

**3.9 EVACUATION AND EMERGENCY HUMAN SERVICES  
STANDARD OPERATING PROCEDURES**

**BRISBANE CITY COUNCIL**

**EVACUATION AND EMERGENCY HUMAN  
SERVICES**

**STANDARD OPERATING PROCEDURES**

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## PREFACE

1. These SOPs support the *Evacuation and Emergency Human Services Plan*, which is part of the *Council Disaster Management Plan 2005* and should be read in conjunction with that plan.
2. The SOPs are based on the following principles:
  - a. The Red Cross once the Red Cross Shelter Management Team has arrived on site.
    - (1) Emergency shelters are established primarily to register evacuees and provide them with emergency human services. They should only be used for short-term accommodation as a last resort. Preferred solutions for short-term accommodation – in priority order – are:
      - (a) A destination of the person's own choosing (relatives, friends etc.)
      - (b) An established accommodation venue (hotel, motel, caravan park etc.)
      - (c) An emergency shelter/evacuation centre.
  - b. Council units are to ensure their internal SOPs conform to this set of SOPs.

## FINANCIAL PROCEDURES

3. *This section outlines the financial procedures to be followed to support the evacuation and emergency human services functions.*

### Financial Procedures

4. The following financial procedures are applicable:
  - a. Routine Council financial procedures are to be followed where possible.
  - b. Persons are to retain a record of expenditure including date, amount, reason for procurement, nature of goods or services and details of provider.
  - c. Red Cross:
    - (1) Track costs (for vehicles, labour and assets) and reasons for expenditure.
  - d. Shelter managers and team leaders are to:
    - (1) Collect and collate financial data and costs associated with the operation
    - (2) Provide running reports as part of the SITREP process
    - (3) Provide final tallies in the Post Activation Report.
  - e. Accounts are to be reconciled after the event.

## EVACUATION SOPS

1. *This section outlines the responsibilities of SES and Red Cross volunteers when supporting evacuation and registration of displaced persons.*

SOP 3.9.1 Assisting QPS with Evacuation

SOP 3.9.2 Registration of Evacuees

### 3.9.1 - ASSISTING QPS WITH EVACUATION

#### Authorising Agencies

2. *The decision to authorise an evacuation may occur under the following conditions/authorities:*
  - a. The Queensland Police Service may order an evacuation under the *Public Safety Preservation Act 1986*.
  - b. The Queensland Fire and Rescue Service may order an evacuation under the *Fire and Rescue Service Act 1990*.
  - c. The Brisbane District Disaster Coordinator may declare a Disaster Situation under the *Disaster Management Act 2003*.
  - d. The Council's Disaster Management Group may recommend a voluntary self evacuation of a community or portions of a community; or may request the Brisbane District Disaster Coordinator to declare a Disaster Situation under the *Disaster Management Act 2003* in order to effect a mandatory evacuation of a community or portions of a community.
3. Members of the Brisbane City SES Unit and Council officers may be engaged but will always be in a support role to QPS when assisting with evacuation.

#### Warning

4. The authorising agency issues the warning to the affected community and other stakeholders – including the Council DMG and the Red Cross – as quickly as possible, by as many means as possible.
5. The warning should include advice on:
  - a. *The affected area.*
  - b. *Likely numbers of persons to be moved and timings.*
  - c. *Instructions for the public (on what to take etc.).*
  - d. *Assembly points, routes, means of transport, intended destinations etc.*
  - e. *Any special requirements.*
6. The evacuation may be a two-step process. The highest priority is to move people out of harm's way to a place of relative safety. Then, to an emergency shelter or evacuation centre.

## **SES Actions upon Activation**

7. The Local Controller, SES will activate Headquarters Brisbane City SES Unit and deploy teams to support the QPS in relation to evacuation operations.
8. The team leader will:
  - a. Make contact with the relevant authority on the ground and be briefed on the requirement,
  - b. Brief SES team members on the requirement and allocate specific tasks,
  - c. Deploy the team members ,
  - d. Coordinate the team to achieve the desired results,
  - e. Maintain a log of key events and decisions,
  - f. Maintain contact with, and provide SITREPs to, the supported agency, and to the SES Group or the Headquarters Brisbane City SES Unit, and
  - g. Keep a record of expenses incurred.
9. Team members will:
  - a. conduct allocated tasks, and
  - b. register persons who refuse to leave.

