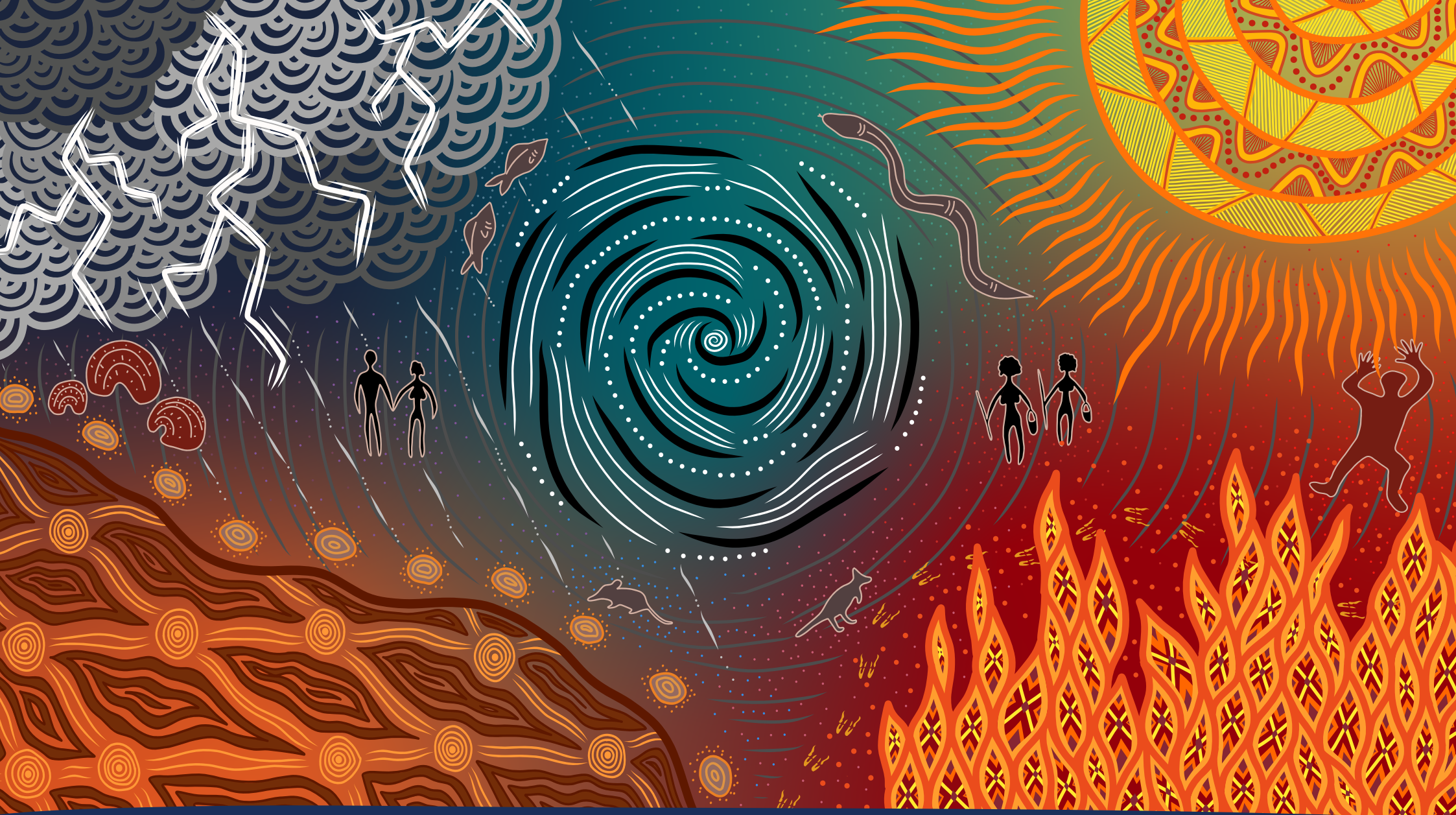




# Emergency response plan

## STEP 1: What can affect my business?

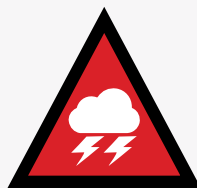
Think about what dangerous weather or other events can affect your business.



