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INGLEWOOD FLOOD ACTION GUIDE

Are you at risk from floods?

Like many townships across Australia, floods pose a very real threat to Inglewood. If you live near a creek, river, major storm water drain or in a low-lying area you may be at risk from flooding, even if you have not experienced it personally.

As a community, **the best way we can protect ourselves** and minimise the effects of floods or any disaster is to **be prepared!**

This booklet contains information that can help you understand the risk that flooding poses to the Inglewood township and your property. It can help you and your family prepare for flooding in your area, well before it happens! Remember – being prepared for flooding could save your life one day.

What is a flood?

When the water level in a creek, river, lake or the sea rises and covers land that is normally dry, this is called a flood. Floods can be caused by a number of factors, but in Australia the most dominant cause is rainfall (The State of Queensland, Understanding Floods Questions & Answers, 2011) .

When it rains, some water is absorbed by the soil, while the rest becomes run-off and flows downhill. The area of land covered by the flow of that run-off is called the catchment area.

Floods are one of the most common hazards in Inglewood, however no two floods are the same. Some floods develop slowly, while others such as flash floods can develop in just a few minutes, often without any visible sign of rain.

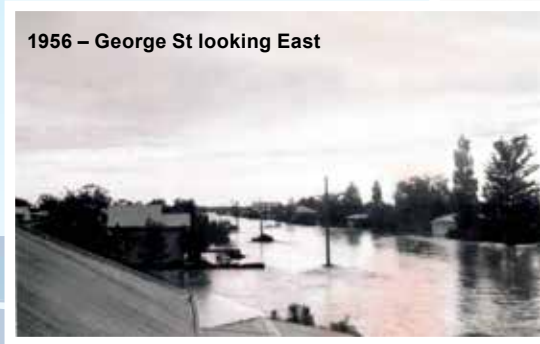
The Macintyre Brook catchment profile

The township of Inglewood is located on the banks of the Macintyre Brook, which runs 270 degrees around the town. The Brook is fed upstream by overflow from Coolmunda Dam and also by Canning Creek, which joins the Brook just north of Inglewood.

Historical flooding

Flood records for Inglewood are available from as far back as 1956. The largest recorded floods to date occurred in January/February 1956 and February 1976, when the river height reached 12.50m and 11.73m respectively on the Inglewood Bridge flood gauge.

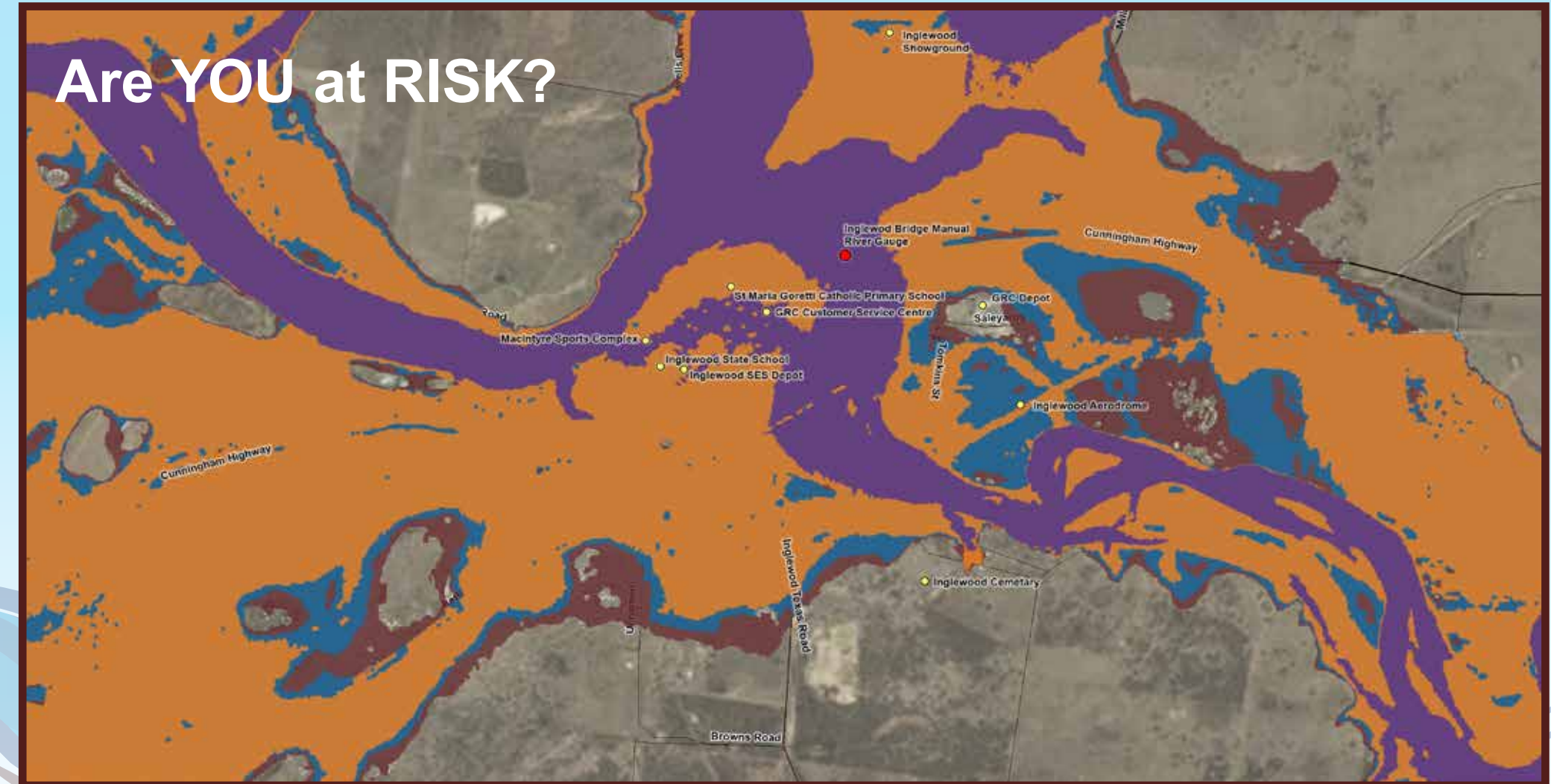
The **Bureau of Meteorology** considers a flood to be **Minor** when the water level at the Inglewood Bridge gauge exceeds 5m, **Moderate** when it exceeds 9m and **Major** when it exceeds 10m. This is the terminology you will hear in a Bureau of Meteorology flood warning.