### 3.9.2 - REGISTRATION OF EVACUEES

1. This SOP outlines responsibilities and tasks for the registration of evacuees.
2. The Australian Red Cross Disaster Services Volunteers Handbook states:

*“The aim of registering victims/evacuees is to record and make available the essential personal details of evacuees and other (non-fatal) victims of disaster so they can be reunited with their family/loved ones. While evacuees are encouraged to register, registration is not compulsory. Registration information is used:*

  - a. To assist in identifying the scale and human consequence of an event;
  - b. To provide information to the State Inquiry Centre;
  - c. To assist in identifying individuals who may require assistance; and
  - d. To provide emergency authorities with information about the location of victims.”
3. Registration of persons in a disaster is the responsibility of the QPS and Red Cross
4. Other agencies and volunteers may be co-opted to assist.
5. Details are to be recorded in accordance with the National Registration and Inquiry System (NRIS). The NRIS form and procedures are outlined at Appendix 3.9.1. The essential information is:
  - a. Place of registration.
  - b. Name.
  - c. Address.
  - d. Contact telephone number (mobile preferred).
  - e. Intended destination.
6. Completed forms are to be filed and held for handover to either the QPS or to the Red Cross at the earliest opportunity.
7. When forms are handed over, this occurrence should be logged and a written receipt requested from the person they are handed to.

## EMERGENCY SHELTERS AND EVACUATION CENTRES

1. *This section describes responsibilities for identifying and registering emergency shelter/evacuation centres; establishing and operating them; handing them over to another agency; and closing them. The section also outlines responsibilities for emergency animal shelters.*

SOP 3.9.3 Identifying and registering emergency shelter/evacuation centres.

SOP 3.9.4 Establishing and operating an emergency shelter/evacuation centre.

SOP 3.9.5 Handing over an emergency shelter/evacuation centre.

SOP 3.9.6 Closing an emergency shelter/evacuation centre.

SOP 3.9.7 Emergency animal shelters.

2. *An emergency shelter is a "...group shelter provided for affected persons in a community hall or similar. It is part of emergency relief and is different from temporary accommodation." (EMA)*

In Council, shelters are categorised as follows:

Small - up to 50 persons  
Medium 50 - 100 persons  
Large - 100 + persons

3. *An evacuation centre is a "...centre that provides affected people with basic human needs including accommodation, food and water. In addition, to enhance the recovery process, other welfare/recovery services should be provided." (EMA)*
4. Emergency shelters are established primarily for registration and emergency human services. Preferred solutions for short-term accommodation – in priority order – are:
  - a. A destination of the person's own choosing (relatives, friends etc.).
  - b. An established accommodation venue (hotel, motel, caravan park etc).
  - c. An emergency shelter/evacuation centre.

### **3.9.3 - IDENTIFYING AND REGISTERING EMERGENCY SHELTERS/EVACUATION CENTRES**

1. *This SOP defines roles and responsibilities for identifying and registering emergency shelter/evacuation centres.*

#### **Identification of Shelters**

2. The following are applicable:
  - a. Council in consultation with CBMS is to identify and register a range of locations suitable for use as emergency shelter/evacuation centres for a range of hazard types.
  - b. Priority is to be given to large and medium shelters in areas not susceptible to flooding.
  - c. The locations are to be entered into the emergency shelter/evacuation centre database maintained by Council.
  - d. The register, including plans and supporting data, is to be provided by Council to:
    - (1) iBIMAP
    - (2) The Local Disaster Coordination Centre.
  - e. The database is to be reviewed and updated annually.
  - f. Individual sites are to be condition-audited by CBMS bi-annually and EH.
  - g. A status report is to be provided by the Disaster Operations Manager to the Community Recovery Committee annually.
  - h. A checklist for selection and audit of emergency shelter/evacuation centres is at Appendix 3.9.2.

#### **Register of Shelters**

3. The register of emergency shelters/evacuation centres is to include:
  - a. An annotated map showing the location of possible shelters (categorised as large, medium and small).
  - b. An annotated floor plan for each showing the proposed layout, the amenities, and logistic support facilities.
  - c. An assessment of the numbers of persons (optimum and maximum) that could be accommodated at each location (for up to 72 hours).
  - d. An estimate of the additional support required to operate the shelter for 72 hours.
  - e. The location of the keys.
  - f. Contact details for the primary and secondary persons to contact for access in an emergency.

- g. Access routes to/from the selected location.
  - h. Signposting requirements.
4. Designated emergency shelter/evacuation centre managers should be engaged in the identification, registration and audit processes.
  5. Each prospective shelter is to be audited bi-annually by CBMS and Council Environmental Health Officers.

### **3.9.4 - ESTABLISHING AND OPERATING AN EMERGENCY SHELTER/EVACUATION CENTRE**

1. *This SOP outlines responsibilities for opening and operating an emergency shelter/evacuation centre, including use of volunteers.*

#### **Council Responsibilities**

2. Council is responsible for providing emergency shelters/evacuation centres within its boundaries.
3. The DMG is responsible for:
  - a. Maintaining a register (in conjunction with CBMS) of appropriate locations to serve as emergency shelter/evacuation centres.
  - b. Writing SOPs to specify actions required to identify, document, open, prepare and operate shelters for up to 72 hours.
  - c. Initially establishing and preparing emergency shelter/evacuation centres to receive evacuees.
  - d. Notifying other stakeholders of the location, residual capacity and readiness status of emergency shelter/evacuation centres.
  - e. Managing emergency shelter/evacuation centres and providing emergency human services until relieved by appropriately trained persons.
4. CBMS is responsible for:
  - a. Condition auditing the individual Council owned facilities on a bi-annual.
  - b. Liaising with non-government owners to ensure bi-annual condition audits of their premises have been conducted.
  - c. Providing facilities managers as soon as possible after the shelters are opened.
  - d. Local Laws Teams (Animal Shelters) are responsible for coordinating the provision of emergency shelter for animals (SOP 3.9.7).

