



EVACUATION CENTRE SUB PLAN VERSION 3

Contents

Authority to Plan	3
Approval	3
Amendment Control	3
Abbreviations List	4
1. Objectives.....	5
2. Activation	5
3. Evacuation Centre.....	5
4. Coordination and Control	5
5. Roles and Responsibilities.....	6
6. Timing Considerations	7
7. Services and Facilities	8
7.1 Sanitation and Hygiene Provisions	8
7.2 Provisions for Evacuees	8
7.3 Medical Assistance	8
7.4 Domestic Pets and Other Animals	8
7.5 Power Supply	10
8. Continuation of Use	10
9. Cleaning and Closure	10
10. Communications	11
11. Finance	11
12. Pre-Season Checklist	11
APPENDIX A – Initial Supply List.....	12
APPENDIX B – Items on Hand	13
APPENDIX C – Handover Form	14
APPENDIX D – Pandemic Protocols for Evacuation Centres	15
APPENDIX E – Location Planning Considerations under Pandemic Protocols	18



Authority to Plan

This Evacuation Centre Sub Plan has been prepared by the Hinchinbrook Local Disaster Management Group (LDMG) under the provisions of section 57 of the *Disaster Management Act 2003* (the Act). This Sub Plan forms part of, and is to be read in conjunction with, the Hinchinbrook Local Disaster Management Plan (LDMP).

In the event of a concurrent pandemic, additional protocols detailed in **Appendix D**, are to form part of the procedures in this Plan.

Approval

The Evacuation Centre Sub Plan has been developed in accordance with the Act to ensure that, in the event of a disaster which poses a threat to the community, public and private buildings are utilised as Evacuation Centres.

It is recommended that this Sub Plan be distributed to LDMG members via email and to the public via the Hinchinbrook Disaster Dashboard and Councils webpage.

Amendment Control

The controller of the document is the Hinchinbrook Local Disaster Coordinator (LDC). Any proposed amendments to this sub plan should be forwarded in writing to:

Local Disaster Coordinator
Hinchinbrook Shire Council
25 Lannercost Street
INGHAM QLD 4850

The LDC may approve minor amendments to this document. Any changes to the intent of the document must be endorsed by the LDMG.

Notification of changes to this Plan will be made to the following stakeholders:

- Evacuation Centre Manager/Assistant;
- Australian Red Cross (Red Cross);
- Salvation Army;
- Hinchinbrook Shire Council; and
- Local Disaster Management Group.

DOCUMENT HISTORY AND STATUS					
Action	Name		Position	Signed	Date
Approved	Ramon Jayo		Chair		
Plan Version	3	Initial Adopted Version	12/01/2010	Current Version Adopted	16/01/2025
Maintained By	Local Disaster Management Group			Next Review Date	01/2026
File Location	663_OMC_Evacuation Centre Sub Plan V3				



Abbreviations List

ABBREVIATIONS LIST	
Abbreviation	Full Title
Red Cross	Australian Red Cross
Council	Hinchinbrook Shire Council
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DRFA	Disaster Recovery Funding Arrangements
ECM	Evacuation Centre Manager
Centre	Evacuation Centre
CHO	Chief Health Officer
Guardian	Guardian Incident Management Solution (software)
HEOC	Health Emergency Operations Centre
HHS	Hospital Health Service
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
LGA	Local Government Area
PPE	Personal protective equipment
QAS	Queensland Ambulance Service
QFD	Queensland Fire Department
QPS	Queensland Police Service
QH	Queensland Health
RFA	Request for Assistance
SDCC	State Disaster Coordination Centre

1. Objectives

Specific objectives of this sub plan are to:

- Provide for mobilisation of available local resources under the coordination of the LDMG to establish an evacuation centre as required;
- Provide an evacuation centre for the LDMG so they can receive displaced persons due to a major disaster or incident;
- Ensure effective coordination and operational management of the evacuation centre; and
- Monitor and adjust compliance requirements with the evacuation centre.