1956 – George St looking East



1976 – Inglewood Civic Centre & Council Chambers



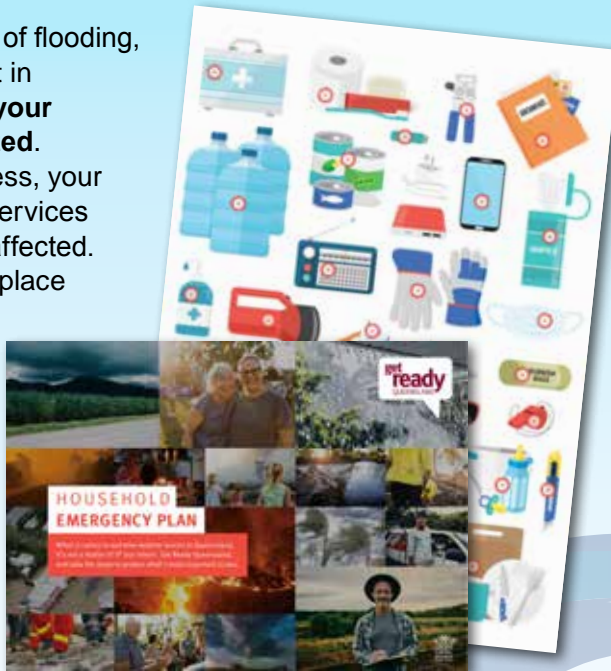
Are YOU at RISK?

Why prepare?

For people living in areas that are vulnerable to flooding, the effects of being unprepared can range from slight discomfort, to total devastation. Sadly, some people perish in floods.

It is the responsibility of all of us to ensure that where flooding could pose a risk to our lives and our properties, that we are **well prepared before a flood occurs**.

Even if your home is not at risk of flooding, it is important to remember that in the event of a significant flood **your community will still be affected**. Your child's school, your business, your place of employment or other services you use could be significantly affected. You may be isolated from your place of employment, your home or other services that you use and rely on. It is therefore **important for us all**, not just those whose properties are directly affected, **to be prepared for flooding!**



How can I prepare now?

By using this flood action guide, you can understand the RISK that flooding poses to you and PREPARE for flooding now!

- 1 **KNOW** what to do before, during and after a flood in your community.
- 2 **IDENTIFY** your property and other services on the flood evacuation maps contained within this guide.
- 3 **PLAN** for the types of flooding and disasters that can happen in the area where you live, by completing your **household emergency plan**.
- 4 **CREATE** your own **Household Emergency Kit** so you and your family can survive for three days in the event of a disaster.
- 5 **TUNE** into weather **information and warnings** and stay informed!

For more information on how to prepare and for 3 steps to get ready, visit www.getready.qld.gov.au

1. KNOW WHAT TO DO...

When flooding is predicted

If you live in an area that is susceptible to flooding, when flooding is likely to occur it is vital to make final preparations for your home and your family so that you can minimise potential damage to your property and ensure the safety of you and your family.

If your property could become isolated...

If your property could become isolated by floodwater, your safest option is to evacuate well before access is cut off. During floods, isolated properties can lose power, water, telephone lines, sewerage and become a refuge for spiders, snakes and other wildlife and unwelcome creatures.

If evacuation is not possible, stock at least seven days' supply of non-perishable foods, medications, drinking water, as well as food for your livestock and pets.

During a flood

- ☑ DO NOT enter or let children play in or near floodwater.
- ☑ Stay tuned into your local ABC radio station, or monitor the Bureau of Meteorology website (www.bom.gov.au) for weather information and warnings.
- ☑ When not required to evacuate, shelter in a safe, secure structure at home or with family and friends.
- ☑ Beware of the increased likelihood of contact with snakes and spiders.
- ☑ Stay well clear of drains, culverts and any flowing water.
- ☑ Keep your Household Emergency Kit close at hand at all times.

Flood warnings?

The range of flood warning information that may be issued by the **Bureau of Meteorology** includes:

AN ALERT, WATCH OR ADVICE of possible flooding, if flood producing rain is expected to happen in the near future. The general weather forecasts can also refer to flood producing rain.

