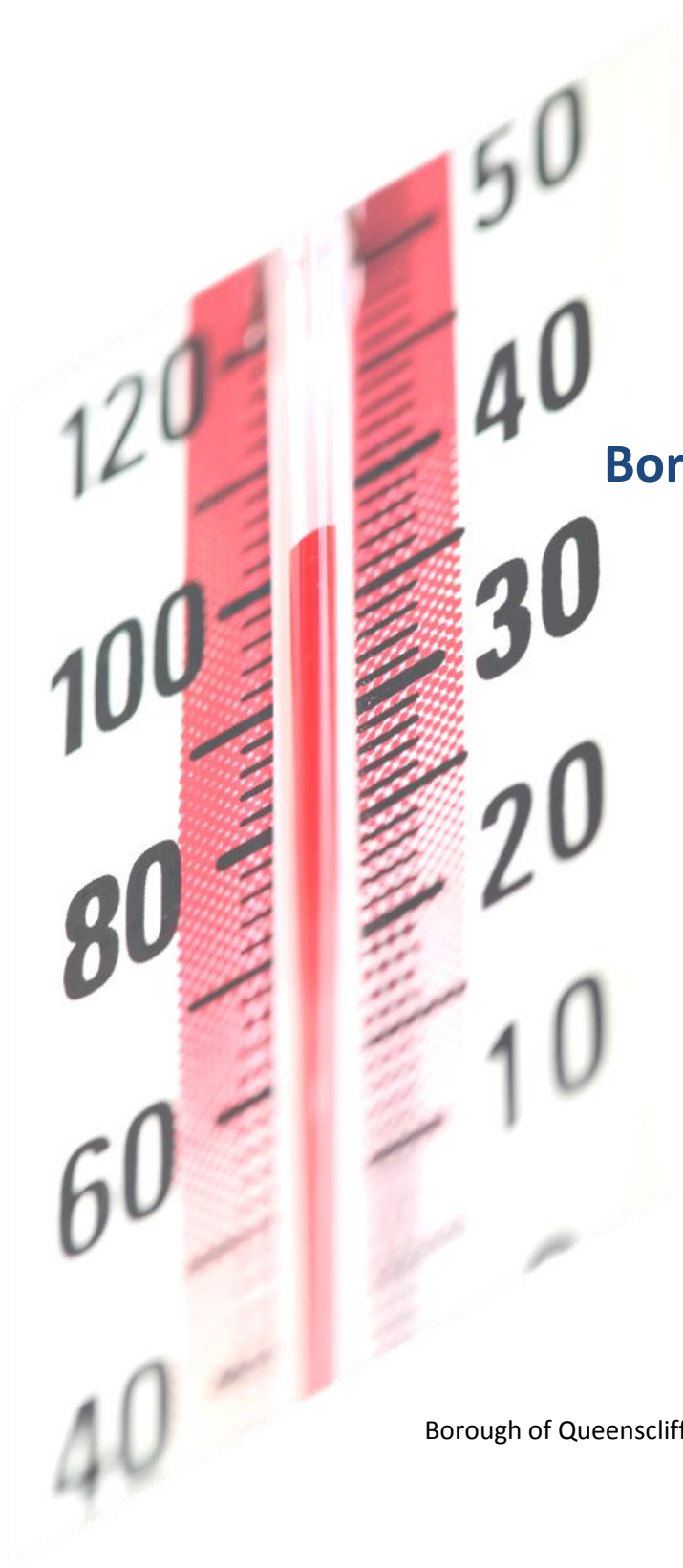




**Borough of Queenscliffe**







## **Borough of Queenscliffe Heatwave Plan**

Approved under delegation by the  
Chief Executive Officer 16 November 2017

This document is a sub-plan of the  
Borough of Queenscliffe Municipal Emergency Management Plan

