28 April 2023

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# Who to Communicate with and How to Communicate<sup>1</sup>

Effective communication is essential at all stages of a disaster or crisis: before, during, and after. It is important to keep volunteers, staff, and customers informed about the potential impact on your organisation, any closures, reopening timelines, and measures being taken to prevent future emergencies or crises.

Identify the various stakeholders your organisation may need to communicate with throughout the course of a disaster. Utilise social media platforms and your website to disseminate information widely. Whenever feasible, engage in face-to-face conversations or phone calls with volunteers, staff, customers or suppliers who may be directly affected by the disaster’s repercussions on your organisation. Once your organisation is operational again, employ creative methods, such as videos, photos, and promotions, to spread the message.

Below, you will find a template designed to help you determine who you need to communicate with and the most effective ways to reach them.

Stakeholder	Communication methods	Notes
Volunteers and staff		
Customers or guests		
Suppliers and distributors		
Banks and insurers		
Governing body or association		



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<sup>1</sup> Queensland Government. (n.d.). Small business disaster hub. Business Queensland. Retrieved 29 March 2023, from <https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business>

## Communication Cascades<sup>2</sup>

A communication cascade is a structured and systematic approach to disseminating information within an organisation or a group. It involves relaying information from the top level of the hierarchy (e.g. management committee) down through various layers, ultimately reaching all relevant individuals. The process is called a cascade because the flow of information resembles a waterfall, with messages trickling down from one level to the next.

The communication cascade is used to ensure that consistent and accurate information reaches all members of an organisation in a timely manner. It helps prevent miscommunication, confusion, and the spread of misinformation.

### Communication Cascade Example

<i>Cascade no.</i>	<i>Responsible Parties</i>	<i>Communications Actions</i>
1.	<i>Disaster Resilience Working Group Chair</i>	<i>Receive weather alert update and advise working group</i>
2.	<i>Volunteers lead</i>	<i>Advise all members and request assistance</i>
3.	<i>Evacuations lead</i>	<i>Contact coaches and managers via SMS</i>
4.	<i>Communications lead</i>	<i>Post on social media pages</i>

### Communication Cascade Template

*Create separate communication cascades for during and outside of operating hours if relevant*

<b>Cascade no.</b>	<b>Responsible Parties</b>	<b>Communications Actions</b>
1.		
2.		
3.		
4.		
5.		



# Suggested Messaging<sup>2</sup>

## Before a Severe Weather Event - Suggested Messaging

- We value all of our members/customers and will keep you updated as best we can
- We are well prepared for events like this and have activated our response plan
- Our organisation will close from (provide details) until it is safe to return and resume operations
- Please stay safe and follow emergency services advice

For organisations responsible for volunteers, staff, members, guests or customers during an event provide regular updates and advise them to prepare an emergency kit:

- We recommend you prepare an emergency kit including: water in sealed containers; canned food to last three days; can opener; medications; toiletry supplies; torch; mobile phone charger and portable power pack for charging phones; face masks

## During a Severe Weather Event - Suggested Messaging

For organisations responsible for guests or customers during a disaster, advise them how to stay safe and where to go if evacuation is required.

- For more information and weather updates please visit (provide details)
- If you are in a life threatening or dangerous situation or require emergency assistance, please phone 000
- Please follow the advice of emergency authorities at all times

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<sup>2</sup>Queensland Government. (n.d.). Small business disaster hub. Business Queensland. Retrieved 29 March 2023, from <https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business>

## After a Severe Weather Event - Suggested Messaging

### Initial Recovery

- We have been following authorities' advice and plan to reopen our organisation as soon as it is safe to do so
- Our doors may be temporarily closed, but you can still buy and order online. Visit our website: (provide website address)
- We wish all of our members / customers a safe recovery

### Later Recovery

- We are now open and ready to welcome all our members/customers back
- Please be patient with us as we work to resume full operations
- In the meantime, please visit our website to place an order
- You can continue to contact us on: (provide details)

## Bank, utility provider and insurance claim tips – communicating post emergency

### Bank Tips

Contact your bank

- Ask your bank about financial hardship options, for example:
  - changing loan terms
  - temporarily pausing or reducing repayments
  - deferring repayments and interest payments (all missed payments and interest will need to be repaid)
  - waiving fees and charges
  - consolidating your debt
  - finance to help cover cashflow shortages
  - deferring upcoming credit card payments
  - increasing emergency credit card limits
  - waiving early termination fees to access term deposits.
- Provide loan details (account name and number, payment amounts) and an overview of your financial situation
- Request a hardship variation by using the [sample letter generator](#) from the Financial Rights Legal Centre to send to your bank
- Your bank must advise you within 21 days about your hardship request. If you can't negotiate a variation, you can:
  - contact the bank's internal dispute resolution team
  - visit the [Australian Financial Complaints Authority \(AFCA\)](#) or phone 1800 931 678 to make a complaint, and get free advice and independent dispute resolution

### Utility Provider Tips

Contact your utility provider's hardship team.