A GENERALISED FLOOD WARNING that flooding is occurring or is expected to occur in a particular region. No information on the severity of flooding or the particular location of the flooding is provided. These types of warnings are issued for areas where no specialised warning systems have been installed. As part of its Severe Weather Warning Service, the Bureau of Meteorology also provides warnings for severe storm situations that may cause flash flooding.

WARNINGS OF 'MINOR', 'MODERATE' OR 'MAJOR' FLOODING in areas where specialised warning systems are installed like Inglewood. In these areas, the flood warning message will identify the river valley, the locations expected to be flooded, the likely severity of the flooding and when it is likely to occur.

PREDICTIONS OF THE EXPECTED HEIGHT OF A RIVER at a town or other important location along a river, and the time that this height is expected to be reached. This type of warning is normally the most useful in that it allows local emergency authorities and people in the flood threatened area to more precisely determine the area and likely depth of the flooding. This type of warning can only be provided when there are specialised flood warning systems, where flood forecasting models have been developed and can only be predicted once storm flows are known, which may severely limit warning times.

River gauges in Inglewood

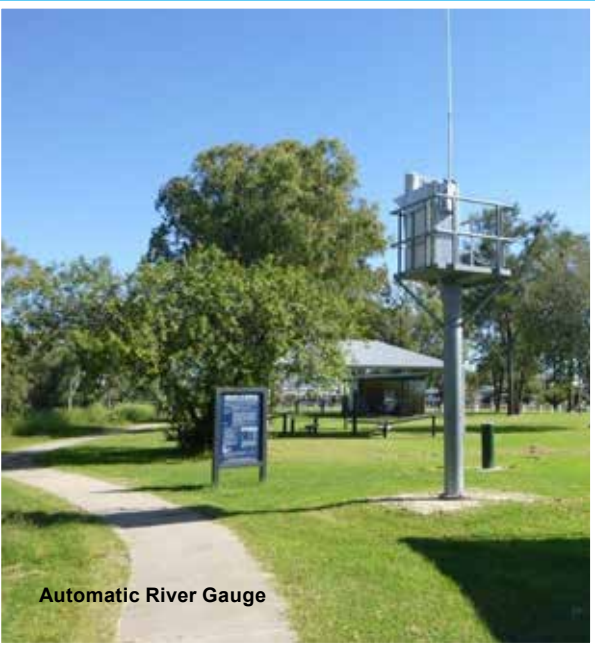
All water levels referred to in this guide and in flood warnings for Inglewood refer to the height at the **Inglewood Bridge Gauge**, which is located at the Inglewood Bridge. To access information from the Bureau of Meteorology on the Inglewood Bridge gauges:

- 1 Open the **Bureau of Meteorology** website on your internet browser www.bom.gov.au.
- 2 On the second blue menu from the very top, hover your mouse over 'QLD' and then click on '**Rainfall & River Conditions**'.
- 3 On the Queensland Map, click on the map in the **vicinity of Goondiwindi**.
- 4 Scroll down and click on '**Macintyre**' in the '**Latest River Heights**' column of the table.
- 5 The '**Latest River Heights for the Border Rivers, Weir and Moonie Rivers and tributaries**' table will display. Here you can view the latest river heights for the Macintyre Brook at Inglewood as well as many other locations.

Latest River Heights for the Border Rivers, Weir and Moonie Rivers and tributaries						
Issued at 10.11pm on Thursday, 14 July 2016						
(T) About river heights About this table Flood Warning Centre Rain and River Data						
Border Rivers Weir Moonie						
Station Name	Time/Day	Height	Tendency	Crossing	Flood Class	Recent Data
Border Rivers						
Macintyre Bk at Coolmunda Dam HW *	9.00pm Thu	+4.33	steady	4.33 below Full Supply	below minor	Plot Table
Macintyre Bk at Coolmunda Dam TV *	9.28pm Thu	-0.25	rising	0.75 below Causeway	below minor	Plot Table
Macintyre Bk at Coolmunda Dam TV *	9.00pm Thu	0.02	steady	0.48 below Causeway	below minor	Plot Table
Macintyre Bk at Inglewood Br *	9.00pm Thu	1.32	steady	0.08 below Bridge	below minor	Plot Table
Macintyre Bk at Inglewood Br *	8.43pm Thu	1.35	steady	0.05 below Bridge	below minor	Plot Table
Canning Ck at Woodspring *	8.51pm Thu	0.81	steady	0.19 below Bridge	below minor	Plot Table
Macintyre Bk at Inglewood Weir *	8.00pm Thu	0.42	steady		below minor	Plot Table
Macintyre R at Whitestone Weir *	9.00pm Thu	-0.02	steady	0.02 below Weir		Plot Table
Macintyre Bk at Booba Sands *	8.00pm Thu	0.52	steady		below minor	Plot Table
Dumaresq R at Bengalla *	9.00pm Thu	0.32	steady		below minor	Plot Table
Ottery's Ck at Coolatai	9.00pm Thu	0.35	steady			Plot Table



Manual River Gauge – Inglewood Bridge



Automatic River Gauge

The size of a flood is usually expressed in terms of the height of the flood. The **Bureau of Meteorology** uses three general categories of flooding related to water level or height. The flood classifications for the Macintyre Brook are:

MINOR FLOODING:

@ Texas	@ Inglewood Bridge	@ Goondiwindi
6.0m	5.0m	4.0m

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:

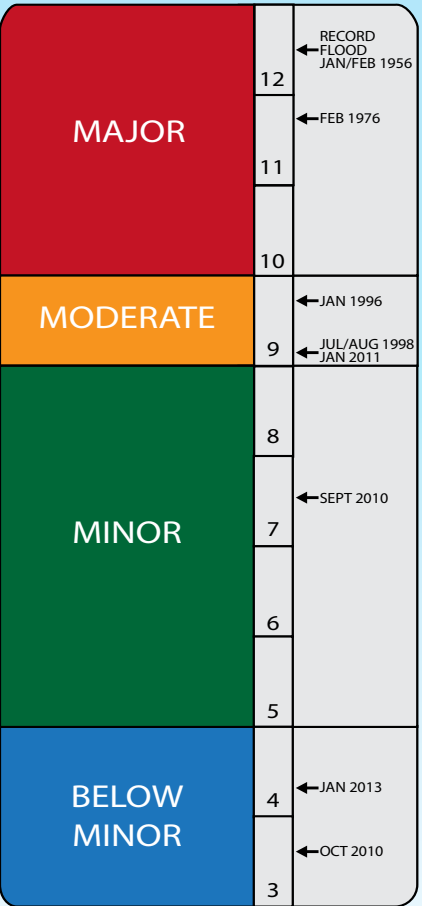
@ Texas	@ Inglewood Bridge	@ Goondiwindi
7.0m	9.0m	6.0m

In addition to the results of minor flooding, 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:

@ Texas	@ Inglewood Bridge	@ Goondiwindi
8.0m	10.0m	8.5m

In addition to the effects of moderate flooding, 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.



Historical flood heights measured in metres at the Inglewood Bridge gauge in Inglewood



2. IDENTIFY IMPORTANT PLACES ON MAPS...

Flood evacuation maps

The flood maps pictured in this booklet are designed to inform you of predicted riverine flooding and areas that may require evacuation in Inglewood. These maps were developed using a hydrological model to simulate the flood levels for flood-prone parts of Inglewood. **Four evacuation zones** have been identified:

1. PURPLE ZONE – this area will flood first and in a major flood, waters will be deepest here. This zone equates to a 1 in 10 year flood or 10.8m flood.

2. ORANGE ZONE – This area will flood after the purple zone. This zone equates to a 1 in 50 year flood or 12.0m flood.

3. BLUE ZONE – This area will flood after the orange zone. This zone equates to a 1 in 100 year flood or a 12.4m flood.

4. BROWN ZONE – This area will flood after the blue zone. This zone equates to a 1 in 500 year flood or a 12.9m flood.

In the event of a flood, authorities may issue an evacuation for the required zones. While advice may be given to evacuate, ensure you have a plan to self-evacuate if needed.

Evacuation zones were developed using results from Council's Inglewood Flood Study. Properties in low-lying areas or near watercourses that are outside these evacuation zones may still be vulnerable to a flood in extreme situations. Residents outside of the study area should consider their individual situation and what actions they may need to take in the event of a flood.

Limitations

The maps do not show flooding outside the flood study area

- * Please note the extent of the flood maps presented in this booklet.
- * If your property or access road is not in the flood study area, it may still be subject to flooding.

The maps do not show localised flooding

- * Your property may be affected by isolated rainfall events that cause localised flooding.
- * Isolated events have not been considered in the flood study and are therefore not shown on the flood maps.
- * In these cases, you should seek local knowledge and consider seeking professional advice regarding the potential risk of localised flooding to your home or property.

How to use the maps

- 1 IDENTIFY locations** on the maps that are important to you such as your home, place of employment and where your children go to school.
- If any of these places are in one of the coloured zones, you may be **AT RISK** from riverine flooding.
- 3 DISCUSS AND DEVELOP** a **household emergency plan** for you and your family and identify potential evacuation routes and higher ground in your neighbourhood in case roads are closed.
- 4 MAKE ARRANGEMENTS** with friends and family who are outside of the flood zone for **temporary accommodation** in the event of an **evacuation**.

Visit get **www.getready.qld.gov.au** to create your household evacuation plan and for a list of items to include in your evacuation kit.



Inglewood Flood Zones – 10.8m, 12.0m, 12.4m, 12.9m

FLOOD EVACUATION MAP PURPLE ZONE

FLOOD EVACUATION MAP ORANGE ZONE

Flood Extent at 10.8m on the Inglewood Bridge Gauge, Inglewood (1 in 10 year flood)



Flood Extent at 12.0m on the Inglewood Bridge Gauge, Inglewood (1 in 50 year flood)



FLOOD EVACUATION MAP BLUE ZONE

FLOOD EVACUATION MAP BROWN ZONE

Flood Extent at 12.4m on the Inglewood Bridge Gauge, Inglewood (1 in 100 year flood)



Flood Extent at 12.9m on the Inglewood Bridge Gauge, Inglewood (1 in 500 year flood)



3. PLAN FOR DISASTERS THAT COULD AFFECT YOU...

Prepare yourself

Some basic preparations you can make right now include accessing flood information, creating a household emergency plan, keeping a list of emergency contact numbers near the telephone (and in your mobile phone contact list), assembling a Household Emergency Kit and checking your home and contents insurance needs and conditions.