## Document Control

Version No.	Date	Purpose	Signed by CEO
1.0	17 December 2014	Heatwave Plan	 Lenny Jenner
2.0	24 December 2015	Update statistical data for 2014/15. Insert new distribution list for heat alert message to key stakeholder groups. Staged alert system/action plans amended to align with the Department of Health & Human Services 2015-2016 Heat Wave Plan for Victoria.	 Lenny Jenner
3.0	21 December 2016	Update statistical data for 2015/16. Include the Environmental Health Officer as a responsible officer in some tasks. Insert a Communications Plan.	 Lenny Jenner
4.0	16 November 2017	Update statistical data for 2016/17. Amend reference to Aged Care and Disability Services to Aged Care Services, as Council no longer provides disability services.	 Lenny Jenner

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### Disclaimer

This plan has been developed using a variety of sources, refer References page 13. Care has been taken to verify accuracy and reliability wherever possible, however, the material does not provide professional advice and does not give any warranty or accept any liability concerning the contents of this document. The Heatwave Plan is a guide only.

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## Background

This Heatwave Plan (the Plan) has been developed to provide a strategic direction for the Borough of Queenscliffe to prepare and respond to heatwaves. The Plan was developed with consideration to the Victorian Auditor-General's Report *'Heatwave Management: Reducing the Risk to Public Health'* October 2014, Emergency Management Victoria's *'State Heat Plan 2014'*, Department of Health's *'Heatwave Plan for Victoria – Protecting health and reducing harm from heatwaves 2011'*, and the Department of Health's *'Heatwave Planning Guide – Development of heatwave plans in local councils Victoria'* and key Council staff. The Plan outlines strategies and actions to assist Council to alleviate the effects of heatwaves at a local level.

The Heatwave Plan is a sub-plan of the Municipal Emergency Management Plan and should be considered in conjunction with, and as applicable to the following documents:

- Borough of Queenscliffe Municipal Emergency Management Plan
- Borough of Queenscliffe Municipal Public Health Plan
- Department of Health's Heatwave Plan for Victoria – Protecting health and reducing harm from heatwaves 2011
- Emergency Management Victoria State Heat Plan 2014

### Why this Plan is needed?

High temperatures may have differing impacts on diverse environments or communities, as a result there is no single internationally accepted definition of a heatwave. For consistent community understanding in Victoria, a heatwave is generally defined as a period of abnormally and uncomfortably hot weather that could impact on human health, community infrastructure and services.<sup>i</sup>

One of the most significant multi-day heatwaves on record affected southeast Australia over the period from 13 to 18 January 2014. Numerous records were broken for extended periods of heat. Most notably, state-average data reveal that Victoria had its hottest four-day period on record, for both maximum and daily mean temperature. In both cases these surpassed records set in 2009, while for three-day periods the 2014 heatwave ranked second behind that of 2009. These two heatwaves, both of which have occurred in the last five years, stand ahead of any others recorded on a state wide basis.<sup>ii</sup>

The heatwave experienced in January 2014 resulted in an extra 139 deaths reported to the Coroner over and above the usual numbers of deaths that would be expected at this time of year.<sup>iii</sup> The reduction in deaths in 2014 compared to the 374 deaths reported in January 2009 can be attributed to the heatwave framework which was developed after the 2009 heat event by the Department of Health and the collective efforts of agencies and local councils.

Research shows that from 1844 to 2010, extreme heat events have been responsible for at least 5332 fatalities in Australia and, since 1900, 4555: more than the combined total of deaths from all other natural hazards. Over 30% of those deaths occurred in just nine events.<sup>iv</sup> Refer table 1

**Table 1: Comparison of fatality totals with other Australia natural hazards (from PerilAUS)**

Natural hazard	Deaths 1900 – 2011	% total natural hazard deaths 1900 – 2011
Extreme heat	4,555	55.2
Flood	1,221	14.8
Tropical cyclone	1,285	15.6
Bush/grassfire	866	10.5
Lightning	85	1.0
Landslide	88	1.1
Wind storm	68	0.8
Tornado	42	0.5
Hail storm	16	0.2
Earthquake	16	0.2
Rain storm	14	0.2

Source: [www.sciencedirect.com/science/article/pii/S1462901114000999](http://www.sciencedirect.com/science/article/pii/S1462901114000999)

It is anticipated that climate change will increase the frequency and intensity of heatwaves in Victoria. Heatwaves can affect anybody including the young and healthy, however, there are certain population groups that are more at risk than others. This includes people 65 years and over, people with a chronic medical condition or disability and people living alone<sup>v</sup>.