2. Activation

The activation of the procedures within this sub plan will be initiated by the Chair of the LDMG, or their delegate. This may occur:

- Prior to a major event (e.g. flood) where no evacuation order has been issued, i.e. voluntary evacuation for residents of caravan parks, marinas etc;
- Where an evacuation order has been issued by the District Disaster Coordinator (DDC) for an expected event e.g. storm surge/flood;
- Where there is a possible threat to the community or parts of the community from a potential disaster event such as bushfire, cyclone and/or flood; and
- Where the disaster event has caused damage to residential buildings to such an extent that temporary accommodation is required.

3. Evacuation Centre

The Hinchinbrook evacuation centre is located at the Ingham Showgrounds Pavilion, Cooper Street, Ingham. The primary contact is the Hinchinbrook Shire Council (Council) Facilities and Equipment Officer available on 4776 4600 / 0408 455 726; and in the event the primary contact is not available, the secondary contact is Built Infrastructure Maintenance Team Leader 4776 4600 / 0448 102 341.

4. Coordination and Control

The LDMG LDC will maintain overall control of the evacuation centre while the Red Cross will be the operational lead agency once the evacuation centre is at zero hours operational, if the Red Cross is available on the ground.

- 4.1 The Local Disaster Coordinator (LDC) will liaise with the Red Cross Emergency Services Coordinator and the Evacuation Centre Manager (ECM) on the establishment, coordination and control of the evacuation centre, if the Red Cross is available to assist;
- 4.2 If the Red Cross is unavailable to assist, Council staff or contract personnel will be utilised in place of the Red Cross and the operational lead and clauses 4.3 to 4.6 inclusive, will be Council responsibility;
- 4.3 LDMG will be the lead agency to establish an evacuation centre and will liaise with Red Cross through the LDMG on the coordination for the centre once established.

In the event of a concurrent pandemic, additional protocols will be implemented regarding the establishment and cleaning of the facility as detailed in Appendix D;



- 4.4 The ECM will establish the evacuation centre and complete a formal handover of responsibility to the Red Cross (see **Appendix C**) once establishment is complete;
- 4.5 Red Cross will be the operational lead agency at the evacuation centre once it is at zero hours operational;
- 4.6 Red Cross responsibility will conclude when all displaced persons have left the evacuation centre and it is handed back to the ECM; and

ECM will ensure the building is vacated, cleaned and returned to normal occupants.

5. Roles and Responsibilities

The overall responsibility of the evacuation centre remains with the LDC, Hinchinbrook LDMG.

ROLES AND RESPONSIBILITIES		
Lead Agency	Support Agencies	Responsibilities
LDMG, ECM	- Local Service Clubs if available; - Salvation Army; and - Lifeline	Establishment of evacuation centre including stationery and initial necessary stock & equipment as per Appendix A and Appendix B . - Ensure availability of building for use as an evacuation centre; - Provision of toilets, including health and hygiene needs; - Drinking water and re-supply; - Provision of waste disposal; - Maintain hygiene standards; - Notify the LDC when evacuation centre is ready for operations; - Formalised handover to Red Cross including documentation (see Appendix C); and - Clean up of the evacuation centre when direction given from the LDC.
<i>In the event of a concurrent pandemic, additional protocols regarding establishment of facility (e.g. signage, hand sanitising stations, physical distancing), cleaning, hygiene and waste disposal processes will be implemented as detailed in Appendix D.</i>		
Red Cross (Council if the Red Cross is unavailable)	Lifeline	- Coordination of evacuation centre; - Coordination of support agencies; - Communications; - Situation reports; - Personal support; and - Provision of clothing.
	Local Service Clubs	General Assistance.
	Salvation Army	- Basic catering; and - Provision of clothing.
	Queensland Ambulance Service (QAS)	Provide medical support as required.
	Queensland Police Service (QPS)	Security.
Any additional organisation or agency as required.		

6. Timing Considerations

It is desirable that the evacuation centre is available, operational and manned before the arrival of displaced persons. The below timings are recommended to be a guide only, as other events and conditions may occur and affect the planning process.

