



EVACUATION CENTRE SUB PLAN

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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* (Qld). This Plan is a Sub Plan of the Hinchinbrook Local Disaster Management Plan (LDMP) and is to be read in conjunction.

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

Approval

The preparation of this Evacuation Centre Sub Plan has been undertaken in accordance with the Act to detail the role of Hinchinbrook Shire Council (Council) in utilising public and private buildings as Evacuation Centres in the event of a disaster event which poses a threat to the community.

The Plan is recommended for distribution by the LDMG.

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						
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Approved	Ramon Jayo		Chairperson		20/05/2021	
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Maintained By	Local Disaster Management Group			Next Review Date	20/05/2022	
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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
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
QH	Queensland Health
RFA	Request for Assistance
SDCC	State Disaster Coordination Centre



1. Objectives

- 1.1 Provide for mobilisation of local available resources under the coordination of the LDMG to establish Evacuation Centres as required;
- 1.2 Provide pre and post impact Evacuation Centres to the LDMG so they can receive displaced persons after a major disaster or incident;
- 1.3 Management of the Evacuation Centres for the effective coordination and operation of the evacuation centres; and
- 1.4 To monitor compliance with requirements at the Evacuation Centres.

2. Activation

The activation of the procedures within this Plan will be initiated by the Chairperson of the LDMG. This may occur:

- 2.1 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;
- 2.2 Where an evacuation order has been issued by the District Disaster Coordinator (DDC) for an expected event e.g. storm surge/flood;
- 2.3 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
- 2.4 Where the disaster event has caused such damage to residential buildings that temporary accommodation is required.

3. Evacuation Centre

The Hinchinbrook Evacuation Centre is located at the Ingham Showgrounds Pavilion, Cooper Street, Ingham. Primary Contact Russell Andrews 4776 4635 / 0408 455 726; and in the event the Primary Contact is not available, Secondary Contact Sarah Kyle 4776 4715 / 0448 102 341.

4. Coordination and Control

- 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 Evacuation Centres;
- 4.2 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;

- 4.3 Once the Centre has been established by the ECM, there will be a formal handover of responsibility to the Red Cross (see Appendix C);
- 4.4 Red Cross will be the operational lead agency at the Centre; and
- 4.5 Red Cross responsibility will conclude when all displaced persons have left the Centre. ECM will ensure 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.

LEAD AGENCY	SUPPORT AGENCIES	RESPONSIBILITIES
Council, ECM		Establishment of Centres, including stationery and initial necessary stock & equipment
Council, ECM	<ul style="list-style-type: none"> Local Service Clubs if available; Salvation Army; and Lifeline 	<ul style="list-style-type: none"> 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 Centre is available for use; Formalised handover to Red Cross including documentation (see Appendix C); and Clean up of Centres when direction given from the LDC.
<p><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></p>		
Red Cross	Lifeline	<ul style="list-style-type: none"> Coordination of centres; Coordination of support agencies; Communications; Situation reports; Personal support; and Provision of clothing.
	Local Service Clubs	<ul style="list-style-type: none"> General Assistance.
	Salvation Army	<ul style="list-style-type: none"> Basic catering; and Provision of clothing.
	Queensland Ambulance Service (QAS)	<ul style="list-style-type: none"> Provide medical support as required.
	Queensland Police Service (QPS)	<ul style="list-style-type: none"> Security.
Any additional organisation or agency as required.		



6. Timing Considerations

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

The Evacuation Centre will be opened after the LDMG Chairperson initiates procedures in accordance with Section 2, Activation.

TIMINGS	ACTION	COMMENTS
12 Hours +	<ul style="list-style-type: none"> Activation of LDMG Advice from LDC to ECM 	<ul style="list-style-type: none"> LDMG to advise facility owner; Director Infrastructure and Utility Services (DIUS) to advise Licensee and arrange Council staff and plant to prepare Centre for use as an Evacuation Centre; Establish nominated 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)	<ul style="list-style-type: none"> Contact key personnel; and Preliminary evaluation of resources, transportation and availability.
9 Hours	Advice from LDC	<ul style="list-style-type: none"> Earliest advice of Evacuation Authority.
	Key support agency personnel to each Centre	<ul style="list-style-type: none"> Establish Centre set-up: check facilities, communications, wi-fi, backup power etc.
	Media announcements to community advising of Centre availability for displaced persons if required	
6 Hours	Anticipated arrival of displaced persons after media announcements made	
Zero Hour	Centre operational	<ul style="list-style-type: none"> Red Cross Coordination; and ECM to request Council Information Services to transfer nbn™ from 'standby' to 'active disaster mode' if required, as per paragraph 10.5.
Zero + 12 Hours	Threat passed	<ul style="list-style-type: none"> Information on severity of damage and initial outcome for displaced persons.
Zero + 24 Hours	Removal of all displaced persons to their normal residence if possible or alternative accommodation arrangements are made.	
	ECM to coordinate the removal of resources and arrange cleaning of Centre	<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 normal occupiers	