Create your household Emergency Plan

If you woke up in the middle of the night to find rapidly rising floodwaters approaching your home, would you and everyone in your household know what to do, where to go, how to keep in touch with each other and how to get in touch with emergency services if required?

It can be difficult to think clearly in a disaster such as a flood. A Household Emergency Plan is a vital tool to ensure you and your family know what to do before, during and after a flood or other emergency/disaster.

Every member of your household should be involved in developing your Household Emergency Plan, discussing things such as:

- How a flood could impact your home.
- The location and accessibility of all exit points in your house.
- Local flood warning methods.
- Where to go if you need to evacuate – one meeting place close to your home and one further away, not likely to be impacted by a disaster.

- How to stay in contact if you are separated from each other.
- Requirements for members of your family or household with medical conditions or special needs.
- What you will do with your pets in an emergency and if you need to evacuate.
- What to include in your Household Emergency Kit.
- Your insurance details and whether your policies are adequate and current.
- Create your Household Emergency Plan and download your Emergency Kit list at get www.getready.qld.gov.au



Remember!

Household emergency plans and kits are **not just for floods**. They **can be used in any emergency situation** in which you need to shelter in or evacuate from your home. It is important to **involve all members of your household** in your disaster preparations so you all understand the risks you face and actions required in an emergency.

Having a Household Emergency Plan is an important step towards **preparing for, surviving and minimising the effect** of natural disasters on your household. All householders **MUST know where your plan is kept**. Remember to **review and practice your plan** on a regular basis with all members of your household/family so everyone is familiar with what to do!

How can I access flood planning information?

You can access flood information including flood forecasts, road closures and advice on evacuation and property protection through a range of avenues.

SOURCE	INFORMATION
Goondiwindi Regional Council www.grc.qld.gov.au 07 4671 7400	Town Planning Scheme – flood hazard area maps www.grc.qld.gov.au/goondiwindi-regional-council-planning-scheme Disaster Dashboard www.dashboard.grc.qld.gov.au
Get Ready Queensland www.getready.qld.gov.au	Get Ready Queensland Disaster preparedness information

SOURCE	INFORMATION
Bureau of Meteorology www.bom.gov.au 1300 659 210	Weather forecasts Rainfall, river and flood information

Special medical/functional needs

If you have special medical/functional needs, one of the most important things you can do to prepare yourself is to create a **personal support network**.

If you think that you may need assistance in a disaster, talk to your family, friends and others who will be part of your personal support team. Ideally you should have at least three people in your support network who you trust, who understand your needs, and who could help within minutes if and when needed in an emergency situation.

Write down and **share each aspect of your Household Emergency Plan with them**. Ensure your plan includes ways of getting in touch with your support network, getting out of your house in an emergency and bringing a support system with you to your pre-determined evacuation point.

If you have a **wheelchair or other mobility aids**, know their **size and weight** in case they need to be transported.

When flooding is predicted...

Prepare your home:

Preparing your family and home ahead of time will not only save you valuable time if you need to evacuate, it will also help minimise the extent and cost of your flood damage.

When flooding is likely:

- ☑ Activate your Household Emergency Plan.
- ☑ Check that your Household Emergency Kit is fully stocked (including essential medications).
- ☑ Consider if early evacuation is appropriate for you.
- ☑ Lift valuables off the floor to prevent or minimise flood damage.
- ☑ Tie down loose items in your yard to prevent them floating away.
- ☑ Disconnect and tie down gas bottles and cylinders or move them above the predicted flood height to prevent them floating and becoming a hazard in a flood.
- ☑ Place all chemicals and oils in a water-proof container and move them above the predicted flood height.
- ☑ If necessary, collect sandbags and sand to protect your property.
- ☑ Block toilets, sinks and drains with sandbags to prevent water coming up the drains.
- ☑ Make sure your vehicle's fuel tank is full and your vehicle is easily accessible in case you need to evacuate.
- ☑ Make arrangements for alternative pet and animal care.



- ☑ Make arrangements with your employer, child care providers and/or schools to go home early if it is likely that you will be flooded out of your home.
- ☑ Tune into your local ABC radio station on your portable radio or the Bureau of Meteorology website (www.bom.gov.au) and listen out for weather information and warnings.

If you need, or are directed to evacuate

- ☑ Act quickly, follow all instructions by authorities and react to changing conditions.
- ☑ Keep your Household Emergency Kit and your additional items with you.
- ☑ DO NOT IGNORE WARNINGS OR ADVICE.
- ☑ Turn off electricity, gas and water where they enter your property.
- ☑ Empty refrigerators and freezers, leaving doors open.
- ☑ Take your household pets to your predetermined location – don't forget to take food and appropriate cages/leads/harnesses/pens too!
- ☑ DO NOT walk, swim or drive through floodwaters.
- ☑ Register your details and where you are evacuating to with **Register.Find.Reunite** (See p. 22 for more information).
- ☑ Stay tuned into your local ABC radio station on your portable radio or the Bureau of Meteorology website (www.bom.gov.au) and keep listening to weather information, advice and warnings.
- ☑ Be prepared to evacuate if the need arises or if you are directed to do so by emergency services personnel.
- ☑ Seek shelter at your pre-determined evacuation location.