The activation of the evacuation centre will occur after the LDMG Chair, or their representative initiates procedures in accordance with *Section 2, Activation*.

TIMING CONSIDERATIONS		
TIMINGS	ACTION	COMMENTS
12 Hours +	- Activation of LDMG - Advice from LDC to ECM	- LDMG to advise facility owner; - Director, Infrastructure and Utility Services (DIUS) to advise Licensee and arrange Council staff and plant to prepare for the use as an evacuation centre; - Establish nominated evacuation centre; and - LDC contacts Red Cross, Salvation Army, Lifeline, Emergency Services and Queensland Health (if applicable) to advise current situation – RFA to DDC for staffing and operational support if additional assistance above current local capacity is identified.
<i>In the event of a concurrent pandemic, additional protocols will be implemented regarding the establishment, as detailed in Appendix D</i>		
12 Hours	LDC lodges RFA to DDC for Red Cross, Salvation Army, Lifeline, Emergency Services and Queensland Health (if applicable)	- Contact key personnel; and - Preliminary evaluation of resources, transportation and availability.
9 Hours	Advice from LDC	Earliest advice of Evacuation Authority.
	Key support agency personnel to evacuation centre	Establish evacuation centre set-up: check facilities, communications, wi-fi, backup power etc.
	Media announcements to community advising of evacuation centre availability for displaced persons, if required	
6 Hours	Anticipated arrival of displaced persons after media announcements made	LDMG and/or Council to provide staff to register displaced persons until Red Cross staff are available
Zero Hour	Centre operational	- Red Cross coordination; and - ECM to request Council Information Services to transfer nbn™ from 'standby' to 'active disaster mode' if required, as per <i>paragraph 10.5</i>.
Zero + 12 Hours	Threat passed	Information on severity of damage and initial outcome for displaced persons.
Zero + 24 Hours	If possible, return of all displaced persons to their normal place of residence or ensure alternative accommodation arrangements have been made.	
	ECM to coordinate the removal of resources and arrange cleaning of the facility.	
<i>In the event of a concurrent pandemic, additional protocols will be implemented regarding cleaning of the facility, as detailed in Appendix D.</i>		
Zero + 36 Hours	ECM to return control of centre to regular occupiers.	

7. Services and Facilities

7.1 Sanitation and Hygiene Provisions

During assessment of buildings for suitability as evacuation centres, Facilities Officers will determine if existing toilet facilities are adequate and arrange provisions of additional facilities if required.

Other requirements include:

- Toilet paper rolls;
- Hand towels;
- Supply of hand soap and sanitiser;
- Rubber gloves, mops, disinfectant;
- Industrial or wheelie bins; and
- Potable water.

In the event of a concurrent pandemic, additional protocols regarding hygiene, sanitisation, PPE and waste disposal will be implemented as detailed in Appendix D. Additional requirements will include:

- *Face masks;*
- *Individual hand sanitiser supply;*
- *Disinfectant wipes;*
- *Disposable tissues;*
- *Signage; and*
- *Facility cleaning regime for all shared and high contact areas during operation.*

7.2 Provisions for Evacuees

Provision of basic human needs will include accommodation, water, toilet and handwashing facilities. It is recommended that where possible, evacuees be self-sufficient and bring mattresses, bedding and non-perishable food supplies. Limited stocks of mattresses, bedding and basic non-perishable food may be available, although should not be relied upon.

7.3 Medical Assistance

- Medical support will be arranged by the QAS or Ingham Health Service (IHS);
- First aid and medical services may be limited;
- Serious medical conditions should be re-located to the Ingham Health Service, if safe to do so; and

In the event of a concurrent pandemic, additional protocols regarding health screening, PPE, physical distancing, segregation via zones, sanitisation, medical waste disposal and specialised health advice/directions will be implemented as detailed in Appendix D.

7.4 Domestic Pets and Other Animals

For the entirety of section 7.4, domestic pets and other animals will be referred to as pets. Pets are described as any animal kept by a human being as a source of companionship and pleasure.