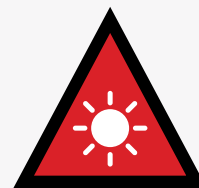
☐ Bushfire



☐ Flooding



☐ Storms



☐ Heatwave



☐ Cyclone



☐ Loss of fuel/  
services/access



☐ Technology threat



☐ Visitor or staff  
accident/death



☐ Misinformation  
and complaints



☐ Health/virus  
outbreak

*This resource is proudly funded by the Commonwealth and Queensland Governments through the Queensland Resilience and Risk Reduction Fund (QRRRF).*

*Artwork by Tahalani Djarnda Torney. Djabugay woman and artist from the rainforest region of tropical Far North Queensland. Copyright: This artwork cannot be used outside of the First Nations disaster resilience resources project. It is not to be used or reproduced for any other purpose.*



Australian Government



Queensland Government

## STEP 2: Check documents and pack an emergency kit

Always keep your important documents safe and up to date.

Print or save copies of important documents, contacts and check your insurances so you know you're covered and up to date.  
Make sure your emergency kit is regularly checked, stocked and contains in-date resources.  
Add any other items specific to your business.



| Insurance type & policy number | Insurer & contact |
|--------------------------------|-------------------|
| Public liability No:           |                   |
| Workers compensation No:       |                   |
| Property insurance No:         |                   |
|                                |                   |
|                                |                   |
|                                |                   |
|                                |                   |
|                                |                   |

| Back up / save important                                                     | Pack an emergency kit                                                                                        |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Insurances                                          | <input type="checkbox"/> Money in case ATMs aren't working                                                   |
| <input type="checkbox"/> Business registration                               | <input type="checkbox"/> Protective equipment – masks, gloves, safety glasses, hand antiseptic, disinfectant |
| <input type="checkbox"/> Property deed                                       | <input type="checkbox"/> Portable radio / spare batteries                                                    |
| <input type="checkbox"/> Proof of ID (drivers licence, birth certificate...) | <input type="checkbox"/> Laptop and portable hard drive                                                      |
| <input type="checkbox"/> Bank documents                                      | <input type="checkbox"/> Phone and charger (car charger too)                                                 |
| <input type="checkbox"/> Contracts or licences                               | <input type="checkbox"/> Business documents (print, USB or in cloud)                                         |
| <input type="checkbox"/> Staff and supplier contacts                         | <input type="checkbox"/> Spare keys and security codes                                                       |
| <input type="checkbox"/> Electricity, gas bills/ contacts                    | <input type="checkbox"/> Fire sticks / matches                                                               |
| <input type="checkbox"/> Future bookings                                     | <input type="checkbox"/> Water and canned / non-perishable food                                              |
| <input type="checkbox"/> Stock inventory                                     | <input type="checkbox"/> Plastic sheeting / water proof bags for valuables                                   |
| <input type="checkbox"/>                                                     | <input type="checkbox"/> First aid supplies and medications                                                  |
| <input type="checkbox"/>                                                     | <input type="checkbox"/>                                                                                     |
| <input type="checkbox"/>                                                     | <input type="checkbox"/>                                                                                     |

## STEP 3: Make a plan

Think about how you can prevent or reduce risks. Use the First Nations business disaster resilience toolkit to consider possible risks and how to reduce them.

- ☐ Will you have to close your business? If so, can you operate from another location?
- ☐ Will you need a generator if power goes out for a few days? Can you rent or buy one?
- ☐ Have you checked if your insurances are up to date and cover possible weather events?
- ☐ Do you have first aid officers and a plan for medical emergencies?
- ☐ Do your staff know what to do in an emergency? Think about training staff on what to do in likely emergencies.
- ☐ Is your business or the area you take guests marked on Google Maps? If not, think about contacting emergency services in advance to let them know where you're located.
- ☐ What other things can you do to prepare your business for fire, flood, cyclone or heatwaves?

| Very likely risk | Impact / consequences | How to remove or reduce risk / mitigation |
|------------------|-----------------------|-------------------------------------------|
|                  |                       |                                           |
|                  |                       |                                           |
|                  |                       |                                           |
|                  |                       |                                           |
|                  |                       |                                           |

# STEP 4: Emergency and evacuation checklists

## Emergency checklist

Your emergency plan is important, consider adding steps for your business below:

- ☐ Monitor emergency warnings
- ☐ Cancel orders and bookings
- ☐ Cancel or postpone any ads or social media posts
- ☐ Brief staff and stakeholders on the plan and what they need to do
- ☐ Check-in with guests if they know what to do in an emergency – share the Visitor Safety Tips website (<https://www.getready.qld.gov.au/visitor-safety-tips-during-severe-weather>)
- ☐ Update guests, customers, clients, suppliers and contractors about plans and if you're temporarily closing your business
- ☐ Have an evacuation plan with safety equipment, exits, evacuation routes and staff roles outlined
- ☐ Consider how or where else you can operate your business from
- ☐ Move stock, equipment, vehicles or supplies to a safe location
- ☐ Photograph your business premises, stock or equipment before any damage has occurred for insurance purposes
- ☐ Start an emergency event / incident log
- ☐
- ☐
- ☐
- ☐

## What are you going to do in a flood or storm tide?

Have you:

- ☐ Sandbagged internal drains and toilets to prevent backwash
- ☐ Stored electrical items off the ground
- ☐
- ☐
- ☐
- ☐
- ☐

What do you need to do before bushfire or severe storm?

- ☐ Maintain fire equipment and make sure hoses can reach all areas
- ☐ Clear gutters, vegetation and loose equipment surrounding your building
- ☐
- ☐
- ☐
- ☐
- ☐

## Evacuation checklist

Have a plan to evacuate your business if needed:

- ☐ Has official advice been given to evacuate? Or do you need to decide when to evacuate?
- ☐ Do staff know what to do?
- ☐ Are your vehicles full of fuel?
- ☐ Are your business emergency kit and essential documents packed?
- ☐ Have you advised guests, staff to pack an emergency kit including food, water, medications, toiletries, cash...?
- ☐ Have you checked on guests, staff or neighbours who may need help evacuating?
- ☐ Have you turned off power, gas and water mains?
- ☐ Have you secured and locked your business?
- ☐ Have you accounted for everyone including people needing assistance?
- ☐ Do staff, guests or customers know where they evacuate to?
- ☐ Do you know the best route for evacuation?
- ☐
- ☐
- ☐
- ☐
- ☐

## Visitor/staff accident or death

Know what you're responsible for as a business:

- ☐ Providing a safe environment for everyone
- ☐ Being aware of risks/ hazards for you, your staff and visitors
- ☐ Knowing workplace health and safety responsibilities
- ☐ Having clear processes in place to reduce risks
- ☐ Having an injury or incidents log
- ☐ Making sure workers' compensation policy and public liability insurances are up to date
- ☐ Regularly training staff on safety, keeping visitors safe on site or tours and what to do in an emergency

If something happens to a guest, visitor or staff:

- ☐ Phone 000 and follow their advice
- ☐ Make sure you have emergency contacts for guests and staff
- ☐ Notify Workplace Health and Safety Queensland about any serious injuries, illnesses requiring hospital treatment or deaths (phone 1300 362 128)
- ☐ If staff are injured or killed notify WorkCover Queensland or workers' compensation insurer
- ☐ Contact your local Aboriginal and Torres Strait Islander Corporation, Regional Tourism Organisation or Local Tourism Organisation for advice on next steps and what to do if contacted by the media

Notes:

## STEP 5: Test and review emergency plans

### Think about how you can prevent or reduce risks

It's critical to regularly practice and test your plan so staff know what to do in an emergency. Add a training schedule and involve all staff. Continually review and update your plan especially following an emergency.

| Training date: | Training type:<br>(evacuation drill/first aid) | Lessons learned / comments: | Plan update: |
|----------------|------------------------------------------------|-----------------------------|--------------|
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |
|                |                                                |                             |              |

## Emergency contact list

|                                         |               |                                                        |
|-----------------------------------------|---------------|--------------------------------------------------------|
| Police, fire or ambulance               | 000           | Your local council                                     |
| Flood, storm emergency assistance (SES) | 132 500       | Your Aboriginal and Torres Strait Islander Corporation |
| Poison information                      | 131 126       | Other                                                  |
| 13HEALTH                                | 13 432 584    |                                                        |
| Energex                                 | 13 19 62      | Other                                                  |
| Ergon Energy                            | 13 16 70      |                                                        |
| Road traffic and travel information     | 13 19 40      | Other                                                  |
| Marine Rescue Queensland                | 1800 073 7283 |                                                        |
| 13YARN                                  | 13 92 76      | Other                                                  |
| Lifeline                                | 13 11 14      |                                                        |