



CARPENTARIA SHIRE  
*Outback by the Sea®*

2023

# DISASTER INFORMATION HANDBOOK



**IF IT'S FLOODED,  
FORGET IT.**



# BE PREPARED

## What do I need to prepare before the disaster season?

The best time to take action to prepare your home is **before** storm, cyclone and monsoon seasons. Preparing your home is an important step towards your family being prepared for, surviving and coping with emergencies. It is recommended that residents check the Get Ready Queensland website for the best information on how to prepare for a disaster.

Go to [www.getready.qld.gov.au](http://www.getready.qld.gov.au). The following are some simple steps to get started:

- Ensure your home, contents and car insurance is current and adequately covers your assets - you may wish to check that your policy includes cover for debris clean-up and disposal. It is important to note that insurers may not issue new insurance policies once a cyclone has formed or been named.
- Make copies (electronic or hard copy) of important documents including things such as insurance policies, passports, bank details, birth certificates, etc. and keep them with someone in another town or saved onto a Cloud account or USB.
- Develop an emergency plan and discuss with the whole family what you will do in an emergency, and where you will go.
- Check the condition of your house and make repairs if necessary.
- Secure loose items that could cause damage if blown around in high winds.
- Identify where and how to turn off the mains water supply for water, power and gas.
- Prepare an emergency kit well in advance of storm season. Some items may not be available last minute.
- If you are in a flood prone area; store all poisons' well above ground level and identify which indoor items you will need to raise or empty if flooding threatens your home.

**Check the  
Get Ready Queensland  
website for the best  
information on how to  
prepare!**



# BE PREPARED CONTD.

## Will Council provide a kerbside clean up prior to the disaster season?

Yes.

Each year Council carries out a 'Cyclone Clean Up' prior to the disaster season. It is important to remember:

- All debris must be placed on the nature strip BEFORE the collection date.
- To place your items in a responsible way
- To keep the footpaths clear
- Not to place items on other people's nature strips or block or obscure driveways
- To be mindful of the safety of Council staff as they collect the items.

The following items WILL NOT be collected as part of the cyclone cleanup:

- Garden refuse
- Liquids
- Paints
- Asbestos
- Car bodies



## How will I know when a cyclone or flood is coming?

Cyclone and flood warnings are issued by the Bureau of Meteorology (BOM). These warnings are broadcast on all major television stations and radio stations. Other weather advices relating to storms, heavy rain and tsunamis are also issued by BOM. You can visit the BOM website at [www.bom.gov.au](http://www.bom.gov.au).

Information can also be found at Council's Disaster Dashboard, visit [disaster.carpentaria.qld.gov.au](http://disaster.carpentaria.qld.gov.au)

# BE PREPARED CONTD.

*Be Ready!  
Disasters in the Gulf can  
leave you isolated for  
extended periods*



## QUICK TIPS

**Your emergency kit should contain :**

- food supplies for a **minimum** of 1 week
- at least 30 litres of drinking water per person; and
- a battery operated radio with spare batteries, so you can stay tuned to the local radio station for updates.



**Be Aware**, here in the Gulf, you can be isolated for extended periods and this should be taken into consideration when preparing your emergency kit.

Refer to our Emergency Kit Checklist for a full list.

## Power and Water

### Power Outages

**Never touch fallen power lines. If you find fallen power lines always call 000.**

- Unplug electrical equipment such as TVs and computers to avoid damage caused by power surges.
- Keep your fridge and freezer doors closed so food will stay cool without power for several hours.
- Switch off power at the switchboard if any wire is short-circuiting or if there is water in the ceiling.

### Water Outages

- Your Emergency Kit should also contain at least 30 litres of drinkable water per person in sealed containers.
- You can also cleanout your bathtub and then fill with water that can be used in case the water goes off. If your water is cut off you should limit the use of the toilet.

### Will I need to boil my water?

- If the need to boil water occurs, you will be advised by Council through a public notice.
- If a “Boil Water Notice” has been issued, bring water to a rolling boil and then allow water to cool before using it or storing it in a clean, closed container for late ruse.
- More details on this are available on [Queensland Health's website](#).



# EVACUATION

## Do I need to evacuate?



*Emergency Services will inform you. Listen to your local radio station*



An evacuation order for a cyclone is only issued if lives may be at risk from a storm tide surge or significant flood. Residents are not evacuated in the Gulf region based on wind-threat.

If an evacuation order is not issued, you should stay home, make yourself as secure as possible and listen to the radio for updates.

Your home is often the safest place.

Residents who are unable to help themselves and require assistance in the event of an evacuation may be able to register with the **Carpentaria Shire Council Vulnerable Persons Register**. Contact the Disaster Coordination Centre on **(07) 4745 2200**.

If a disaster event is expected to effect the region and there is potential that an evacuation order may be required in the near future, Police may visit holiday accommodation. It is likely to be recommended that any visitors who do not need to be in the area leave the Shire while it is safe and practical to do so.

**Register with the Australian Red Cross at Register. Find. Reunite**  
[www.register.redcross.org.au](http://www.register.redcross.org.au).