- Ask about hardship payment options for your electricity, gas, phone or water bills following a disaster or emergency.

### Other Disasters

See [small business disaster hub checklists](#)





City of Moreton Bay  
**Appendix 4 - Disaster Resilience  
Preparation Checklists**

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2023

## Document control

Template prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

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Version date: 28 April 2023

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# Emergency Kit Preparation Checklist<sup>1</sup>

## Equipment

- First aid kit – check contents are current and complete
- Personal protective equipment (PPE) e.g. masks, gloves, safety glasses, hand antiseptic, disinfectant
- Radio – portable battery powered
- Torches and batteries
- Spare batteries, power boards and power banks
- USB memory sticks/flash drives
- Computer storage (portable hard drives/data storage, back-up tapes, discs)
- Digital and printed business documents
- Spare keys and security codes
- Mobile phone and chargers (portable and car)
- Marker pens (for temporary signs) and general stationery
- Hazard tape
- Plastic sheeting and waterproof bags for valuables
- Utility knife
- Tie down straps and rope

## On the day

- Cash
- Keys for buildings, vehicles and equipment
- Important or valuable equipment that is easily moved
- List of visitors or customers (on premises or expected) and contact details

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<sup>1</sup> Source: <https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business>

## Alternatives for Loss of Power, Access, Communication and Operations

- Plan for extended power outages – get a generator and fuel
- Plan and document how to prepare for supply chain disruptions
- Ensure you have enough stock, supplies or spare parts in case you're cut off
- Identify alternative off-site locations to operate from
- Plan for flexible staffing arrangements (e.g. work from home, online meetings)
- Review ordering, booking and cancellation policies, including goodwill measures such as refunds

## Backup Data and Securing of Documents

- Back up your data and store off-site or use cloud storage
- Save digital copies of key documents (e.g. insurance, business registration, property deeds, key contracts, licences, certificates, awards)

## Insurances, Policies and Finances

- Check insurances are up to date and adequately cover your organisation, assets and any rebuilds or repairs that may be required
- Photograph equipment or assets to show pre-event condition
- Review and document how you will manage orders and cancellations
- Check you have financial reserves and emergency cash on hand

## Other Checklists

[See small business disaster hub checklists](#)



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City of Moreton Bay  
**Appendix 5 - Response  
Information Sheets**

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2023

## Document control

Prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

---

Version date: 28 April 2023

---

# Bushfire Response

Know where to get the most up to date information and where to get help if you need it. Always phone **Triple Zero (000)** in a life-threatening emergency.

## Monitor the incident

- Monitor the Rural Fire Service's [bushfire map and warnings](#) and the [bushfire alerts and information](#) from Queensland Fire and Emergency Services.
- Check [ABC local radio](#) and [City of Moreton Bay Disaster Dashboard](#) for alerts, updates and evacuation centre locations.
- Monitor [emergency alerts and contacts for Queensland businesses](#).
- Check [QLDTraffic](#) for road conditions and closures or the National Heavy Vehicle Regulator for [interstate route planning](#).

## Initial response

- Always follow emergency services advice to shelter or evacuate.
- Unplug electrical equipment, shut down the master electrical board and gas supply.
- Collect your emergency kit.
- Evacuate premises if required.
- Follow your disaster resilience action plan.

## Communicate

- Communicate regular updates to staff, visitors and customers.
- Advise customers and suppliers about your business operations and evacuation plans where relevant, including:
  - in-person to customers on your premises at the time
  - online to all other customers.
- Use your social media accounts (if available), website or phone to advise customers and stakeholders about your business operations.

Source:

Queensland Government. (n.d.). "Bushfire preparation for small business." Accessed 24 March 2023.