### Heat alert system

In Victoria, heatwave plans are normally activated when high temperatures are forecast that are likely to impact on the health of the community. These activation levels are also called ‘thresholds’. The Department of Human Services has established a heatwave threshold for Melbourne and regional Victorian areas based on research conducted by Monash University.

The system is based upon a demonstration that, when the mean daily temperature exceeds a threshold of 30°C (mean of today’s maximum temperature and tonight’s minimum temperature), the average daily mortality of people aged 65 years or more is about 15–17% greater than usual. Similar numbers of excess deaths also occur when daily minimum temperatures exceed 24°C (increases of 19–21% over expected death rate)<sup>vi</sup>.

During the summer season, the Department of Health monitors the seven day forecast provided by the Bureau of Meteorology and notifies local councils of impending heatwaves.

An example of calculating the 'threshold' is demonstrated below:

Thursday -forecast Minimum: 20° C Maximum: <b>38° C</b>	Friday - forecast Minimum: <b>25° C</b> Maximum: 31° C	$(38^{\circ} \text{ C} + 25^{\circ} \text{ C})/2 = 31.5^{\circ} \text{ C}$ <b>The threshold for Queenscliffe = Mean of 30°C</b>
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The Department of Health and Human Services issued heat health alerts for six days during 2016-2017 summer. In comparison, heat health alerts were issued for ten days during 2015-2016. Fortunately Victoria has had no prolonged heat events like those experienced in 2009 and 2014. As at the end of October 2017, two Heat Health alerts had been issued for the Central District.

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## About the Borough of Queenscliffe

### Location

The Borough of Queenscliffe is located at the eastern tip of the Bellarine Peninsula and forms one side of Port Phillip Heads - opposite Point Nepean in the Mornington Peninsula. It is surrounded by Bass Strait, Port Phillip Bay and Swan Bay on three sides. On its fourth side, it has a land boundary with the City of Greater Geelong.

The Borough is approximately 105 kilometres south-west of Melbourne and 35 kilometres east of the regional city of Geelong.

### Our community

The Borough of Queenscliffe has a unique demographic profile of permanent residents, as sourced from the Census 2016:

- There are 2,853 permanent residents, living in 2,802 dwellings.
- The 55.9% of private dwellings unoccupied during the 2016 census is indicative of the large temporary population as many property owners only holiday or live part-time in the Borough.
- 58% of the permanent resident population live in Point Lonsdale.
- 50.5% of the population is aged over 60.

This population profile presents a range of challenges for Council, particularly given the population fluctuations associated by tourism and the attraction of the Borough over the summer period which increases to around 17,120 people. (Source: National tourism data)

Age structure provides key insights into the level of demand for services and facilities, as most services and facilities are age-specific. The following table shows the breakdown in age structure for the Borough of Queenscliffe compared to the Victorian average in 2016.

	Borough of Queenscliffe	Victorian Average
Babies and Pre-schoolers (0 to 4 years)	2.7%	6.3%
Children (5 to 17 years)	11.9%	15.5%
Adults (18 to 59 years)	34.8%	57.3%
Mature adults and Seniors (65 to 84 years)	45.3%	18.8%
Elderly (85 years and over)	5.2%	2.2%

Source: [www.profile.id.com.au/queenscliffe](http://www.profile.id.com.au/queenscliffe)

## History of heatwaves in the Borough of Queenscliffe

The following table shows over the past eight years when temperatures have been extreme during the summer periods resulting in a heatwave event.