## How will I know if there is to be an evacuation?

- Emergency Services will inform you.
- Listen to your local radio station.
- Street patrols and door knocking by emergency services personnel may also occur.

## Where do I go if I need to evacuate?

- If an evacuation is deemed necessary and you have to leave the town, you can seek temporary shelter with family, friends or neighbours in safer, higher places (outside the evacuation areas).

You can also choose to travel to another town further away providing it is safe to do so. In some circumstances authorities may make arrangements for temporary accommodation.

Details of temporary accommodation will be provided at the time.



# EVACUATION CONTD.

## **I need to evacuate but I don't have transport, what do I do?**

Evacuees should use transport from family and friends as the first option during a disaster. In some circumstances authorities may make transport arrangements for mass evacuations. If this occurs residents will be directed by Police at the time.

## **What do I do with my pets if I have to evacuate?**

Consider family or friends that your pet can stay with if you have to evacuate, include food and water for at least three days. Also include any medications your pet may require, a collar, tag and leash, crate or pet carrier. Ensure your pet has been micro-chipped and registered with Council.

If possible also have a photo of your pet showing any distinguishable markings that are clearly identifiable.



## **GENERAL QUESTIONS**

### **Trees and debris have fallen in my yard, will Council move them?**

No.  
The only circumstance where Council may be responsible for removing trees or debris is where it has come from adjoining Council land. Additional rubbish collection may be scheduled at the discretion of Council.

Collection times for any additional services will be advised following an event. If you require assistance to have any fallen trees or debris removed from your property, refer to Council to discuss the options which are available in the community

# ROAD CLOSURES

## The roads are closed. How do I know what the latest information is on flood levels?

- Listen to your radio
- Check the **Council's Disaster Dashboard website**
- Check the Shire's flood cameras
- Review the latest Road Report on Council's website



Road reports are prepared and distributed by Council at regular intervals during a disaster event. Unless there has been a change in flood levels you may rely on the information contained in the last road report.



When travelling it is important to check roads in neighbouring shires by contacting the local Council or by calling 13 19 40 or visiting the 13 14 90 website at [www.qldtraffic.qld.gov.au](http://www.qldtraffic.qld.gov.au)

## Can I get a permit to drive through a closed road?

- Generally, permits will only be issued to transport companies transporting essential goods provided that Department of Transport Main Roads (DTMR) and the Local Disaster Management Group (LDMG) are satisfied that it is safe to cross and by doing so there will be no significant damage caused to the road. In some instances, roads may be closed to all traffic.
- Where conditions are determined safe, local residents may be able to acquire a permit for essential travel.
- Significant penalties apply for ignoring road closure sign or travelling without a permit.



# ROAD CLOSURES CONTD.

## If I am eligible for a permit, where do I get one?

- Permits should be obtained from the Department of Transport and Main Road's Office, including Cairns and Cloncurry.

For further information, see the Department of Transport and Main Roads Website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) .



- Police do have the power to issue permits in circumstances where DTMR offices' are closed or unreachable.
- Police will act on the advice of DTMR or the LDMG as to whether the road is safe to allow traffic.
- If you are a truck driver or transport company transporting essential goods, you **must obtain a permit before you commence travel**.
- It is important to remember that while roads in Carpentaria Shire may be suitable to cross, roads from Croydon or Cloncurry may be assessed as unsuitable.





# RESUPPLY OPERATIONS

During disaster events in the Gulf, it is not uncommon to be isolated for several weeks. In the event Normanton and Karumba are isolated essential items may be depleted, requiring a coordinated resupply operation to replenish stocks of essential goods.

Although the full range of goods may not be available due to isolation, essential goods will not run out. The LDMG is responsible for the coordination of these operations and are required to work within the Resupply Guidelines established by the State Government.

Refer to Council's Resupply to Isolated Communities Guide for more information.

## **My food supplies are low. Will LDMG resupply provisions into the town?**

You will still be able to purchase essential items and provisions from local retailers.

If the LDMG determines that stock of essential items within the community drop to levels where the community can no longer access goods required for maintaining safety and wellbeing, resupply procedures will commence. Resupply typically takes 7 days, so its important to plan ahead.

## **The following are NOT considered Essential items?**

- Any alcoholic drinks and canned or bottled soft drinks (except on the advice of appropriate health authorities);
- Any tobacco products;
- Entertainment equipment and electrical goods of any description (other than those to replace unserviceable household food preparation and similar goods); and
- Any merchandise to allow retailers to trade in anything other than those items considered essential to maintain human / animal health.

Depending on the resupply operation methods, the following items may also be considered NOT essential;

- LPG, industrial gasses, fuel, oil, explosives
- Machinery
- Fresh Milk, frozen or chilled goods, ice cream
- Luxury items

# RESUPPLY OPERATIONS CONTD.

## What are classified as Essential items?

- Basic foodstuffs - preferably dried or tinned or otherwise packaged to last on the shelf;
- Basic cleaners, disinfectants and the like to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency);
- Baby foods, formula feeds for babies and nappies, and the use of cloth nappies should be encouraged where possible;
- Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority);
- Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);
- Dried pet foods (tinned pet food should be obtained prior to isolation);
- Fuels (subject to clearance by the carrying agency) for essential motor transport, to keep electrical generators running to provide power for cooking, heating, lighting, refrigeration, water pumps and similar electrically powered appliance used to prepare or preserve food, maintain life or provide purified water;
- Aviation fuel (subject to it being used for reconnaissance or to resupply local homesteads);
- Batteries (subject to clearance by the carrying agency) for powering transistor radios, or hand held / portable radio transmitters / receivers;
- Other goods which, in the opinion of the Queensland Fire and Emergency Services (QFES) (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.