<https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business/natural-disasters/bushfire>



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# Cyclone and Storm Surge Response

Know where to get the most up to date information and where to get help if you need it. Always phone **Triple Zero (000)** in a life-threatening emergency.

## Monitor the incident

- Monitor all [emergency alerts and contacts](#) for Queensland businesses.
- Check [Queensland weather warnings](#) and [current tropical cyclone updates](#) from the Bureau of Meteorology.
- Check [ABC local radio](#) and [City of Moreton Bay Disaster Dashboard](#) for alerts, updates and evacuation centre locations.
- Check [QLDTraffic](#) for road conditions and closures or the National Heavy Vehicle Regulator for [interstate route planning](#).

## Initial response

- Follow emergency services advice to shelter or evacuate.
- If you have CCTV leave it running to capture video of potential damage for insurance purposes.
- Secure vehicles, equipment and supplies.
- Unplug electrical equipment, shut down the master electrical board and gas supply.
- Collect your emergency kit.
- Secure your premises.
- Evacuate premises if you need to leave.
- Follow your disaster resilience action plan.

## Communicate

- Communicate regular updates to staff, visitors and customers.
- Advise customers and suppliers about your business operations and evacuation plans where relevant, including:
  - in-person to customers on your premises at the time
  - online to all other customers.
- Use your social media accounts (if available), website or phone to advise customers and stakeholders about your business operations.

Source:

Queensland Government. (n.d.). "Cyclone and storm surge preparation for small business." Accessed 24 March 2023. <https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business/natural-disasters/cyclone-storm-surge>

# Flood Response

Know where to get the most up to date information and where to get help if you need it. Always phone **Triple Zero (000)** in a life-threatening emergency.

## Monitor the incident

- Monitor all [emergency alerts and contacts](#) for Queensland businesses.
- Check [Queensland weather warnings](#) and [current tropical cyclone updates](#) from the Bureau of Meteorology.
- Check [ABC local radio](#) and [City of Moreton Bay Disaster Dashboard](#) for alerts, updates and evacuation centre locations.
- Check [QLDTraffic](#) for road conditions and closures or the National Heavy Vehicle Regulator for [interstate route planning](#).

## Initial response

- Follow emergency services advice to shelter or evacuate.
- If you have CCTV leave it running to capture video of potential damage for insurance purposes.
- Secure vehicles, equipment and supplies.
- Unplug electrical equipment, shut down the master electrical board and gas supply.
- Collect your emergency kit.
- Secure your premises.
- Evacuate premises if you need to leave..
- Follow your disaster resilience action plan.

## Communicate

- Communicate regular updates to staff, visitors and customers.
- Advise customers and suppliers about your business operations and evacuation plans where relevant, including:
  - in-person to customers on your premises at the time
  - online to all other customers.
- Use your social media accounts (if available), website or phone to advise customers and stakeholders about your business operations.

Source:

Queensland Government. (n.d.). "Flood preparation for small business." Accessed 24 March 2023. <https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business/natural-disasters/flood>

# Severe Storm Response

Know where to get the most up to date information and where to get help if you need it. Always phone **Triple Zero (000)** in a life-threatening emergency.

## Monitor the incident

- Monitor all [emergency alerts and contacts](#) for Queensland businesses.
- Check [Queensland weather warnings](#) and [current tropical cyclone updates](#) from the Bureau of Meteorology.
- Check [ABC local radio](#) and [City of Moreton Bay Disaster Dashboard](#) for alerts, updates and evacuation centre locations.
- Check [QLDTraffic](#) for road conditions and closures or the National Heavy Vehicle Regulator for [interstate route planning](#).

## Initial response

- Follow emergency services advice to shelter or evacuate.
- If you have CCTV leave it running to capture video of potential damage for insurance purposes.
- Secure vehicles, equipment and supplies.
- Unplug electrical equipment, shut down the master electrical board and gas supply.
- Collect your emergency kit.
- Secure your premises.
- Evacuate premises if you need to leave.
- Follow your disaster resilience action plan.

## Communicate

- Communicate regular updates to staff, visitors and customers.
- Advise customers and suppliers about your business operations and evacuation plans where relevant, including:
  - in-person to customers on your premises at the time
  - online to all other customers.
- Use your social media accounts (if available), website or phone to advise customers and stakeholders about your business operations.

Source:

Queensland Government. (n.d.). "Severe storm preparation for small business." Accessed 24 March 2023.