Period	Date	Temperature °C
<b>2008/2009</b>		
	28 January 2009	43.6
3 day event	29 January 2009	45.3
	30 January 2009	44.0
1 day event	7 February 2009	47.4
<b>2009/2010</b>		
1 day event	23 December 2009	40.0
2 day event	11 January 2010	44.9
	12 January 2010	33.0
<b>2010/2011</b>		
No Heatwave Events		
<b>2011/2012</b>		
1 day event	2 January 2012	41.8
2 day event	25 February 2012	38.6
	26 February 2012	35.9
<b>2012/2013</b>		
No Heatwave Events		
<b>2013/2014</b>		
	14 January 2014	44.9
4 day event	15 January 2014	40.6
	16 January 2014	42.5
	17 January 2014	45.4
<b>2014/2015</b>		
2 day event	2 January 2015	39.8
	3 January 2015	39.6
<b>2015/2016</b>		
1 day event	19 December 2015	44.4
1 day event	31 December 2015	41.6
1 day event	13 January 2016	43.7
1 day event	23 February 2016	42.0
1 day event	8 March 2016	32.7
<b>2016/2017</b>		
1 day event	7 January 2017	37.6

Source: Bureau of Meteorology, Avalon Airport (pre June 2011) & Breakwater (Geelong Racecourse) (From July 2011)

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## The Heatwave Plan

### Aim

The purpose of this heatwave plan is to clearly outline how the Borough of Queenscliffe plans to lessen the impact of heatwaves on members of the local community.

### Objectives

This heatwave plan aims to reduce heatwave associated risks within the Borough of Queenscliffe municipality by:

- identifying risks to the community
- assessing the vulnerability of the community to those risks
- providing options to reduce or eliminate the risks and impacts of a heatwave on the municipality
- having arrangements in place to reduce the health impacts of heatwave
- developing media and communication messages, in line with whole of government messages, to inform the community and staff of the best way to look after themselves, relatives and their neighbours during a heatwave
- providing support and assistance throughout the duration of the heatwave
- ensuring response activities are consistent across the whole of government.

### Heatwaves and public health

Heat-related illness and heat stress occur when the body is unable to cool itself enough to maintain a healthy temperature. The body normally cools itself by sweating, but sometimes sweating isn't enough and the body temperature keeps rising.

Heat-related illness can range from mild conditions such as a rash or cramps to very serious conditions such as heat stroke, which can kill. Heat may worsen the condition of someone who already has a medical condition such as heart disease. Prevention is the best way to manage heat-related illness.

### Vulnerable groups within the community

Heatwaves are known to increase the incidence of illness and death, particularly among vulnerable population groups.

Vulnerable population groups include people with the following characteristics:

- older people (65 years and older)
- children under five years old
- pregnant or nursing mothers
- people with a pre-existing medical condition, such as diabetes, heart disease, kidney disease or mental illness
- people with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosis
- those living alone with little social contact
- people taking certain medications, such as those for depression or insomnia
- people with a disability.



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They also include people in the following circumstances:

- people without air-conditioning or who decide not to use it
- homeless people
- low income earners
- those with limited access to transport
- people who are outdoors for any reason, especially doing strenuous activity like working or playing sports
- residents in the upper floors of multi-storey buildings
- some people from culturally and linguistically diverse backgrounds who cannot access health services or information.

Because elderly people have a reduced ability to adapt to summer heat, they are more prone to heat stress. They are more likely to have a chronic medical condition and to be taking medication that may interfere with the body's ability to regulate temperature.