Bridge and road closures due to flooding

The township of Inglewood is located at the junction of Canning Creek and the Macintyre Brook on the banks of the Macintyre Brook. The majority of houses and shops are located on the southern side of the Brook, where it snakes around the town, while many houses are also located on the north-eastern side.

Any flood predicted to reach or exceed 10.4m at the Inglewood Bridge gauge will result in isolation of the Inglewood township. Road access to Warwick, Stanthorpe and Milmerran will be closed and road access to Goondiwindi is not recommended due to the risk of being stranded en-route.

In Inglewood, the **Inglewood Bridge** and the **Cunningham Highway** are closed at approximately **10.4m** on the **Inglewood Bridge Gauge**.

When a flood warning is issued, if you are not able to support yourself if Inglewood becomes isolated, you should **self-evacuate immediately**. Should you choose to remain in Inglewood, you should make sure you have everything you need to be **self sufficient at home for up to 72 hours**, while being prepared to **evacuate at extremely short notice if directed to do so**. This includes having a Household Emergency Kit with essential food, water, medication, toiletries and pet supplies ready, as well as any personal possessions you wish to bring with you.



Inglewood Bridge – Macintyre Brook Crossing



During floods **bridges and creek crossings** are often **cut off by floodwaters**, easily catching you out when you are away from home, leaving you stranded, sometimes for days.

When flooding is predicted, if you must leave your home, even for a short period of time, **always check the river heights**, to ensure that you don't suddenly find yourself unable to get home!

INGLEWOOD FLOOD EVACUATION ASSEMBLY POINT

If you are directed to evacuate:

The Inglewood Cemetery has been identified as the primary Flood Evacuation Assembly Point in a significant flood event.

The Inglewood Cemetery is located approximately 2km southwest of Inglewood off Tobacco Road.

Coordinates -28.426634, 151.091214

- All people in Inglewood must be prepared to leave at extremely short notice if directed by emergency services.
- This includes having an emergency kit with essential food, water, medication, toiletries and pet supplies ready, as well as any personal possessions you wish to bring with you.
- You should monitor local radio and Council's Facebook page and website for more information.

Emergency contacts:

- In life threatening situations call 000
- SES All Areas – 132 500
- Goondiwindi Customer Service Centre – 07 4671 7400 (during office hours)

What you can expect at the Assembly Point:

The Assembly Point is NOT an evacuation centre.

The Assembly Point has minimal basic facilities and is a temporary place of refuge for a short period of time (24-48 hours) only.

Evacuees will need to be self-sufficient for up to 48 hours and are advised to bring their emergency kit with them, which should include:

- ☒ Food and water
- ☒ Bedroll, pillows, sheets, blankets
- ☒ Medication
- ☒ Spare clothing
- ☒ Important documents e.g. insurance papers etc

PLUS

- ☒ Shelter – tent, caravan etc. if available



6 x 8 Skillion and Slab*



Mobile Cooking/
Catering Trailer*



Mobile Generator
and Toilets*



Turn-off Tobacco Road to Inglewood Cemetery – Inglewood Flood Evacuation Assembly Point is situated at the back of the Cemetery.



4. CREATE A HOUSEHOLD EMERGENCY KIT...

If you live in an area susceptible to flooding or isolation, preparing a Household Emergency Kit now can save you time and stress in the event of a severe storm, flood or other emergency situation.

Your emergency kit should include essential provisions to sustain your household for up to three days if you were isolated and essential services, power and/or water supplies, were disrupted. You should keep your kit in a waterproof storage container and store it in an easy to access location, of which all householders are well aware.

Check your kit every three months to stock up and rotate supplies to ensure provisions are fresh and safe to use in the event of an emergency or disaster.

Your Emergency Kit should contain:

Food and water for at least three days:

- ☒ Bottled water (10L per person is recommended to last 3 days).
- ☒ Range of non-perishable food to last 3 days.
- ☒ Can opener, cutlery and cooking equipment.

Medical and sanitation supplies:

- ☒ First aid kit and manual.
- ☒ Essential medications AND copies of prescriptions and dosage.
- ☒ Toilet paper and personal hygiene items.
- ☒ Toiletries – toothbrush, toothpaste, soap, shampoo etc.
- ☒ Sanitisation – hand sanitiser, disinfectant wipes, masks.

Light:

- ☒ Flashlight/torch and battery operated lantern with spare batteries.

Communications:

- ☒ Portable wind-up radio, or battery powered radio with spare batteries.
- ☒ Mobile phone and a fully charged portable battery/power pack.
- ☒ Pack a small amount of cash (notes and coins) in case ATMs are inaccessible or not working due to power failure.

Clothing and footwear:

- ☒ Change of warm protective clothes, hat and enclosed shoes for all household members.
- ☒ Safety glasses and sunglasses.
- ☒ Garden and rubber gloves.

Tools and supplies:

- ☒ Whistle (to signal for help).
- ☒ Utility knife, duct/masking tape and plastic (garbage) bags with ties.

Miscellaneous items:

- ☒ Specific items for infants, elderly or people with special needs.
- ☒ Pet food, water bowls and other pet needs.
- ☒ Spare house and car keys.