<https://www.business.qld.gov.au/running-business/natural-disaster/disaster-hub/small-business/natural-disasters/severe-storm>



City of Moreton Bay  
**Appendix 6 - Recovery  
Information Sheets**

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2023

## Document control

Resource prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

---

Version date: 28 April 2023

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## Fire Recovery

Topic	Information
<b>Securing Your Property</b>	Protect the site from further damage by weather, theft, or vandalism
	Secure external openings and restrict unapproved access
	Use plywood sheeting, tarps and temporary fencing as needed
	Contact a general building contractor, fire damage restoration company, or insurance company for help with site security if needed
<b>Fire Safety</b>	Do not enter a fire damaged building unless necessary
	Be aware that fires can restart from hidden, smoldering remains
<b>Utilities</b>	Water, electricity, and gas supply may have been shut off or disconnected
	Consult a licensed tradesperson for advice if unsure on safety
	Wiring and appliances must be inspected by a licensed tradesperson before reconnecting utilities
<b>Building Safety</b>	Buildings affected by fire can become unsafe
	Consult a building inspector to ensure structural safety before re-entering
	Be aware of hazardous waste such as asbestos and handle it appropriately. Visit <a href="https://www.asbestos.qld.gov.au">asbestos.qld.gov.au</a> for more information on handling and disposal

Source: Queensland Government. (2022). "After a Fire." Accessed March 24, 2023.

<https://www.qfes.qld.gov.au/sites/default/files/2022-06/AfterAFire.pdf>

# Storm and Flood Recovery

See the latest information from Workplace Health and Safety Queensland to keep everyone safe.

The [WorkSafe website](#) covers key safety considerations, such as:

- Electrical safety during storms
- Steps for planning to do work safely
- Managing volunteers during flood cleanup and recovery
  - Risk management
  - Inductions
  - Designating team leaders
  - Personal protective equipment
  - First aid
- Working at a height
- Demolition
- Asbestos – removal of, and work on asbestos containing material
- Chemical hazards
- Slips trips and falls
- Biological hazards
- Fatigue management
- Psychological stress
- Manual tasks
- Displaced fauna
- Quad bike use
- Animal carcass disposal
- Operating wheeled or tracked machinery in the wet



City of Moreton Bay

# Appendix 7 - Disaster Review Template

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2023

## Document control

Template prepared by: CPR Group

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Role: Consultants to City of Moreton Bay

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Local Government Authority: City of Moreton Bay

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Version number: 1.2

---

Version date: 28 April 2023

---

## Objectives

Sample disaster resilience objectives to reference:

1. *We can provide an adequate level of service to our members/clients before, during and after an emergency*
2. *Our staff and volunteers are well prepared to cope with an emergency*
3. *Through strengthening our organisation's disaster resilience, we strengthen the resilience of our whole community*
4. *Our organisation is well positioned to work with our community to 'build back better' after an emergency*

## Participants

*Note participants in the debrief, including your organisation's internal disaster resilience contacts -*



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# Review

To be completed following a disaster -

Description	Successes	Challenges	Lessons learned and future improvements	Added to Action Plan (Y/N)
<b>General prevention and preparation</b>				
<i>E.g. Asset tracking</i>	<i>Majority of assets recorded</i>	<i>Asset register not kept entirely up-to-date</i>	<i>Better delegation of responsibilities for asset register</i>	Y
<b>Disaster specific prevention and preparation (e.g. Severe storm)</b>				
<i>E.g. Flood resilient design</i>	<i>Clubhouse design effective</i>	<i>Amenities building design ineffective</i>	<i>Apply for grants to rebuild with flood resilient design</i>	Y
<b>Response</b>				
<i>E.g. Communication</i>	<i>All stakeholders advised in a timely manner</i>	<i>Updating social media channels</i>	<i>Identify additional support people to manage social media</i>	Y
<b>Recovery</b>				
<i>E.g. Operations</i>	<i>Coaching skills and drills online</i>	<i>Difficulty identifying alternate venues</i>	<i>Network with other clubs / associations / venues to find alternate locations</i>	Y