#### **Establishing a Shelter**

5. The decision to open shelters will be made by the Council DMG or the DDC.
6. The DOM or the LDCC Incident Controller will notify the Red Cross as the responsible officer of the broad area and approximate numbers requiring shelter.
7. The LDCC or DMG will:
  - a. Identify appropriate shelters from the register to be opened in an order of priority (based on the nature and extent of the disaster, prevailing and forecast weather conditions and anticipated numbers and duration).

8. The DOM or the LDCC Incident Controller will notify the District Disaster Coordinator and designated agencies of the probable need for emergency human services (registration, personal support, first aid, material aid, catering and short-term accommodation). (The agencies/responsibilities are listed in the following table).
9. The emergency shelter/evacuation centre manager is to:
  - a. Clarify the requirement.
  - b. Deploy with the equipment listed at Appendix 3.9.3.
  - c. Obtain keys and open the facility via CBMS
  - d. Notify LDCC – in particular, when open, when fully operational, when at capacity.
  - e. Provide SITREPS on status (including security).
  - f. Progressively hand over functions to responsible support agencies.
  - g. Hand over management of the facility to the Council-designated facilities manager.

### **Operating a Shelter**

10. Council is the responsible entity, supported by philanthropic, charity and community organisations.
11. The responsibility is exercised by a Red Cross Shelter Management Team as soon as possible.
12. Specialist tasks such as registration, medical support, facilities management, catering and animal management are to be taken over by appropriately trained persons as soon as possible.
13. Red Cross will:
  - a. Establish the shelter.
  - b. Manage the shelter.
  - c. Register evacuees (see SOP 3.9.2).
  - d. Provide emergency human services (SOPs 3.9.8 – 3.9.12).
14. Security is the responsibility of the QPS. They may be supported by contracted security service officers (accessed via LDCC).

### **Responsibilities**

15. Broad responsibilities are at Appendix 3.4.5. Detail on the provision of emergency human services is at SOPs 3.9.8 – 3.9.12.

### **Volunteers (Non-SES Persons)**

16. Volunteers can be managed through Volunteering QLD and should be referred to this organisation.
17. Volunteers should be used where appropriate, but under the direction of a Red Cross Shelter Management Team staff.
18. The volunteer should complete a volunteer form and be entered on the register of volunteers or the Red Cross. (Blank copies of the form and register are to be held in the emergency shelter/evacuation centre equipment box).
19. The volunteer should be issued with a badge clearly identifying them as a volunteer and showing their name.
20. Possible tasks include:
  - a. Directing pedestrians to the shelter.
  - b. Assistance with tea, coffee and light refreshments.
  - c. Handing out meals.
  - d. Maintaining notice boards.
  - e. Assistance with registering evacuees (subject to QPS/Red Cross agreement).
  - f. Supervising children (Blue Card holders and teachers only).
  - g. Translation and interpreting duties.
21. The briefing to volunteers should include:
  - a. The need to wear their badge.
  - b. The need to follow instructions from the shelter manager and designated Red Cross Shelter Management Team member.
  - c. Encouragement to ask for information and assistance if required.
  - d. A reminder that they are acting in a voluntary capacity of their own accord and at their own risk.
  - e. They are not to operate any SES or Council equipment or to be involved in manual handling of equipment that is liable to cause injury (nor to direct any other person to do so).
  - f. They are not authorised to discuss information with media representatives.
  - g. Any personal information they come across is to be respected and kept confidential.
  - h. Administration arrangements – for relief, breaks, meals etc.