Important documents:

- ☒ Insurance papers for your house contents, cars and for valuable items.
- ☒ Inventory of household goods.
- ☒ Wills and life insurance documents.
- ☒ House deeds / mortgage documents.
- ☒ Birth and marriage certificates.
- ☒ Passports / visa details.
- ☒ Stocks and bonds.
- ☒ Medicare, pension cards, immunisation records.
- ☒ Bank account and credit card details.
- ☒ Emergency contact details and a copy of your household emergency plan.
- ☒ Pet registration and proof of ownership.

Download the **3 Steps to Get Ready Booklet** at
www.getready.qld.gov.au/get-prepared/3-steps-get-ready
for checklists and more information to pack your **Emergency Kit**.

During a major flood, your home or business **could lose power for days or even weeks**, due to flood waters and damage.

If you rely on your power supply for health, medical, or business needs, discuss with your family or business if you need to **purchase a generator** to get you through power outages during a disaster.



Evacuation centres provide basic necessities such as food, water and a small amount of space for your family to stay. They may not have cots, bedding, items for infants or people with special medical/functional needs.

So it is important to **bring these items and your emergency kit with you** if you need to evacuate to an evacuation centre!

Reminder – the Inglewood Flood Evacuation Assembly Point is **NOT** an evacuation centre. The Assembly Point has minimal basic facilities, you will need to bring your emergency kit with you – See pages 18-19 for more information.

When flooding is likely...

It is vital that you and your family are prepared to act immediately in a flood situation. When flooding is likely, **gather the following additional items** and **add these to your emergency kit** so that you are ready to evacuate immediately should you need to.

- ☑ Important records to prove your identity, valuables and mementos/photos in waterproof plastic bags.
- ☑ A small amount of cash in case ATMs and EFTPOS are not operational.
- ☑ Fully charged mobile telephone, spare battery and charger.
- ☑ Multiple changes of clothes for all householders, stored in watertight plastic bags.
- ☑ Additional essential medications, dosages and repeat prescriptions.
- ☑ Additional baby food, formula and nappies (if required).
- ☑ Pillows, sleeping bags and blankets.
- ☑ Extra toiletry and sanitary supplies.
- ☑ Books and games for children.

DID YOU KNOW?

During major disasters, **mobile and telephone lines often become congested** due to the high volume of phone calls being made to and from the disaster affected area.

During these times, **use the telephone for emergency calls only** if at all possible. For all other communication, use social media, email and text-messaging to help reduce the pressure on the phone network.



Whether you evacuate when directed by authorities or you decide to evacuate earlier, you will need to **register your details** with the **Register.Find.Reunite service** to let them know that you have evacuated and where you are going.

This way, emergency services personnel, your family and friends can check that you are safe.

You can register your details by phoning the Australian Red Cross on **1800 727 077**, visiting register.redcross.org.au or **in person at an evacuation centre**.



Activating your Flood Plan...

- 1 **PLACE** your **Emergency Kit** somewhere that is easily accessible in case you need to evacuate.
- 2 **LISTEN** out for flood information, warnings and evacuation notices.
- 3 If an evacuation notice is issued, **ACTIVATE** your **Household Emergency Plan** and **move to your pre-determined safer location, an evacuation centre or higher ground** if you are in an area susceptible to flooding.

Emergency Contacts

For Police, Ambulance, or Fire in life threatening, critical or serious situations (use 106 for TTY)	000
State Emergency Service (SES) for help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage	132 500
Goondiwindi Regional Council for local disaster, evacuation and evacuation centre information	07 4671 7400
Bureau of Meteorology www.bom.gov.au	1300 659 210
Queensland Traffic on 13 19 40 for road conditions and closures www.qldtraffic.qld.gov.au	13 19 40
Ergon Energy Emergency Phone Number	13 16 70
Poisons Information Line	13 11 26
Queensland Health Information Hotline	13 HEALTH (13 43 25 84)

Radio Stations

Tune into Local Radio **ABC Local 747AM / 92.7 FM** for local flood updates and news.

The 13 19 40 **Traffic and Travel Information Hotline** is your first port of call for all information on state road incidents, hazards, conditions and closures.

You may also be advised of flood information by **emergency services personnel**, such as SES members **who door knock your home**, or **emergency alert messages** delivered to your **mobile telephone** and **land line**.

Further Information

Goondiwindi Regional Council for local event specific information.	07 4671 7400 Disaster Dashboard OR Goondiwindi Regional Council www.grc.qld.gov.au
Queensland Government QLD Alert website for real time official emergency information.	www.qld.gov.au/alerts
Queensland Traffic on 13 19 40 for road conditions and closures.	13 19 40 www.qldtraffic.qld.gov.au
Bureau of Meteorology general warnings, rainfall, flood predictions and river information.	1300 659 210 www.bom.gov.au
Insurance Council of Australia Hotline.	1800 734 621 insurancecouncil.com.au
Get Ready Queensland Queensland Government disaster preparedness.	www.getready.qld.gov.au
Queensland Health natural disasters and severe weather website.	health.qld.gov.au/disaster
RSPCA Disasters and Emergencies for information on looking after pets and animals during disasters or to report lost or missing animals during times of disaster and emergency.	1300 363 736 www.rspcaql.org.au/what-we-do/disasters-and-alerts
To report injured wildlife, call the RSPCA 24/7 Emergency Hotline	1300 130 372 1300 ANIMAL (1300 264 625)