### Types of heat-related illness<sup>vii</sup>

Some heat-related illnesses and common symptoms include:

- Heat cramps – these are muscle pains or spasms, usually in the abdomen, arms or legs. They may occur after strenuous activity in a hot environment, when the body gets depleted of salt and water. They may also be a symptom of heat exhaustion.
- Heat exhaustion – this is a serious condition that can develop into heat stroke. Warning signs may include a pale complexion and sweating, rapid heart rate, muscle cramps and weakness, dizziness, headache, nausea, vomiting or fainting.
- Heat stroke – this is a life-threatening emergency and requires urgent attention. Heat stroke occurs when the body is unable to prevent the temperature rising rapidly. The symptoms may appear the same as for heat exhaustion, but the skin may be dry with no sweating and the person's mental condition worsens. They may stagger, appear confused, have a seizure, appear to have a stroke or collapse and become unconscious.

### What you can do to prevent heat-related illness in yourself and others<sup>viii</sup>

Before the hot weather:

- See your doctor and make sure your medical condition is as well controlled as possible.
- Undertake regular moderate exercise in warmer weather prior to severe hot weather to enable the body to adapt and cope better with hot weather.

Once the weather is hot:

- Drink plenty of water and non-alcoholic fluids. (If your doctor normally limits your fluids or you are on fluid tablets, you may need to check how much to drink while the weather is hot.)
- Avoid alcohol because of its dehydrating effects.
- Stay indoors, if possible with air-conditioning, or in the shade.
- Take a cool shower or bath.
- Wear lightweight, loose-fitting clothing.
- Reduce physical activity.

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- Check on older, sick and frail people who may need help coping with the heat.
  - Never leave anyone in a closed parked car.
  - Don't rely on fans to cool people unless they are well hydrated and there is adequate ventilation.
  - Know the signs and symptoms of excessive heat exposure and know how to respond.

If you must be out in the heat:

- Limit outdoor activity to morning or evening hours.
- Protect yourself from the sun and Slip, Slop, Slap when outside by using sunscreen, wearing a hat and covering exposed skin.
- Rest regularly in the shade and drink fluids frequently.

#### **What to do for heat cramps**

- Stop activity and sit quietly in a cool place.
- Increase fluid intake.
- Rest a few hours before returning to activity.
- Seek medical help if cramps persist.

#### **What to do for heat exhaustion**

- Get the person to a cool area and lie them down.
- Remove outer clothing.
- Wet skin with cool water or wet cloths.
- Seek medical advice.

#### **What to do for heat stroke**

- Call triple zero (000) for an ambulance.
- Get the person to a cool, shady area and lie them down.
- Remove clothing and wet skin with water, fanning continuously.
- Position an unconscious person on their side and clear their airway.

**If you are concerned that someone may be suffering heat-related illness, encourage them to see their doctor.**

#### **Where to get help**

- In an emergency, call triple zero (000) for an ambulance
- Your doctor
- Bellarine Community Health Inc., Nelson Road, Point Lonsdale 3225 Tel. 5258 0888
- Nurse-on-Call Tel. 1300 606 024

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## Heatwaves and animals

Animals are also vulnerable to the effects of heatwaves. Many animals cannot shed their coats when they become hot and their various cooling mechanisms are very different, and somewhat limited, compared to people.

### **What you can do to prevent heat-related illness in your animals<sup>ix</sup>**

- On very hot days, it is best to walk your pets in the coolness of the early morning or evening. You may even take them to the local beach, creek or river to let them have a paddle to cool down. By avoiding the hottest part of the day, both you and your pets will enjoy the walk even more and your pets will avoid possible dehydration, sunburn and potentially painful paws.
- All pets must have cool, shady areas. Cats and dogs are able to move around and seek shade, but small animals such as rabbits, guinea pigs and birds can't move from their cages. Make sure that your caged animals are not in direct sunlight and that their cages are protected from the sun as the shade moves.
- Make sure that your pets have access to plenty of cool water. It is a good idea to provide several good-sized water containers in case one is spilt. Ensure the containers are in the shade, try adding some ice to the water to keep it cool for longer.
- Consider using a small swimming pool (or a child's clam shell), fill it with water and place in the shade. Your dog can then wade in the water to keep cool. If your pets share your yard with children, remember to have all necessary precautions in place, including fencing, in order to keep them safe.
- Never leave your pets in a car on a hot day as they will not cope, even with the windows down. If it feels hot to a person sitting in a parked car, it will feel much hotter to an animal in a fur coat.
- Rabbits and guinea pigs are particularly susceptible to heat and a good remedy is to put a frozen water bottle in their cages so that they can regulate their body temperature. Replace these bottles as required.
- Small animals such as rabbits, guineapigs and ferrets, as well as kittens and puppies, cope best if brought inside. If allowed free run in a laundry or bathroom, they will benefit from the cool tiles. If this is not possible, drape their cage with wet towels and provide a sturdy icepack or frozen water bottle for the animal to lean against so it can to regulate its own body temperature.
- If your animal seems to be in discomfort, try wetting its feet and misting water onto its face. This is an option for dogs, cats, ferrets, poultry and caged birds as many animals control their inner temperature through their feet. It's important not to saturate a bird's feathers as this can cause them to go into shock.