### **3.9.5 – HANDING OVER AND EMERGENCY SHELTER / EVACUATION CENTRE**

1. *This SOP outlines responsibilities for handing over an emergency shelter/evacuation centre.*
2. A single individual is to be appointed emergency shelter/evacuation centre manager and is to retain overall responsibility for that emergency shelter/evacuation centre.
3. The manager will usually be a member appointed by the Red Cross Shelter Management Team, (particularly the Red Cross Emergency Shelter Manager).
4. The management of the shelter may be handed over:
  - a. To the Red Cross Shelter Management Team.
  - b. To another agency (e.g. a Queensland Government officer).
5. In each case a comprehensive briefing is to be prepared and the formal handover is to be recorded and signed off by the outgoing and incoming shelter managers. (See generic SITREP and briefing note)
6. The briefing may include:
  - a. Factual information on the disaster.
  - b. Source, number and general state of evacuees received to date.
  - c. Numbers who remain/move on/destinations.
  - d. Special needs individuals and groups (e.g. elderly, children, disabled, language barriers, feeding mothers).
  - e. Arrangements for pets/animals.
  - f. Primary functions being performed at the shelter.
  - g. Agencies represented and providing services in the shelter and division of responsibilities.
  - h. Process for reception, registration, processing, provision of emergency human services and dispatch of people.
  - i. Processes for providing public information and briefings.
  - j. Arrangements for meals.
  - k. Anticipated additional numbers yet to arrive.
  - l. Likely timing and means of arrival and routes.
  - m. Any notable shortfalls in capability or service delivery.
  - n. Safety and security issues.
  - o. Contents of last SITREP.

- p. Suggested items for next SITREP.
  - q. Location of relevant facilities such as other emergency shelter/evacuation centres, disaster relief centres, one-stop shops.
  - r. Means and status of communications with key stakeholders.
7. Incoming emergency shelter/evacuation centre staff are to be briefed on the aspects which directly affect them.
8. Outgoing emergency shelter/evacuation centre staff are to be provided with:
- a. An immediate opportunity to provide information/feedback (debrief).
  - b. Where applicable:
    - (1) A date and time set for a formal de-brief.
    - (2) The date and time of their next shift.

### **3.9.6 – CLOSING AN EMERGENCY SHELTER / EVACUATION CENTRE**

1. *This SOP outlines responsibilities for closing an emergency shelter/evacuation centre.*
2. The decision to close a shelter will be made by the BCLDMG and promulgated via the LDCC.
3. The closure and refurbishment of the emergency shelter/evacuation centres is the responsibility of the designated emergency shelter/evacuation centre manager at the time of the declaration, assisted by other agencies and organisations providing services within the shelter.
4. An inspection is to be conducted using the selection and audit checklist at Appendix 3.9.2, with an appropriately qualified Council officer and the facility owner/representative present.
5. The status of the facility is to be recorded and the formal handover is to be documented.
6. Debriefs are to be conducted at each shelter.
7. Centralised debriefs for all Council elements will be coordinated by the DOM.
8. A debrief checklist is at Appendix 3.9.4.

### **3.9.7 – EMERGENCY ANIMAL SHELTERS**

1. *This SOP outlines responsibilities for the emergency shelter of animals.*

#### **Responsibilities**

2. Council has a limited capacity to provide shelter for domestic animals.
3. Council Animal Management is responsible for coordinating the provision of emergency shelter for animals by Local Laws Teams (Animal Shelters).
4. Animal Shelters have SOPs and protocols in place to gain additional support from the RSPCA and the Queensland Veterinarians' Association.

#### **Domestic Animals**

5. A decision to evacuate people brings with it the issue of the evacuation of domestic animals and pets. These animals may be evacuated providing their evacuation does not endanger human life and can be accomplished with safety.
6. Where practical, animals are to be co-located with their owners, subject to the agreement of the Emergency shelter/evacuation centre Manager. Where this is impractical, Council Animal Shelters and the RSPCA will provide emergency shelter (supplemented by local veterinary clinics during large-scale events).
7. Animal evacuations will include Seeing Eye dogs and Assistant dogs for sight impaired and disabled people. These have priority over all other animals.
8. If co-located at an emergency shelter/evacuation centre, owners are to take full responsibility for the care of their animals.

#### **Farm Animals**

9. The evacuation and care for farm animals is the responsibility of the Department of Primary Industries and Fisheries (DPI&F). DPI&F are to be advised if Council becomes aware of the need for evacuation of farm animals.

#### **Coordinating Animal Evacuations**

10. Council's Animal Management section (Local Laws) is to provide a liaison officer to the LDCC to coordinate the evacuation of domestic animals and pets. Local Laws teams may be attached to SES teams and QPS for the purposes of effecting animal evacuations
11. Local Laws teams are to create a register of evacuated animals for which they become responsible, which records at a minimum:
  - a. Owner's name.
  - b. Owner's address.
  - c. Owner's contact number (preferably mobile number).
  - d. Animal's name and Council ID number if applicable (i.e. for dogs).

- e. location to which animal is evacuated.
  - f. This information is to be collated and provided to HQ Brisbane City SES Unit for forwarding to the Council Contact Centre.
12. Owners of animals being evacuated separately (i.e. not to the same shelter as the owner) are to be provided with a contact number to reclaim their animal/s when they are able to return to their accommodation.