- 7.4.1. Evacuation centres accommodating people will not accept pets, except for approved assistance animals (proof of certification required).

- 7.4.2. Community education and ongoing disaster preparedness communications will reinforce the message that household emergency planning must also include provision for the safety and welfare of domestic pets and other animals. Acting early will avoid unnecessary danger and anxiety for owners and pets.
- 7.4.3. Owners/keepers of pets brought to the evacuation centre, will be encouraged to take their pets home or find an alternative safer shelter e.g. with family, friends or neighbours, if it is safe to do so.
- 7.4.4. Where an owner/keeper is unable to safely find alternative safer shelter for their pets AND in the opinion of the ECM, will render themselves at physical risk from the prevailing conditions by refusing to be parted from their pet (e.g. leaving the evacuation centre during extreme weather or into a hazardous situation), the ECM may allow the pets to be accommodated in a separate shelter adjacent to the evacuation centre.
- 7.4.5. Acceptance of pets at the separate shelter referred to in 7.4.4, will be decided by the ECM or their authorised representative, on a case-by-case basis. Persons not adhering to evacuation centre rules or authorised staff direction, may be reported to QPS for appropriate action.
- 7.4.6. Pets being accepted at the separate shelter will remain the responsibility of the owner/keeper.
- 7.4.7. The owner/keeper will be advised that the separate shelter is not cyclone rated and the LDMG, Council or another person shall not be liable for any injury, loss or death of any pets that have been accepted at the separate shelter.
- 7.4.8. Evacuation centre staff will keep a register of pets accepted at the separate shelter and will assign every pet a temporary identification tag. Information recorded will include:
- Name of the pet (if any);
 - Registration details (if any), description and temporary identification tag details;
 - Name of owner/keeper;
 - Contact details of owner/keeper including address and phone number; and
 - Acknowledgement of the terms and conditions upon which the domestic pets and other animals are accepted.
- 7.4.9. Council will provide the following facilities for accepted pets:
- A separate building for shelter;
 - Limited number and size of cages (small cages fixed within shelter, larger portable wire cages);
 - Tethering posts/rings both within the separate shelter building and in locations within the adjacent grounds;
 - Cleaning products, suitable storage and removal of receptacles for waste; and
 - Supply of water.
- 7.4.10. Owners/keepers of accepted pets will be responsible for ensuring that:
- They maintain an adequate supply of food and water to their pets;
 - Their pets are under effective control at all times, including providing appropriate restraints (e.g. lead and/or harness);



- Their pets do not cause disturbance and annoyance to others using the evacuation centre or separate shelter; and
 - Any mess including urine, faeces and other matter, is removed and thoroughly cleaned immediately.
- 7.4.11. If pets are not properly restrained or provided with adequate food and water, the matter will be referred to Council's Regulatory Services staff for appropriate action. A limited supply of food and leads may be made available for immediate needs if not supplied by the owner/keeper.
- 7.4.12. Pets (generally dogs) showing aggression will be segregated and confined, subject to handling only by the owner/keeper or suitably experienced and trained personnel such as a Council Regulatory Services Officer.
- 7.4.13. Collection of pets by owners/keepers' post-event will occur as soon as practicable after safe return to their place of residence and prior to closure of the evacuation centre. Any pets not collected upon closure of the evacuation centre will be referred to Council's Regulatory Services staff for action.
- 7.4.14. Cleaning of the pet's shelter areas will be undertaken in conjunction with evacuation centre cleaning after closure.
- 7.4.15. Community members should refer to Council's [Disaster and Emergency - How to be Prepared](#), [Get Ready Queensland](#) and [RSPCA Queensland - Disasters and Alerts](#) for additional information on how to prepare for their pets needs in the event of a disaster or emergency.

7.5 Power Supply

Generator backup will be made available to the evacuation centre if mains electricity supply fails or is interrupted. Council will ensure a suitable generator is delivered to the evacuation centre prior to activation, upon receiving advice from LDMG. ECM will prepare the generator for use so that it is immediately available for changeover should it become necessary.