If you are concerned that your animal may be suffering heat-related illness, contact your local veterinarian.

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## Levels of response

The Borough of Queenscliffe's response to a heatwave will be divided into four stages:

- **Stage One: Awareness**

Awareness will commence at the end of November each year. The Department of Human Services will provide heatwave health information to councils across the state. This information will be disseminated to the community via Council's website, ratepayer newsletters, local media organisations and through Council's Aged Care Services.

- **Stage Two: Alert**

Alert will commence upon the Borough of Queenscliffe receiving a heatwave warning from either the Department of Human Services or Bureau of Meteorology. Notification will be sent out alerting stakeholders to prepare to activate heatwave management arrangements. Aged Care Service staff to update contact lists of vulnerable clients. Further information will be disseminated to the community via Council's website, ratepayer newsletters, local media organisations, through Council's Aged Care Services and through key stakeholder agencies.

- **Stage Three: Activation**

Heatwave occurs. Communication to the community will continue as in the previous Alert stage, including encouragement for the community to adopt a "check your neighbour" routine. Aged Care Services to review contact lists updated during the 'Alert' stage and commence contacting clients.

- **Stage Four: Emergency**

Emergency will be triggered when a heatwave is exacerbated by severity, length, blackout or another emergency. Upon this occurring, the Municipal Emergency Resource Officer (MERO), or their deputy, will declare an emergency and enact the Municipal Emergency Management Plan (MEMP).

## Action Plans

### Before Summer

Objective	Action	Responsibility	Timeframe
1. Identify vulnerable people and groups and the Council employees who deal directly with them	Use client lists from Aged Care Services to identify individuals and distribute heatwave information through carer networks	Community Services Coordinator	November
	Identify established community groups that fit resident risk profile and arrange for information to be distributed; including the Police Bellarine Community Register	MERO Note. List forms part of MEMP.	November
	Distribute information to Maternal and Child Health Services and request they identify vulnerable clients and establish a contact list	Community Services Coordinator	November
2. Create awareness of the dangers posed by heatwaves	Develop information material on heat-wave preparedness Develop a fact sheet aimed at Community Care Workers Develop information sheet aimed at pet owners	Executive Officer Community Engagement & Customer Services/ Community Services Coordinator/ Environmental Health Officer	November
	Introduce a training program targeted at Community Care Workers and Council employees providing a service to vulnerable groups to provide guidance on minimising and coping with heat related health risks	MERO / Municipal Recovery Manager (MRM) / Community Services Coordinator	November
	Distribute heatwave information internally to all Council employees to increase heatwave awareness	Environmental Health Officer /MRM	November
3. Develop partnerships	Investigate existing relationships with other organisations (public and private) to identify common interests and planning platforms	MRM	November
	Develop promotional opportunities for heatwave awareness including joint articles in local newspapers	Executive Officer Community Engagement & Customer Services	November