## EMERGENCY HUMAN SERVICES

SOP 3.9.8	Provision of short-term accommodation
SOP 3.9.9	Provision of personal support
SOP 3.9.10	Provision of first aid
SOP 3.9.11	Provision of material aid
SOP 3.9.12	Provision of catering

1. *Emergency human services* refers to a range of activities undertaken to manage the immediate impacts of a disaster or an emergency event on the people in the community. The functions to be performed may include:
  - a. Evacuation.
  - b. Registration.
  - c. Catering.
  - d. Short-term sleeping accommodation and ablutions.
  - e. Personal support.
  - f. First aid services.
2. Additional related functions are the subject of a Community Recovery Plan at Brisbane Disaster District level. That plan covers services provided by State agencies, including:
  - a. Financial support.
  - b. Disaster recovery centres.
  - c. Counselling and specialist services.
  - d. Personal support.
  - e. Mid and long-term accommodation.
  - f. Outreach services.
3. ***The latter functions are not addressed in this plan. They are accessed via a formal request to DDC from Council.***

### **3.9.8 – PROVISION OF SHORT-TERM ACCOMMODATION**

1. *This SOP describes the options and responsibilities for short-term accommodation.*
2. Short-term accommodation in this context means up to 96 hours.
3. Emergency shelters are established primarily to register evacuees and provide them with emergency human services. Shelters will only be used for short-term accommodation as a last resort.
4. After registration, persons are allocated to short-term accommodation. The priorities are:
  - a. To a destination of their own choosing (e.g. relatives, friends).
  - b. To established accommodation venues (e.g. hotel, motel, caravan park).
  - c. To an evacuation centre.
5. ADRA/DoCs is to:
  - a. Locate accommodation for evacuees (typically up to several hundred).
  - b. Advise the LDCC when it becomes clear the capacity of temporary accommodation (e.g. local hotels, motels, caravan parks) is likely to be exceeded.
6. Emergency shelter/evacuation centre managers are to:
  - a. Keep LDCC advised of the numbers presenting for registration at the shelter.
7. LDCC is to request assistance from State authorities via the DDC.
8. Mid to long-term accommodation is the responsibility of the Department of Communities.

### **3.9.9 – PROVISION OF PERSONAL SUPPORT**

1. *This SOP outlines responsibilities for the provision of personal support.*
2. *Personal support encompasses the provision of information, practical advice and emotional support. (EMA Glossary)*
3. *Red Cross is to advise the DOM or the LDCC Incident Controller of the projected location of each emergency shelter/evacuation centre and the possible need for personal support services.*
4. The DOM or the LDCC Incident Controller is to advise Lifeline and The Salvation of the projected location of each emergency shelter/evacuation centre and the possible need for personal support services.
5. The emergency shelter/evacuation centre manager is to ensure:
  - a. A notice board is established to display up-to-date information on the disaster and on services available.
  - b. Briefings are conducted for staff and evacuees on the disaster and on services available.
  - c. Evacuees are aware of where and how to get additional information.
  - d. A dedicated area is set aside for counselling traumatised persons.
  - e. Persons from agencies who can provide personal support services to evacuees are briefed on the situation, have appropriate allocated work space and access to the shelter manager.
6. The emergency shelter/evacuation centre manager is to advise the LDCC of the changing requirement for support from specialist providers of personal support. HQ Brisbane City SES Unit is to advise the LDCC of the changing requirement for support from specialist providers of personal support.
7. Severely traumatised persons should be referred to the Queensland Ambulance Service for transport, assessment and treatment at a Queensland Health medical facility.

### **3.9.10 – PROVISION OF FIRST AID**

1. *This SOP describes responsibilities for the provision of first aid in an emergency shelter/evacuation centre.*
2. Red Cross is to advise the DOM or the LDCC Incident Controller of the projected location of each emergency shelter/evacuation centre and the probable need for first aid support.
3. The DOM or the LDCC Incident Controller is to advise the Queensland Ambulance Service, Queensland Health and St John Ambulance of the projected location of each emergency shelter/evacuation centre and the probable need for first aid support.
4. St John Ambulance should be requested to deploy resources to each emergency shelter/evacuation centre. Possible tasks are:
  - a. Provide first aid cover for persons in the shelter.
  - b. Establish liaison with Queensland Ambulance Service and other health providers.
  - c. Notify requirements for additional resources to their superintendent and to the emergency shelter/evacuation centre manager.
5. First aid providers must hold a Senior First Aid Certificate.
6. Trained SES members may administer immediate first aid.
7. Persons requiring additional treatment should be referred to the Queensland Ambulance Service for transport and treatment at a Queensland Health medical facility.