7. Services and Facilities

7.1 Food and water

- Evacuees will be required to bring own food and water supplies where possible;
- Food will be required to be non-perishable;
- Tea, coffee, sugar and UHT milk will be provided;
- Some basic food may be available;
- Cooking is not permitted inside the premises other than within the approved kitchen area with the approval of the ECM;
- Evacuees are requested to bring with them where possible, PPE such as masks, hand sanitiser and tissues to augment Council's supply; and

In the event of a concurrent pandemic, additional protocols regarding provision of food and creation of zones within the Centre will be implemented as detailed in Appendix D.

7.2 Bedding

Evacuees are required to bring their own blankets and bedding.

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 Hospital 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 Animals

- 7.4.1. Evacuation Centres accommodating people will not accept pets (small companion animals), with the exception of approved assistance animals (proof of certification required).
- 7.4.2. Public education and ongoing disaster preparedness communications will reinforce the message that household emergency planning must also include provision for the safety and welfare of their pets and animals. Acting early will avoid unnecessary danger and anxiety for owners and their pets.
- 7.4.3. Should animals be brought to the Centre, every effort should be made to encourage the owners to take their pets home or find an alternative safer place e.g. with family, friends or neighbours if it is safe to do so.
- 7.4.4. Where an owner of an animal is unable to safely find alternative shelter for their pet 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 Centre during extreme weather or into a hazardous situation), the ECM may allow the animal to be accommodated in a separate shelter adjacent to the Centre.
- 7.4.5. Acceptance of pet animals at the separate shelter referred to in 7.4.4 will be decided by the ECM (or an authorised person acting under advisement of the LDMG) on a case-by-case basis. Persons not adhering to Centre rules or authorised staff direction may be reported to QPS for appropriate action.
- 7.4.6. Pet animals 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 alternate shelter is not cyclone rated and the LDMG, Council or another person shall not be liable for any injury, loss or death of any animal accepted at such alternate shelter.
- 7.4.8. Centre staff will keep a register of animals accepted at the Centre and will assign a temporary identification tag to the animal. Information recorded will include:
- Name of the animal (if any);
 - Registration details (if any), description and temporary identification tag details;
 - Name of owner;
 - Contact details of owner including address and phone number; and
 - Acknowledgement of the terms and conditions upon which the animals are accepted.
- 7.4.9. Council will provide the following facilities for accepted animals:
- Building for shelter;
 - Limited number and size of cages (small cages fixed within shelter, larger portable wire cages);
 - Tethering posts/rings both within the 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 of accepted animals will be responsible for ensuring that:
- They maintain adequate supply of food and water to their pet;
 - Their animal is under effective control at all times, including providing appropriate restraint (e.g. lead and/or harness);
 - Their animal does not cause disturbance and annoyance to others using the Centre; and
 - Any mess including urine, faeces and other matter, is removed and thoroughly cleaned immediately.
- 7.4.11. If animals are not properly restrained or provided with adequate food and water, the matter will be referred to Regulatory Services staff for appropriate action. A limited supply of food and leads may be made available for immediate needs if not supplied by owner.
- 7.4.12. Animals (generally dogs) showing aggression will be segregated and confined, subject to handling only by the owner or suitably experienced and trained personnel such as a Regulatory Services Officer.
- 7.4.13. Collection of pets by owners post-event will occur as soon as practicable after safe return to their place of residence and prior to closure of the Centre. Any animals not collected upon closure of the Centre will be referred to Regulatory Services for action.
- 7.4.14. Cleaning of the animal shelter areas will be undertaken in conjunction with Evacuation Centre cleaning after closure.
- 7.4.15. Community members should refer to [Council's website](#) or [Get Ready Queensland](#) for additional information on how to prepare for their pets in the event of a disaster or emergency event.



7.5 Sanitation and hygiene

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.*

7.6 Power supply

Generator backup will be made available to the Centre in the event that mains electricity supply fails or is interrupted. Council will ensure a suitable generator is delivered to the 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 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 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 Centre will be charged to Hinchinbrook Shire Council and/or DRFA if eligible.