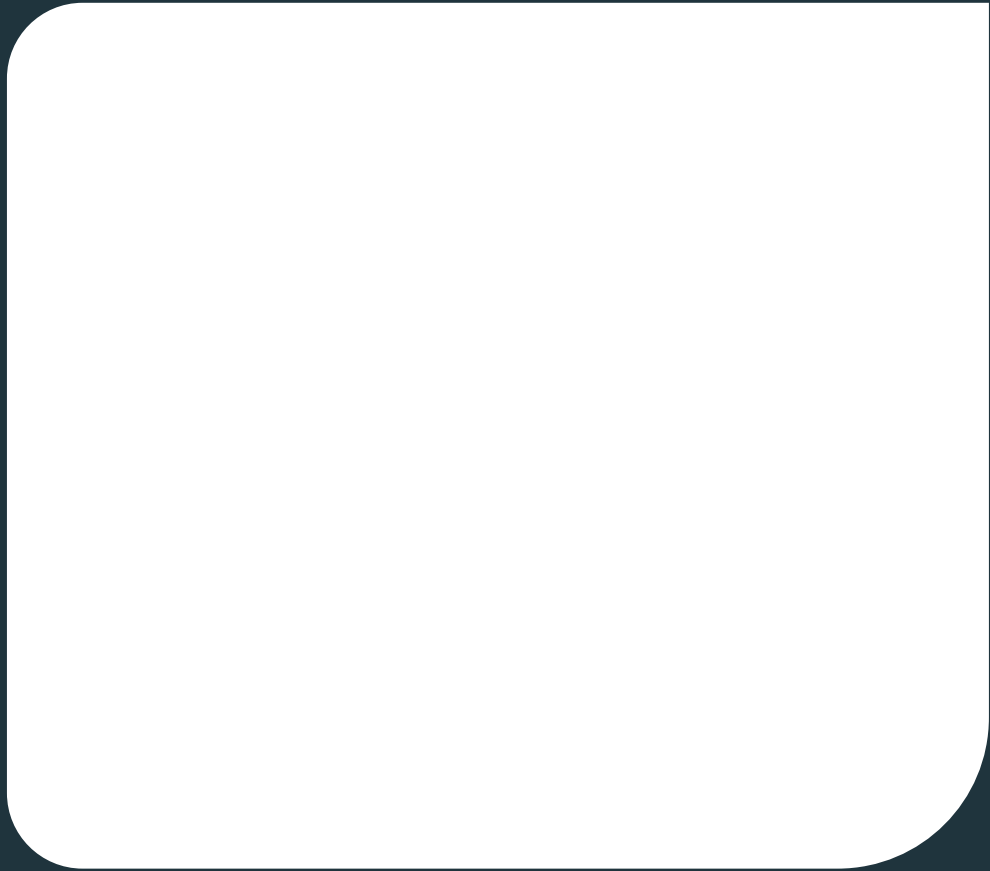
Description	Successes	Challenges	Lessons learned and future improvements	Added to Action Plan (Y/N)
<b>General prevention and preparation</b>				
<b>Disaster specific prevention and preparation (e.g. Severe storm)</b>				
<b>Response</b>				
<b>Recovery</b>				





# Our Disaster Resilience Contacts

---



**Prevent  
and Prepare**



**Respond**



**Recover**



## Be Disaster Ready



# Prevent and Prepare

- Signup to Moreton Alert and any other relevant alerts
- Know our Evacuation Plan
- Communicate with Disaster Resilience Team



# Respond

- Monitor emergency alerts and check Queensland weather warnings from Bureau of Meteorology
- Follow emergency services advice to shelter or evacuate
- Follow Evacuation Plan<sup>1</sup>



# Recover

- Look after yourself and others
- Return only once you have Council permission to do so
- Don't put yourself at risk when cleaning up

### Disaster Resilience Contacts

<sup>1</sup> Ideally this Poster will be located next to your Evacuation Plan





**Prevent and Prepare**

**Signup to Moreton Alert and  
any other relevant alerts**

**Know our Evacuation Plan**

**Communicate with Disaster  
Resilience Team**



**Prevent  
and Prepare**



**Respond**



**Recover**





## **Respond**

**Monitor emergency alerts and check  
Queensland weather warnings from  
Bureau of Meteorology**

**Follow emergency services advice to  
shelter or evacuate**

**Follow Evacuation Plan**



**Prevent  
and Prepare**



**Respond**



**Recover**







**Recover**

**Look after yourself and others**

**Return only once you have  
Council permission to do so**

**Don't put yourself at risk when  
cleaning up**



**Prevent  
and Prepare**



**Respond**



**Recover**