### **3.9.11 – PROVISION OF MATERIAL AID**

1. *This SOP describes responsibilities for the provision of material aid in an emergency shelter/evacuation centre. Material aid in this context refers to clothing, bedding and personal requisites.*
2. Red Cross is to advise the DOM or the LDCC Incident Controller of the projected location of each emergency shelter/evacuation centre and the possible need for material aid services.
3. The DOM or the LDCC Incident Controller is to advise St Vincent de Paul and the Salvation Army of the projected location of each emergency shelter/evacuation centre and the possible need for material aid services.
4. The emergency shelter/evacuation centre manager is to advise the LDCC of the changing requirement for support from specialist providers of material aid.
5. The Red Cross is to advise the LDCC of the changing requirement for support from specialist providers of material aid.
6. The requirement for bedding must be forecast as far in advance as possible.
7. The emergency shelter/evacuation centre manager is to ensure:
  - a. Persons from agencies who can provide material aid to evacuees are briefed on the situation, have appropriate allocated workspace and access to the shelter manager.
  - b. A dedicated area is set aside for storage and issue of material aid items.
  - c. An area is set aside for sleeping accommodation.

### 3.9.12 – PROVISION OF CATERING

1. *This SOP describes responsibilities for catering support for evacuees and staff in an emergency shelter/evacuation centre.*
2. The Red Cross is to advise the DOM or the LDCC Incident Controller of the projected location of each emergency shelter/evacuation centre and the possible need for catering support.
3. The DOM or the LDCC Incident Controller is to advise QANTAS Catering and The Salvation Army of the projected location of each emergency shelter/evacuation centre and the possible need for catering support.
4. Red Cross is to organise the dispatch of catering services to emergency shelter/evacuation centres
5. Emergency shelter/evacuation centres will provide water and light refreshments (tea and coffee). They may provide catering depending on the situation.
6. The preferred modes of catering (in priority order) are:
  - EITHER
  - a. Evacuees eat at nearby purpose designed facilities (e.g. restaurant, club)
  - OR
  - b. A comprehensive, commercial, 'walk-in walk out' service is provided under a contract. (Ideally, this would provide three meals per day, eating utensils for each person for each meal and would include clean up and food waste removal.)
  - c. Food should only be prepared and served in the shelter as a last resort. If so, procedures and standards must conform to the Health Act.
7. The emergency shelter/evacuation centre manager is to ensure:
  - a. Dedicated areas are set aside for:
    - (1) Light refreshments.
    - (2) If necessary:
      - For distributing meals.
      - For consuming meals.
      - Preparation and serving of meals.
  - b. Persons from catering provider organisations are briefed on the situation, have appropriate allocated workspace and access to the shelter manager.
8. The emergency shelter/evacuation centre manager is to advise the LDCC of changing catering requirements.

## **OTHER ARRANGEMENTS**

### **3.9.13 – CHILD SAFETY**

1. *This SOP specifies procedures to ensure compliance with the Child Safety Act.*
2. Emergency shelter/evacuation centre Managers are to be familiar with the provisions of The Child Safety Legislation Amendment Act 2005 and related regulations.
3. Red Cross are to deploy at least one Blue Card holder to each emergency shelter/evacuation centre and deployed team, if possible.
4. Where possible, children should remain under parental control.
5. If this is not possible, unattended children should be allocated (in the following order of preference):
  - a. To at least one Blue Card holder (and preferably two):
    - (1) From the people in the shelter.
  - b. To a family group with children of the same age/gender.
  - c. To two adults.
6. No child should be left alone with a single adult who is not their parent.
7. Red Cross and Council officers deployed to emergency shelter/evacuation centres are to be familiar with the content of this SOP.

### **APPENDICES:**

- 3.9.1 NRIS Form
- 3.9.2 Emergency Shelter/Evacuation Centre Selection & Audit Checklist
- 3.9.3 Emergency Shelter/Evacuation Centre Equipment List
- 3.9.4 Debrief Checklist
- 3.9.5 Responsibilities in Emergency Shelters

## APPENDIX 3.9.1: NRIS FORM

A facsimile of the form is attached.

The guidance below is extracted verbatim from the *Australian Red Cross Disaster Services Volunteers Handbook*.

- Make sure you have everything you need: forms, biros, and the latest information available about likely numbers of evacuees and where services such as toilets and refreshments are located.
- When registering evacuees:
  - Introduce yourself.
  - Provide a clear and concise explanation of the registration process.
  - Let people know what will happen to the form once it has been completed:
    - ✓ What organisations will have access to the form – usually only Red Cross and QPS.
    - ✓ The completed form is sent to the State Inquiry Centre.
    - ✓ Information is entered onto NRIS.
    - ✓ Information is used to match the victim with any inquiries made about them.
    - ✓ Information is only used to manage the disaster – no other purpose.
- **DO NOT REGISTER ANYONE WHO IS NOT PRESENT AT THE EVACUATION CENTRE.**
  - Do not separate children from their families.
  - Make sure you ask the 'Authority to Release Information' question – and the answer is yes or no (yes means the information will be released to anyone who inquires about the evacuees, after the inquirer has provided their details).
  - Draw evacuee's attention to the privacy statement at the bottom of the registration form.
  - Print clearly in capital letters, checking spelling as necessary.
  - At the end of your shift, see your team leader for debriefing, then sign off and return your ID.