8. Continuation of Use

The evacuation centre may be required for some time after the disaster event. This may be necessary until:

- Access routes are safe and accessible;
- Residential damage has been assessed;
- Infrastructure services have been re-established;
- Alternate accommodation for displaced persons has been arranged; and
- Ongoing support services have been identified and addressed.

9. Cleaning and Closure

When all evacuees have vacated the evacuation centre, the building is to be cleaned and emptied of all equipment and services under the direction of the ECM.

In the event of a concurrent pandemic, additional protocols will be implemented regarding cleaning of the facility, as detailed in Appendix D.

10. Communications

- 10.1 The LDC will ensure the evacuation centre is equipped with a mobile phone.
- 10.2 Communications for the evacuation centre will be by mobile phone, satellite service nbn™ broadband, two-way radio and landline facilities if available;
- 10.3 Communications may be disrupted if services are damaged during the event;
- 10.4 Backup generator power will be arranged if possible, in the event of power failure at the evacuation centre; and
- 10.5 The satellite service nbn™ broadband may be transferred from 'standby' to 'active disaster' mode if evacuee usage of Wi-fi exceeds standby capacity. The ECM will request such transfer by contacting Council Information Services once the need for additional Wi-fi has been established.

11. Finance

Expenditure and expenses incurred in the establishment and maintaining the pre- and post-impact evacuation centre will be charged to Hinchinbrook Shire Council and/or Disaster Recovery Funding Arrangements (DRFA), if eligible.

12. Pre-Season Checklist

The following should be used as a guide for review by the Evacuation Centre Manager prior to 1 November each year:

- 12.1 Identify Council employees' availability for the period November through March. Review contact details for employees to be used in the event of an emergency;
- 12.2 Review contact details for the evacuation centre in the Hinchinbrook area;
- 12.3 The Evacuation Centre Manager will, post and pre-season (April and October), inspect the evacuation centre stored items (**Appendix B**) for suitability and replacement if required.
- 12.4 **Appendix B** items must be inspected, removed if found to be unsuitable and quantities updated in, signed and saved to the Electronic Corporate Management System (ECM) and emailed to the DMO for distribution to the LDMG Chair and LDC.
- 12.5 **Appendix B** items that are found to be no longer safe for use should be appropriately disposed and items must be reported to the DMO for LDMG decision on replacement options, if any.
- 12.6 Rodent deterrents should be used and checked and replaced on a regular basis throughout the year to ensure health and safety conditions.
- 12.7 Ensure the establishment of a separate shelter area for domestic pets and any associated requirements for other animals and equipment, to accommodate displaced owners/keepers pets;
- 12.8 Review procedure for obtaining essential materials for the setup of the evacuation centre as per **Appendix B** and Item **7.1**; and
- 12.9 Determine if additional protocols are required due to a concurrent pandemic.

In the event of a concurrent pandemic, protocols will be implemented regarding additional supplies and processes required for the establishment and operation of the facility, as detailed in Appendix D.

APPENDIX A – Initial Supply List

(For purchase and storage as necessary)

EVACUATION CENTRE – SUPPLIES LIST FOR INITIAL SET UP (3 DAYS X 8 PEOPLE)					
Perishables	Quantity	Check	Non-Perishables	Quantity	Check
Coffee	10 boxes		Bottled water	500	
Tea	4 boxes		Long life milk (1L)	20	
Sugar	2kgs		Long life juice (2L)	5	
			Packet 2min noodles	24	
			Le Snack (bisc + dip)	4 boxes	
			Muesli bars	3 boxes	
			Cruskits	1	
			Peanut butter (small)	1	
			Vegemite (small)	1	

APPENDIX B – Items on Hand

(Stored at Ingham Showgrounds or available at Council facilities)