# IN AN EMERGENCY

## LOCAL – Contacts within Carpentaria Shire

Organisation / Email	Phone
<u>Carpentaria Shire Council</u> - Normanton Office	07 4745 2200
<u>Carpentaria Shire Council</u> - Karumba Office	07 4747 7555
<u>Bureau of Meteorology</u> (BOM)	07 4743 3382
Queensland Police Service (QPS) - Normanton station.normanton@police.qld.gov.au	07 4745 2555
Queensland Police Service (QPS) - Karumba station.karumba@police.qld.gov.au	07 4744 1626
<u>State Emergency Services</u> (SES) - Area Manager Jake Daniels	13 25 00
<u>Rural Fire Service</u>	000
<u>Local Disaster Coordination Centre</u> (LDCC).	07 4745 2200
<u>Disaster Dashboard</u> and <u>River Heights for the Gulf &amp; Cape</u>	-
Gidgee Healing	07 4769 7044
Karumba Health Clinic	07 4747 6400
Normanton Hospital	07 4745 2100
Normanton Pharmacy	07 4745 1263
Karumba Pharmacy	07 4745 9955
Community Health Centre Normanton	07 4745 1241
North & West Remote Health Normanton	07 4747 8890

# IN AN EMERGENCY

## STATE- Contacts for Carpentaria Shire

Organisation / Email	Phone
<a href="#">Queensland Disaster Management</a>	
Police Link (QPS) - Non-emergencies	131 444
<a href="#">State Emergency Services (SES)</a>	132 500
Queensland Ambulance Service (QAS) - Non Urgent General Enquiries	131 233
Queensland Fire and Emergency Services (QFES)	000 or 112 for mobiles
<a href="#">Ergon Energy (Fault Hotline)</a>	132 296
<a href="#">RACQ</a>	1300 130 595 or 13 19 05
<a href="#">Australian Red Cross</a>	1300 554 419
Department of Transport and Main Roads (Roads & Permits)	13 23 80
Department of Transport and Main Roads (TMR)	13 19 40
QLD Tropical Cyclone Warnings	1300 659 212
QLD Land and Flood Warnings	1300 659 219
QLD Coastal Marine Warnings	1300 360 427
QLD General Warnings	1300 969 922 (Costs apply)

# IN AN EMERGENCY

## NATIONAL- Contacts for Carpentaria Shire

Organisation / Email	Phone
<a href="#">Australian Red Cross - Register, Find, Reunite</a>	1800 100 18
<a href="#">Telstra (Service Status)</a>	13 22 03
<a href="#">Australian Tsunami Threat Information</a>	1300 TSUNAMI 1300 878 6264

## Local Radio Stations

Radio Station	Frequency
ABC North West QLD - Normanton	105.7FM
ABC North West QLD - Karumba	106.1FM
ABC North West QLD	567AM
KIK FM Normanton	88.0FM
4KZ Karumba Only	1611AM

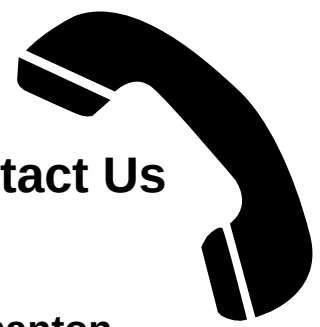


# EMERGENCY KIT CHECKLIST

Store these items together in a bag or plastic box in an easy to access location.  
Your household may need to be self-sufficient for 2-3 weeks.

- Radio (battery-operated)
- Spare batteries
- Water in sealed containers (30L per person)
- Emergency Phone Numbers
- Cash (ATMs may not be working)
- Torches
- Candles, lighter and matches in ziplock bag
- First aid kit and manual
- Combination pocketknife
- Portable (gas) stove with extra fuel
- Change of clothes and strong shoes
- Strong ziplock bags, plastic bags
- Cooking gear
- Non-perishable food (cans) - 3 weeks worth
- Can opener and utensils
- Special needs for infants, the aged and people with disabilities
- Pet food, water and other animal needs
- Toilet paper, toiletry, sanitary supplies
- Medications
- Personal documents
- Tent, tarps and blankets
- Other camping equipment
- Chargers

Radio Station	Frequency
ABC North West QLD - Normanton	105.7FM
ABC North West QLD - Karumba	106.1FM
ABC North West QLD	567AM
KIK FM Normanton	88.0FM
4KZ Karumba Only	1611AM



## Contact Us

**Normanton -  
(07) 4745 2200**

**Karumba  
(07) 4747 7555**