## TIPS ON HOW TO REGISTER

- Greet victims with warmth and comfort, not forced cheerfulness.
- Giving the evacuees your undivided attention: don't let your eyes wander to other activities or let others interrupt the interview unless absolutely necessary.
- Speak slowly and quietly.
- Talk to and comfort children.
- Give evacuees confidence by repeating details as you record them and check any spelling.
- Prompt if necessary (“... *do you think there is anything else?*”).
- Do not pressure people to give information.
- Ask the evacuee to complete the form if you are having difficulty understanding what they are saying.

### ***REGISTRATION FORM: Instructions for completion***

- Form should be completed using black or blue pen as follows (this allows a good faxed copy).
- All fields marked \* are **mandatory fields** and must be filled in.
- TAKE TIME, BE ACCURATE AND CLEAR WITH SPELLING, this will ensure speedy responses.

Step	Heading	Information required
1	<b>Disaster Code</b>	Code will be entered at inquiry centre.
2	<b>Place of Registration</b>	Actual place the form is being completed. Evacuation/welfare centre, school, church hall etc.
3	<b>Date</b>	DD/MM/YYYY e.g. 17/03/2203
4	<b>Time</b>	Use 24-hour clock, e.g. 1600 (4pm).
5	<i>Identify Yourself</i>	"I am ..."
6	<b>Family Name *</b>	Printed in BLOCK letters. <ul style="list-style-type: none"> <li>For reasons of clarity, correct spelling of the FAMILY NAME is critical. Please repeat the spelling of the FAMILY NAME back to the person being registered.</li> <li>Family groups must have SAME FAMILY NAME, SAME USUAL ADDRESS and SAME INTENDED ADDRESS to be registered on same form.</li> </ul> A differing FAMILY NAME requires a new form to be completed (needs linkages e.g. wife who has kept maiden name). Cross-reference in 'Notes' at foot of form.
7	<b>Given Name *</b>	Printed in BLOCK letters. <ul style="list-style-type: none"> <li>Should the person have a NICKNAME this is included in brackets after the GIVEN NAME e.g. Elizabeth (Beth).</li> </ul>
8	<b>Date of Birth or Age</b>	DD/MM/YYYY e.g. 21/10/1976
9	<b>Gender *</b>	M/F Male or Female
10	<b>Hospital *</b>	N for No Y for Yes. Those sent to hospital will be registered at the hospital.
11	<b>Deceased</b>	Police-only function Yes or No <ul style="list-style-type: none"> <li>Fill in DECEASED only if information is confirmed. Information on deceased persons can only be released by Police.</li> </ul>
12	<b>Home Address *</b>	To include Town/Suburb*, State* and Postcode* and be the usual place of abode.
13	<b>Country</b>	If evacuee is from overseas
14	<b>Phone/Mobile Phone</b>	Include Code (area code) (number). Mobile number is very useful.
15	<b>Intended Destination *</b>	Location to which the person registering expects to go or be conveyed to.
16	<b>Phone/Mobile Phone</b>	(Do not enter evacuation centre phone number)
17	<b>Permission to Release Information *</b>	<b>Yes</b> - Inquirers can be told you are safe and where you are. <b>No</b> - No release of information, however emergency agencies will

Step	Heading	Information required
		have access to this record.
18	<b>Signature</b>	Signature of person being registered. This is to signify the person understands the 'release of information'.  Deceased – Police will sign  Hospitalised patient form can be signed by hospital staff should the person be unable.
19	<b>Notes</b>	e.g. 'Home address of grandparents with whom grandchild has been evacuated.' Can also include information that may be required by another agency.
20	<b>Registration Recorded By</b>	Your family name and given name in BLOCK letters.
21	<b>Registrar's Initials</b>	Your initials

**DISTRIBUTION TO STATE INQUIRY CENTRE:**

22	<b>Fax Email RECOM Other</b>	Tick box appropriate to method of distribution
23	<b>Computer Entered</b>	Initial once data has been entered on NRIS, complete the Date and Time box
24	<b>Review</b>	Check all relevant boxes are complete. <b>Is your writing clear?</b>

# NRIS National Registration

Disaster Code

PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN

Place of Registration	<input type="text"/>	Date DDMMYYYY	/ /	Time {24 hr}	<input type="text"/>
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*Family Name	<input type="text"/>
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*Given Names	Date of Birth/Age	*Gender M/F	*Hosp Y/N	Deceased Y/N
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Home Address	<input type="text"/>		
*Town/Suburb	<input type="text"/>	*State	<input type="text"/>
		*Postcode	<input type="text"/>
Country	<input type="text"/>		
Phone	<input type="text"/>	Mobile	<input type="text"/>

*Intended Destination	<input type="text"/>		
*Town/Suburb	<input type="text"/>	*State	<input type="text"/>
		Postcode*	<input type="text"/>
Country	<input type="text"/>		
Phone	<input type="text"/>	Mobile	<input type="text"/>

\* PERMISSION TO RELEASE INFORMATION  Yes  No      Signature OF PERSON BEING REGISTERED

Notes:

Registration Recorded By	<input type="text"/>	Registrar's Initials	<input type="text"/>
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Distribution To State Inquiry Centre:	Computer Entered (Initials) <input type="text"/>
<input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Recom <input type="checkbox"/> Other	Date <input type="text"/> / <input type="text"/> / <input type="text"/> Time <input type="text"/>

Privacy: This information will be used by Police and Emergency services to manage the emergency, account for evacuated people and ensure next of kin can be notified in cases of serious injury. With your permission, information will also be made available to friends and relatives who inquire about your welfare and whereabouts.