ITEMS ON HAND	
Item	Quantity
Bedding	
Sleeping bags	8
Air beds	22
Air pumps – for air beds	1
Mattresses – foam	46
Stretchers	9
Pillows	7
Swags	5
Linen	
Sheets	37
Pillow slips	45
Blankets	?
Towels	14
Tea towels	3
Kitchen	
Bowls	Unknown quantity on hand
Plates	Unknown quantity on hand
Spoons	Unknown quantity on hand
Forks	Unknown quantity on hand
Knives	Unknown quantity on hand
Teaspoons	Unknown quantity on hand
Serviettes	Unknown quantity on hand
Paper towel	6 rolls
Personal Items	
Toilet paper rolls	50 rolls
Hand Sanitiser	6 pump bottles
Rubber gloves	1 box large
Insect repellent	2
Hand towels (paper)	6 packets
Facial tissues	2 boxes
Toilet paper rolls	50 rolls
Bottled water	500 + 500
<i>In the event of a concurrent pandemic, the following additional supplies are required:</i>	
Face Masks	120
Disinfectant wipes	24 packs

APPENDIX C – Handover Form

Name of Premises/Venue:	Ingham Showgrounds Pavilion – Evacuation Centre
Process Description:	Handover of Evacuation Centre
Effective date of handover:	/ / returned / /

Note: After the handover of the responsibility for the Centre has been completed, a copy of this form needs to be delivered to the LDMG c/- Council Office

HANDOVER AGREEMENT – TO OPERATIONAL LEAD AGENCY

The following signature indicates that the Evacuation Centre Manager (ECM):

- Has completed an update and exchange of information appropriately; and
- Has agreed to handover responsibility for Centre on 'effective date of handover' stated above.

Name:

Signature:

Date:

Position Title:

The following signature indicates that the delegated Operational Lead Agency for the Centre:

- Has raised any issues regarding handover with ECM and is satisfied with resolution these issues;
- Is satisfied all requirements stipulated have been delivered; and
- Has agreed to accept responsibility for the Centre.

Name:

Signature:

Date:

Position Title:

HANDOVER AGREEMENT – TO EVACUATION CENTRE MANAGER

The following signature indicates that the delegated Operational Lead Agency for the Centre:

- Has completed an update and exchange of information appropriately; and
- Has agreed to handover responsibility for Centre on 'effective **returned** date of handover' above.

Name:

Signature:

Date:

Position Title:

The following signature indicates that the Evacuation Centre Manager:

- Has raised any issues regarding handover and is satisfied with resolution these issues;
- Is satisfied all requirements stipulated have been delivered; and
- Has agreed to accept responsibility for the Centre.

Name:

Signature:

Date:

Position Title:

APPENDIX D – Pandemic Protocols for Evacuation Centres

Purpose

These Pandemic Protocols for Evacuation Centres have been prepared according to the 'Evacuation Management Guideline for COVID-19', jointly developed by Queensland Health (QH) and the State Disaster Coordination Centre (SDCC). This Appendix supports the Hinchinbrook Local Disaster Management Plan (LDMP) and is to be read in conjunction with its Pandemic Sub Plan and Evacuation Centre Sub Plan in the event of a pandemic.

Further considerations are detailed in the Red Cross document 'Evacuation Centre Planning and Operational Considerations COVID-19' which should be used as a reference.

Overarching principles

- Preservation of life will always be the priority;
- Physical distancing is expected to be followed as is practically possible;
- Emergency evacuation orders will override the pandemic requirements to stay at home;
- Normal guidance and community messaging to evacuate to family and friends first, will remain in a pandemic environment. Persons will not be penalised for breaking gathering restrictions;
- Councils will not be penalised for exceeding gathering/distancing restrictions in evacuation centres;
- Evacuation should be recommended or ordered with as much notice as possible; and
- Local Hospital Health Service (HHS) should be notified of any potential evacuation, who shall provide the current pandemic risk and considerations for the local area.

