



# OPERATING PROCEDURES FOR NATURAL DISASTERS

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Responsible person	Manager	Committee on	Scheduled review date
			December 2018

## Presenter Guide

*Note that the procedure is the same regardless of the disaster type*

### How you will receive the information

On weekdays from 9am-5pm, information will normally be received by the office manager or station manager through an e-mail or phone call from the Cairns local disaster coordination centre, the Bureau of Meteorology or the Queensland Police.

At other times, or if the station manager is absent, the nominated emergency contact person will be Glenn Best or Mike Friganiotis.

Presenters should take notice ONLY of information coming from the station manager or the nominated emergency contact. Other information cannot be relied on, including from friends sending through messages, hearing an item on another radio station or the news, something someone else said they heard, coming to their own conclusions from looking at the internet etc..

The ONLY exception is if a presenter has received an alert on their own landline or mobile phone from the Emergency Alert system (from the number 04444444444) or from the Cairns Alert system. If this is the case, the presenter should immediately contact the station manager, office manager or nominated emergency contact to check they are aware of the situation and await instructions.

If you are the on-air presenter at the time, you must read the emergency information as it is given to you and as soon as possible. **Do not provide comments, add information of your own or leave information out.**

If you are confident in translating from English to your own language/s and you are presenting a programme at the time, you should provide both English and the translated version. Remember that the safety of many others relies on the information being provided accurately and early.

You must follow any other instructions provided in the advice/information. These may include how often the message is to be read, whether the Standard Emergency Warning Signal (see below) is to be used or other steps which must be taken. If you are unsure, immediately contact the station manager or other emergency contact for advice (*see contact list attached- Appendix 3*).

You should refer listeners to the Cairns Regional Council website for further information, or advise them to call 40 443 377. If the power has gone out, urge listeners to turn on their battery operated radio and keep listening.

Follow any further information requests or instructions from the station manager or the designated emergency contact/s.

If you are on-air and receive Emergency Alert or Cairns Alert warnings, you should contact the station manager or nominated emergency contact/s and advise you need to leave your programme to return home. You must make every effort to advise the station manager you have reached home or an alternate safe location.

If you are an experienced presenter and/or have a high degree of competence in another language, you may be asked to provide additional services for the station either at the station or the local disaster coordination centre (61-79 Windarra St, Woree). Transport will be arranged for you. This is completely voluntary and will depend on such factors as the safety of your home and family, your ability to get to the station or coordination centre, the status of the disaster event etc.

### **Standard Emergency Warning Signal (SEWS)**

The SEWS is kept on a clearly marked Instant Player. ONLY presenters, employees or management committee members identified by the management committee are authorised to play the SEWS. Any presenter playing the SEWS without prior authorisation by the station manager or nominated emergency contact will face instant dismissal.

The signal is used to alert people in the affected area that a serious event is happening or will happen soon. This event may be any of the natural disasters listed earlier, or could relate to an event such as a terrorist attack. The SEWS can only be played if the information provided requests it specifically.

Identified presenters must also familiarise themselves with the National Guidelines and Broadcast Levels Chart for the Broadcast Of Emergency Public Warnings:

<https://www.cbaa.org.au/sites/default/files/media/National%20Best%20Practice%20Guidelines%20for%20the%20Request%20and%20Broadcast%20of%20Emergency%20Warnings.pdf>

A hard copy of this document is kept in the studio.

**All presenters** should prepare themselves for natural disasters in the Cairns region.

Presenters should know whether they live in a particular hazard zone including storm surge:

<http://www.cairns.qld.gov.au/community-environment/natural-disasters/tools/property-search>

Other hazard zones including flooding, bush fire, hillslope:

<http://www.cairns.qld.gov.au/building-planning-business/planning-schemes/v1.2cp2016/v1.2-interactive-mapping>

And ensure they have a household emergency kit with supplies to last at least three days without power, water or food and a household emergency plan:

[http://www.cairns.qld.gov.au/data/assets/pdf\\_file/0003/62283/Household-Emergency-Plan-final.pdf](http://www.cairns.qld.gov.au/data/assets/pdf_file/0003/62283/Household-Emergency-Plan-final.pdf)

They should register for the Cairns Alert, a local alert (mobile phone and e-mail) system which complements the Emergency Alert (link):

<http://www.cairns.qld.gov.au/community-environment/natural-disasters/tools/cairns-alert>

If unsure about any of these procedures, ask the station manager for help or contact Sioux Campbell at the Cairns Disaster Management Unit: 40443571 or email

[disaster@ Cairns.qld.gov.au](mailto:disaster@ Cairns.qld.gov.au)

## **Station Procedure and Protocols**

### **Station operating procedures**

On weekdays from 9am-5pm, disaster and other emergency information will normally be received by the office manager or station manager through an e-mail or phone call from the Cairns local disaster coordination centre, the Bureau of Meteorology or the Queensland Police.

At other times, or in the station manager's absence, the first contact person will be Glenn Best, followed by Mike Friganiotis.

The station manager, in liaison with the chair of the management committee, will decide whether and for how long it is safe to continue broadcasting from the premises.

Presenters will be advised to either go home, stay home or seek a safer location of their own by the station manager. If emergency broadcasting can continue from the station, the station manager must ensure the security and safety of the premises, staff and volunteers during this time (e.g. tape windows, provide emergency food/water/supplies (*see appendix 2*), advise staff and volunteers not to go outside).

The situation will depend entirely on the circumstances, disaster event, timeframes and information from Cairns emergency authorities. The station manager will liaise with these authorities if necessary, for example to seek advice should further information be required.

If it is deemed safe to continue broadcasting from the station, presenters due over coming days will be contacted directly and advised of the situation.

Ideally, presenters will carry out their usual commitments but these are likely to be modified due to the disaster (*see the Presenter Guide*). If it is unsafe for them to leave their own location and/or to travel, they will be advised to stay home. If a decision is made to close the station for live operations, the station manager will initiate and complete the relevant procedures.

The station may however be able to broadcast remotely from the Cairns Local Disaster Coordination Centre.

This provides a unique opportunity for the station to connect with its listeners and particularly, the multi-cultural communities it serves. The station manager will initiate this shift as appropriate and draw up a roster of suitable broadcasters. For those able to assist, transport will be arranged through the local disaster coordination centre. Any staff and volunteers at the centre will report to the Cairns Regional Council's media and community support teams. Note that in certain circumstances, staff and volunteers may need to overnight at the centre. Only clothing and personal toiletry items are required.

## Station emergency supplies kit:

An emergency kit will be kept at the station with food and drink for 4 people for 3 days.

This kit will be refreshed/replenished on a yearly basis by the Admin Officer.

	Item
1	Bottled water (3 litres per person per day) or casks
2	Tea, coffee, Milo
3	Powdered or long life milk
4	Toilet paper
5	Canned and/or dried food
6	Tin opener
7	Cooking and eating utensils
8	Plates/bowls
9	Multi tool
10	Large rubbish bags
11	Soups
12	Muesli bars, biscuits
13	Small gas/camping stove and gas bottles
14	Matches or lighter
15	Torches (battery operated)
16	Candles
17	First Aid kit
18	Battery operated radio
19	Contact lists and operating procedures (hard copies)