NRIS National Registration Form May 2003

**\* Mandatory Field**

## APPENDIX 3.9.2: EMERGENCY SHELTER/EVACUATION CENTRE SELECTION AND AUDIT CHECKLIST

### Mandatory items

- **Site details**
  - Name of property
  - Street number/street name
  - Suburb
  - UBD location
  - Property manager/contact details
  - Alternate contact/details
  - SES group area
  - Category ownership (Council/other government/non-government)
  - Category size (small, medium, large)
  - Number of people

### Additional items

- **Amenities**
  - Buildings – low set
  - Buildings – high set
  - Type of construction
  - Type of roof
  - Flooring
  - Toilets – male/female/children/disabled
  - Showers – male/female/communal/disabled
  - Fire safety equipment
  - Fire evacuation plan
  - Beds
- **Access/parking**
  - Vehicle access
  - QAS access
  - Hazards – building
  - Hazards – grounds/traffic
  - Disabled access
  - Off-street parking
  - Signage/signposting
- **Administration/equipment**

- Telephones
- Fax
- Computers
- Modem
- Photocopier
- Auxiliary power
- Intercom/public address
- Other
  
- **Cooking**
  - Chairs: adult, children
  - Tables
  - Cutlery
  - Crockery
  - Cooking facilities
  - Refrigeration/cold rooms/freezers
  - Canteen
  - First aid room/equipment
  - Laundry
  - Sports equipment
  - Television
  - Entertainment equipment

## **APPENDIX 3.9.3: EMERGENCY SHELTER/EVACUATION CENTRE EQUIPMENT LIST**

The emergency shelter/evacuation centre manager is to deploy with the following stores/equipment:

- Communications equipment, back-up battery and charger
- UBD map
- Torch
- NRIS forms and instructions
- Sign-on sheets
- Volunteer register and disclaimer forms
- Pens and pencils, textas, white board markers and chalk
- Butchers' paper
- Nametags
- Tube roll of posters
- Database of emergency shelters and evacuation centres
- First aid kit
- Sharps box
- One tarp and cord
- Urn, cups, tea, coffee and milk

It would be useful for the manager to have:

- written instructions on where to report and primary tasks
- copies of latest SITREPs
- details of what additional support is to be provided and likely timings.

## **APPENDIX 3.9.4: DEBRIEF CHECKLIST**

Red Cross and Council officers engaged in response and recovery operations are to be debriefed at the end of each shift and at the conclusion of the operations.

The debrief should cover:

- The individual's experience during the event.
- Decisions and consequences.
- Significant occurrences – especially traumatic or security events.
- Awareness of any other individuals requiring debrief/assistance.
- Major lessons for the future.
- Recommendations to improve plans and SOPs.
- Next requirement for duty.
- Follow-up details for further debrief/counselling.

## APPENDIX 3.9.5: RESPONSIBILITIES FOR EVACUATION SHELTERS

Function	Lead agency	Support	Comments
Evacuate/relocate persons	QPS QFRS	Brisbane SES	QPS and QFRS are the only authorities that can order evacuation
Emergency shelter/evacuation centre	Council	Red Cross CBMS DDC	Establish, manage, close
Catering	Council	QANTAS Catering Brisbane SES Salvation Army DDC	
Accommodation	Council	DDC Brisbane City Mission St John Ambulance Brisbane SES ADRA DoCs	Emergency, short-term (up to 72 hours) Seventh Day Adventist Camps may be considered
Material Aid	Council	St Vincent de Paul Salvation Army Church groups DDC	Essential clothing, bedding etc.
Personal Support	Council	Lifeline Salvation Army Red Cross Church groups DDC	Exempt aspects allocated to Department of Communities
First Aid	Council	St John Ambulance QPS DDC	
Registration & Tracing	QPS	Red Cross Brisbane SES DDC	
Security	QPS	Council contracted security service providers	Contracted security accessed via LDCC
Community recovery functions	Department of Communities	<p><i>Note: Requires District Disaster level Community Recovery Plan to be activated</i></p> <p>Functions: legal aid, financial support, disaster relief centres, counselling and specialist services, personal support, mid to long-term accommodation, outreach service</p> <p><i>Responsibilities specified in District Disaster plan.</i></p>	