## Immediately before forecast extreme heat

Objective	Action	Responsibility	Timeframe
1. Activate resources to ensure the heatwave message is reaching people identified as vulnerable	Update client lists from Aged Care Services of vulnerable clients Ensure vulnerable clients are contacted and informed of the pending heatwave Direct Community Care Workers to distribute heatwave information personally	Community Services Coordinator	Immediately
	Inform key stakeholder group who are likely to include vulnerable people (via phone or email) of pending heatwave and provide them with information material, such as senior citizens, neighbourhood house, bowling clubs	MERO / MRM	Immediately
	Distribute information to Maternal and Child Health services and request that information be forwarded to vulnerable people identified during stage one	MRM / Community Services Coordinator	Immediately
	Distribute fact sheet guidance notes to Council Customer Services	MRM / Executive Officer Community Engagement & Customer Services / Environmental Health Officer	Immediately
	Advise the Police Bellarine Community Register of the pending heatwave	MRM	Immediately
2. Alert all employees to the pending heatwave	Distribute information to all employees on the precautions they need to take to protect themselves from the heat	Environmental Health Officer /All Managers and supervisors	Immediately
3. Provide advice to the general public	Disseminate information to the wider community via Council's website, ratepayer newsletters, local media organisations, through Council's Aged Care Services and through key stakeholder agencies	Executive Officer Community Engagement & Customer Services	Immediately

## During extreme heat

Objective	Action	Responsibility	Timeframe
1. Continue activities to ensure the heatwave message is reaching people identified as vulnerable	Ensure that Aged Care Services staff are aware of risk and protective factors and implement, where appropriate, daily visits or phone calls for high risk individuals living on their own who have no regular daily contacts	MRM / Community Services Coordinator	Immediately
	Encourage residents to adopt a 'check your neighbour' routine. Advise residents to contact a GP, hospital or on call nurse if there are concerns about an individual's health	MRM / Executive Officer Community Engagement & Customer Services	Immediately
	Follow up with Bellarine Community Health Inc. should they require additional information material	MRM / Environmental Health Officer	Immediately
	Continue to distribute information amongst previously identified community groups	MRM / Executive Officer Community Engagement & Customer Services	Immediately
	Provide the Police Vulnerable Persons' Register (when established) with information to pass onto those registered	MRM	Immediately
2. Advise all employees to the activation of the Heatwave Plan	Distribute information to all employees on the precautions they need to take to protect themselves from the heat	All Managers and supervisors	Immediately
3. Provide advice to the general public	Disseminate information to the wider community via Council's website, ratepayer newsletters, local media organisations, through Council's Aged Care Services and through key stakeholder agencies - including fact sheet information for people and pet care Refer to Appendix 1 – Communications Plan	MRM/ Executive Officer Community Engagement & Customer Services/ Community Services Coordinator	Immediately

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## After extreme heat

Objective	Action	Responsibility	Timeframe
In the event of a major incident being declared, all existing emergency policies and procedures under the Borough of Queenscliffe Municipal Emergency Management Plan will apply.	The Municipal Emergency Resource Officer (MERO), or their deputy, will declare an emergency and enact the Municipal Emergency Management Plan	MERO	Immediately

## Annual review

Heatwaves can occur with only a week's notice, or less in some cases, therefore it is important to regularly review and exercise this plan (as part of the Municipal Emergency Management Plan) and make amendments as required.

Each review should include feedback mechanisms for evaluating its effectiveness. The Plan must be reviewed at least annually, as directed by the Borough of Queenscliffe MERO.

## References

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<sup>i</sup> Heatwave Plan for Victoria – Protecting health and reducing harm from heatwaves, Victoria Government Department of Health, Melbourne, Victoria, 2011

<sup>ii</sup> Special Climate Statement 48 – one of southeast Australia's most significant heatwaves, Australian Government Bureau of Meteorology, 21 August 2014

<sup>iii</sup> <http://www.vifm.org/2014/02/vifm-records-spike-in-reported-deaths-as-heatwave-hits-Victoria>, Victorian Institute of Forensic Medicine, 3 February 2014