Planning considerations

- *Location* – consider additional facilities, establishing smaller centres if possible (e.g. commercial accommodation). See **Appendix E** for a list of facilities as per the COVID-19 Hinchinbrook Health and Local Government Integrated Response Plan July 2020.
- *External assistance* – assume that few or no pre-deployments will be possible to support centre operations due to potential pandemic cases, spread, restrictions etc.
- *Supply chain* – source supplies for anticipated maximum centre capacity, including face masks, hand sanitiser and disposable tissues (per person). SDCC may assist with mini stockpiles of face masks.
- *Segregation* – confirmed positive, quarantine or self-isolating persons should be placed into alternative accommodation where safely possible, through the LDMG/District Disaster Management Group (DDMG).

Coordination and control

LDMG as lead agency for establishment of the evacuation centre will ensure that all Chief Health Officer (CHO) and QH advice and directives are maintained where possible, in relation to latest [health alerts](#) issued by the Queensland Government. This includes but is not limited to:

- Social distancing;
- Hand washing/sanitising;
- Coughing/sneezing etiquette;
- Use of face masks;
- Queue management and pedestrian flow; and
- Procedures for medical assistance.

Red Cross as the operational lead agency will liaise with and support LDMG in encouraging the public to adhere to all pandemic protocols. Levels of pandemic protocols will be dependent on LDMG status and regarding local community threat or risk of disease transmission/outbreak. Suggested levels of pandemic protocols are included at the end of these procedures, however, are flexible due to the rapidly changing nature of pandemics.

Centre establishment

1. Where possible, there will be one place of entry and one place of exit;
2. Zones are to be created and marked within the evacuation centre where possible, for:
 - 2.1 General public, including family areas within the zone;
 - 2.2 Higher-risk individuals according to CHO/QH advice. For example, for COVID-19:
 - i) Aboriginal and Torres Strait Islander people 50yrs and older with chronic medical conditions;
 - ii) People >65yrs with chronic medical conditions;
 - iii) People >70yrs;
 - iv) People with compromised immune systems; and
 - 2.3 Isolation area with sections for people who may have or develop symptoms but cannot safely leave the evacuation centre.
3. Signage throughout the evacuation centre on appropriate hand washing technique, use of face masks, physical distancing, queue management, pedestrian one-way flow and explanation of zones;
4. Health screening point (e.g. general health/pandemic screening questions and temperature screening) to be located at entry/registration area of the evacuation centre; and
5. Medical assistance area should be designated and encouraged if symptoms develop. HHS to be contacted for direction if not already on site.

Infection control

- Physical distancing of 1.5m is expected to be maintained whenever possible, or as per CHO/QH advice including between bedding of different family groups;
- Precautionary use of face masks is recommended due to difficulty in maintaining physical distancing within the evacuation centre;
- Individual hand sanitiser and alcohol cleaning wipes;
- Large bottles of hand sanitiser to be placed around the evacuation centre, especially in communal areas such as entry and bathrooms;
- Avoid sharing writing implements and minimise document handling;
- Maximise personal details captured at registration, to assist with contact tracing;
- Record seating/bedding layout if possible;
- Additional cleaning regime to be implemented on all surfaces and equipment;
- Additional staff may be required for supervision/control of physical distancing, segregation and key sanitisation points;
- Staff should not work across different evacuation facilities or types of facilities;
- Food/meal deliveries should be made if needed;
- Disposable items for eating and drinking to be used whenever possible; and
- Medical/biohazard waste to be collected and disposed of according to CHO/QH advice.

Cleaning and closure of evacuation centre

Additional cleaning protocols according to CHO and QH advice will be carried out by Council staff, or by contractors engaged if required.

Levels of pandemic protocols implemented

According to LDMG status and regarding local community threat or risk of disease transmission/outbreak, suggested levels of pandemic protocols are listed in the following table. Note that concurrent event status may be different to pandemic status, and ultimate decisions on level of preparation and protocols required will be made and communicated by the LDMG based on information received from Queensland Health if necessary.