12. Pre-season Checklist

The following should be used as a guide for review by the ECM 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 Review specifications for the Evacuation Centre and inspect where appropriate. Check stored items on hand as per Appendix B. Ensure that the pet areas and equipment have been established;
- 12.4 Review procedure for obtaining essential materials for the setup of the Evacuation Centres as per Appendix A (toilet paper, paper hand towels, soap, sanitiser, disinfectants, gloves, mops, wheelie bins, food etc); and
- 12.5 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

(To be purchased and stored as required)

Evacuation Centre – Supplies List for initial set up (3 days x 8 people)					
Perishables	Quantity	Check	Non-Perishables	Quantity	Check
Bread	6		Frozen dinners	24	
Milk (2L)	4		Canned food: - ham	1 tin	
Lettuce	1		Canned food: - spaghetti	6 tins	
Tomatoes	4		Canned tuna	6 tins	
Cheese slices	1		Long life milk (2L)	4	
Butter	1		Long life juice (2L)	4	
Ham (sealed pkts)	1		Tinned vegetables	4 cans	
Shaved chicken	1		Packet 2min noodles	24	
Turkey breast	1		Le Snack (bisc + dip)	4 boxes	
Steam fresh vegetables	3 pkts		Muesli bars	3 boxes	
			Saltines	1	
			Cruskits	1	
			Peanut Butter	1	
			Vegemite	1	
			Personal Items	Quantity	Check
			Toilet paper rolls	10 rolls	
			Baby nappies – 0 to 5kg	28 nappies	
			Baby nappies – 6 to 11kg	44 nappies	
			Baby nappies – 10 to 15kg	36 nappies	
			Baby wipes	3 packs (of 80 wipes)	
			Sanitary pads	1 pack	
			Sanitary liners	1 pack	
			Toothpaste	3	
			Hand Sanitiser	6 pump bottles	
			Hand soap	10 bars	
			Rubber gloves, mops & disinfectant	1 box large gloves	
			Insect repellent	2	
			Bottled water	1 carton or large bottle with tap	
			Hand towels (paper)	6 packets	
			Long life milk (2L)	4	
			Facial tissues	2 boxes	
<i>In the event of a concurrent pandemic, the following additional supplies are required:</i>					
			Hand Sanitiser (individual)	24 (50ml)	
			Face Masks	120	
			Disinfectant wipes	24 packs (of 20 wipes)	



APPENDIX B – Items on Hand

(Stored at Ingham Showgrounds)

ITEM	QUANTITY
Bedding	
Sleeping bags	26
Air beds	22
Air pumps – for air beds	16
Mattresses – foam	5
Stretchers	10
Pillows	40
Swags	7
Linen	
Sheets	79
Pillow slips	45
Blankets	11
Towels	20
Tea towels	3
Kitchen	
Bowls	210
Plates	58
Spoons	130
Forks	154
Knives	410
Teaspoons	Nil
Serviettes	800
Paper towel	6 rolls



APPENDIX C – Handover Form

Name of Premises/Venue:	Ingham Showgrounds Pavilion – Evacuation Centre (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 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 Centre.
3. Signage throughout the 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 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 Centre;
- Individual hand sanitiser and alcohol cleaning wipes;
- Large bottles of hand sanitiser to be placed around the 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 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.

	TRIGGERS	ADDITIONAL PROTOCOLS
ALERT	<p>Confirmed cases in Queensland, North Queensland or neighbouring LGA;</p> <p>Community transmission;</p> <p>Health Emergency Operations Centre (HEOC) at Lean Forward or Stand Up; and/or</p> <p>Queensland Health (QH) advice or Public Health Directives.</p>	<ul style="list-style-type: none"> • 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	<p>Confirmed case/s in LGA that is likely to require a coordinated response;</p> <p>Likelihood of local community transmission;</p> <p>Need for public awareness;</p> <p>Within hospital capacity, but likely future planning required; and/or</p> <p>Complex Public Health Directives or advice affecting community.</p>	<ul style="list-style-type: none"> • 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	<p>Confirmed cases in LGA;</p> <p>Community transmission;</p> <p>Multiple requests for assistance from the community;</p> <p>Significant community disruption and multiple agency involvement; and/or</p> <p>QH advice or Public Health Directives.</p>	<ul style="list-style-type: none"> • 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	<p>No confirmed/suspected cases in LGA;</p> <p>No further risk or threat of community transmission or outbreak; and/or</p> <p>HEOC moved to Stand Down.</p>	<ul style="list-style-type: none"> • 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.