<sup>iv</sup> Coates, L, Haynes, K, O'Brien, J, McAneney, KJ, Dimer de Oliveira, F (October 2014) 'Exploring 167 years of vulnerability: An examination of extreme heat events in Australia 1844–2010', Environmental Science & Policy, Volume 42

<sup>v</sup> Heatwave Plan for Victoria 2009–2010, Victorian Government Department of Health, Melbourne, Victoria, December 2009

<sup>vi</sup> Nicholls, Skinner, Loughan and Tapper, 2008, 'A simple heat alert system for Melbourne, Australia' International Journal of Biometeorology, vol. 52

<sup>vii</sup> [http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat\\_stress\\_and\\_heat-related\\_illness?open](http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_and_heat-related_illness?open) , Victorian State Government Last updated: January 2009

<sup>viii</sup> [http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat\\_stress\\_and\\_heat-related\\_illness?open](http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_and_heat-related_illness?open) , Victorian State Government, January 2009

<sup>ix</sup> [http://www.rspcavic.org/animal\\_care/summer\\_care.htm](http://www.rspcavic.org/animal_care/summer_care.htm) , January 2010



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## Appendix 1 – Communications Plan

### Objectives

The objectives of the communications plan are to:

- provide information and advice in a timely manner targeted at the identified stakeholders
- ensure that health information and support is readily available to our community
- increase the capacity of our community to prepare for and respond to heatwaves.

### Stakeholders

Borough of Queenscliffe community  
Councillors and Council staff  
Visitor Information Centre  
Department of Health  
Bellarine Community Health  
Emergency services (Ambulance Victoria, SES, CFA, Vic Police, Red Cross)  
Local media agencies and broadcasters  
Lonsdale Childcare Centre  
Queenscliff Senior Citizens Centre  
Queenscliff and District Neighbourhood House

### Key Messages

The Borough of Queenscliffe encourages residents to become familiar with ways to stay healthy in the heat. Key heat health messages include:

#### Stay out of the heat

- Stay out of the sun during the hottest part of the day
- Avoid extreme physical exercise
- Wear light, loose fitting clothes

#### Cool your home down

- Keep your windows closed during the daytime and open them at night after the temperature has dropped
- Turn off non-essential electrical equipment and lights
- Move to the coolest room in your house to sleep

#### Keep yourself cool and hydrated

- Drink plenty of water and avoid alcohol or caffeine
- Take a cool shower
- Spray cool water over your skin or clothing
- Keep a damp cloth on the back of your neck

#### What you can do for others

- Telephone or visit sick or elderly neighbours
- Keep telephone numbers handy for services which may provide assistance
- Be familiar with the cool areas in Queenscliff and Point Lonsdale, such as the library or your local sports club

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## **Distribution of Key Messages**

### Media Releases and Alerts

At Stage Two one media release will be distributed to all media outlets including local community newsletters each summer. Media alerts will be distributed to all local media and across Council's social media channels upon implementation of Stage Three.

### Media Distribution List

Council's standard media distribution list will be utilised for all Stage One, Two and Three information. This includes local emergency broadcasters, commercial and public radio and local newspapers.

If additional stakeholders would like access to this material for their own publication, it can be made available upon request.

### External Council Newsletter article

One brief article pointing to additional information will be included in the Council newsletter.

### Council website

A heatwave page is to be created and maintained under [www.queenscliffe.vic.gov.au/community/emergency-management](http://www.queenscliffe.vic.gov.au/community/emergency-management). The MERO, in consultation with the Environmental Health Officer, is responsible for providing the content to the heatwave page. The content shall be reviewed annually prior to each summer and ad hoc at each Stage Three implementation and inform the Executive Officer Community Engagement & Customer Services if any amendments are required.

At each Stage Three implementation the Executive Officer Community Engagement & Customer Services will include a heatwave slide on the homepage.

### FAQ Information Sheet

FAQ/information sheets provided by the Department of Health will be available via Council's website and printed copies available from Customer Services and at the Visitor Information Centre.