	TRIGGERS	ADDITIONAL PROTOCOLS
ALERT	Confirmed cases in Queensland, North Queensland or neighbouring LGA; Community transmission; Health Emergency Operations Centre (HEOC) at Lean Forward or Stand Up; and/or Queensland Health (QH) advice or Public Health Directives.	• Ensure supply of appropriate masks, hand sanitiser (large for communal use and small for individuals), disinfectant wipes, tissues and gloves; • Liaise with suppliers to ensure adequate supply chain if required; • Identify contaminated/medical waste disposal procedure; • Ensure all PPE and consumables are current and sufficient quantities are available; and • Ensure relevant signage, notices and registration processes are prepared are available for use.
LEAN FORWARD	Confirmed case/s in LGA that is likely to require a coordinated response; Likelihood of local community transmission; Need for public awareness; Within hospital capacity, but likely future planning required; and/or Complex Public Health Directives or advice affecting community.	• Monitor Public Health advice and ensure relevance of signage/notices, physical distancing, sanitisation and contact tracing requirements; • Community messaging regarding evacuation options in consultation with Public Health Unit (QH); • Ensure PPE, consumables and cleaning/waste disposal supplies are available and stored locally; • Develop an appropriate floorplan indicating pedestrian flow, queue management and separate zones within the evacuation centre as required; • Display all signage, notices, reminders, directions and zones within the evacuation centre; • Ensure all hand sanitising stations are well stocked and in working order; and • Consider additional staffing requirements of evacuation centre while maintaining pandemic directions/advice.
STAND UP	Confirmed cases in LGA; Community transmission; Multiple requests for assistance from the community; Significant community disruption and multiple agency involvement; and/or QH advice or Public Health Directives.	• Ensure updated quantities of PPE and consumables are available for likely capacity as determined by LDMG/QH; • Ensure appropriate PPE is available for staff of the evacuation centre; • Liaise with QH to correctly identify persons directed to evacuation centre; • Cleaning regimes implemented in accordance with pandemic guidelines; • Supervision to ensure compliance with physical distancing and hygiene directions; and • Ensure collection of additional details as required for contact tracing purposes.
STAND DOWN	No confirmed/suspected cases in LGA; No further risk or threat of community transmission or outbreak; and/or HEOC moved to Stand Down.	• Arrange waste disposal and deep cleaning of facility as directed by QH; • Remove additional signage, floor markings and hand sanitisation stations; and • Replenish stocks of PPE and consumables as required.

APPENDIX E – Location Planning Considerations under Pandemic Protocols

Taken from the COVID-19 Hinchinbrook Health and Local Government Integrated Response Plan July 2020:

Facility set up plan

The Hinchinbrook LDMG has confirmed arrangements in place with the following local accommodation providers to house community members/staff requiring quarantine/self-isolation as follows:

- Tropixx Motel, 45 Cooper Street, Ingham - phone: 4776 0000 – 24 rooms with total bed capacity of 18.
- Herbert Valley Motel, 37 Townsville Road, Ingham – phone 4776 1777 - total bed capacity: 58 beds.

Other local accommodation providers approached are interested in assisting but will confirm arrangements if required having regard to circumstances at the time.

Accommodation rooms of boarding room nature are also available at the Victoria Hotel (contact Joe Russo – 0418 679 295) with capacity of 10 rooms.

Commercial cleaning services will be provided by each motel establishment and by JKB Cleaning Services, Ingham. Laundry Services can be provided by Ingham Laundry Services, 36 Tully Street, Ingham where required.

Catering will be provided by each motel establishment and by local food establishments.

Council maintains two commercial kitchens at Hinchinbrook Shire Hall and TYTO Precinct that can be utilised for local catering firms to operate out of should demand necessitate.

Additional basic accommodation exists (approximately 70 mattresses on floor) at the Hinchinbrook Evacuation Centre located at the Ingham Showgrounds if additional resource is required. (Capacity of evacuation centre for accommodation 18+ hours: 200). The evacuation centre is equipped with modern amenities and kitchen facilities and catering can be outsourced from local eateries prepared to provide delivered meals. Local eateries are willing to assist in provision of sustenance.