After a flood

- ✓ If you evacuated, **do not return home until** authorities have **declared** the **area safe for return**.
- ✓ Wear fully enclosed rubber-soled shoes or boots and protective, puncture resistant gloves to protect yourself from contaminants.
- ✓ Dispose of any food that may have come into contact with flood water.
- ✓ Boil all tap water until supplies have been declared safe for consumption.
- ✓ Have all gas and electrical appliances which have been flood affected professionally checked for safety before use.
- ✓ Check your smoke detectors are still working.
- ✓ Check with **Queensland Traffic** on **13 19 40** or **qldtraffic.qld.gov.au** for road conditions and closures before driving anywhere.
- ✓ Do not go sightseeing.

Cleaning up

Floodwaters can wreak havoc on the structure and safety of your house and your personal belongings. Floodwaters contain many contaminants and a lot of mud.

After a flood, if your home has been flooded, cleaning up can be a long and difficult process.

- ✓ Contact your insurance company before you do anything else, make a list of all of your flood damage and take photos or videos to ensure complete records to support your insurance claims.

- ✓ Ventilate your house – open all windows and doors, use fans to circulate the air in the house and if possible use dehumidifiers to remove moisture.
- ✓ Remove wet insulation and floor coverings, and take all furniture, rugs, bedding and clothing outside to dry as soon as possible.
- ✓ Remove as much mud and other debris as possible – start by shoveling out the mud and then hosing down all surfaces.
- ✓ Hose down and disinfect all floors, walls, ceilings and doors that were flooded.
- ✓ Remember to clean trapped mud from less obvious places such as under shower trays, benches, baths and bottom shelves.
- ✓ Remove the skirting boards and make a small hole in the wall just above the floor level to remove water trapped in your walls.
- ✓ Throw away flood damaged mattresses, toys, and stuffed animals.
- ✓ Have any salvageable upholstered furniture cleaned by professionals to ensure all contaminants soaked up from the floodwaters are removed.
- ✓ After you clean each room, go over it again with disinfectant to thoroughly disinfect and deodorise each area.

For more information on returning home and coping after a crisis see the **Australian Red Cross** website www.redcross.org.au/get-help/emergencies/coping-after-a-crisis/returning-home-and-coping-after-a-crisis.



Insurance issues

If you have questions about your insurance claim, you should always speak to your insurance provider in the first instance. If you have further questions or concerns you can also contact the **Insurance Council's Hotline** on **1800 734 621**.

Staying healthy

In addition to physical flood damage, the effects of flooding can also lead to further physical hazards and emotional stress. During a flood and its aftermath, it is important to remember to **look after yourself and your family** as you focus on cleaning up and rebuilding your lives.

Physical hazards

- Stay well clear of all floodwaters which may be contaminated by oil, chemicals, raw sewage and other waste.
- Wear protective clothing, footwear and puncture resistant gloves to protect you from hazards during the cleanup, as well as a protective mask so you don't breathe in mould spores.
- Disinfect any cuts and abrasions quickly and cover with a waterproof dressing to help prevent infection from contaminated floodwater.
- Service damaged septic tanks as soon as possible – damaged sewage systems are serious health hazards.
- Monitor the local radio station and Council's Facebook page for information and updates including when the water is safe for consumption.
- Clean and disinfect everything that got wet – mud left from floodwaters can contain sewage and dangerous chemicals.

Emotional stress

During the aftermath of a flood, or any type of disaster, it is very natural to spend a lot of your energy coping with your fears, frustrations and dealing with other challenging feelings.

It is easy to become so focused on the cleanup that you do not realise how much energy you are using, sometimes slipping into the trap of putting aside your emotional and physical wellbeing. In time you can find yourself drained and stressed out, impacting your mind, body, feelings and relationships. To help manage your emotional needs:

- Take time out to rest often and eat well.
- Keep to a manageable schedule during the clean up – make a list, do jobs one at a time within manageable time frames.
- Discuss your concerns with others and never be afraid to ask for help if you need it.

For assistance call the **Community Recovery Hotline** on **1800 173 349** and for further information on managing stress after a disaster, visit the Queensland Government's '**Managing Stress After a Disaster**' web page at: www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support/managing-stress



YOUR EMERGENCY CONTACT INFORMATION

Household Contact Details

Name	Mobile Number	Email Address

Meeting places in case you become separated or need to evacuate

Neighbourhood Meeting Place

Address

Phone Numbers

Email

Out-of-town Meeting Place

Address

Phone Numbers

Email

Important Phone Numbers

Police, Fire and Ambulance	000 Triple Zero (112 from mobile)
State Emergency Service (SES)	132 500
Goondiwindi Regional Council	(07) 4671 7400
Queensland Traffic (Road Conditions & Closures)	13 19 40
Electricity Provider	
Local GP or Doctor's Surgery	
Inglewood Hospital	(07) 4652 0888
Veterinary Practice	
Insurance Provider	
Childcare Provider	
Primary School	
High School	
Workplace	
Workplace	
Bureau of Meteorology Phone Service	
Friends	
Friends	
Neighbours	
Neighbours	



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