



Humanity Road – Australia

Activation: Cyclone Debbie

Publication Date: Regional Situation Report, No. 1, 30 March 2017

Highlights

Tropical Cyclone Debbie made landfall at Airlie Beach in Queensland, Australia as a Category 4 storm on March 28, 2017 at 12:15pm AEST. [source](#), [source](#) It toppled trees, downed power lines, damaged roofs and signs, and created flooding in coastal areas from Bowen to Mackay. Fire and rescue workers and the military are assisting with rescues and recovery. 3000 people are stranded on the Whitsundays with no power or phone reception after bad weather forced evacuations to be cancelled [source](#).

In advance of landfall of the cyclone, Humanity Road activated its disaster desk on March 28 at 7:20 am local time in Queensland. Volunteers using social media guided the public on official agencies to follow to gain updated information about the situation. On Thursday, March 30 at 8:00 am local time, Humanity Road published this Regional Situation Report No. 1 containing social media links and helpful information for the public impacted.

Twitter Handles

[@HumanityRoad](#)
[@DisasterAnimals](#)
[@jAidDog](#)

Facebook Pages

[Humanity Road](#)
[Animals in Disaster](#)

Contact: support@humanityroad.org

About Humanity Road: Founded in 2010 as a 501(c)(3) non-profit corporation, [Humanity Road](#) is a leader in the field of online disaster response. Through skilled and self-directed work teams, Humanity Road and its network of global volunteers aim to provide the public and disaster responders worldwide with timely and accurate aid information. Providing such information helps individuals survive, sustain, and reunite with loved ones. For more information, please visit www.humanityroad.org or call 1-800-931-1951. [Support our work](#), CFC 28433.

Cyclone Debbie, Queensland, Australia - March 30, 2017

Situation Report – (period covered: 29-30 Mar 2017)

Prepared by: [Humanity Road](#) / [Animals in Disaster](#) Follow: @Humanityroad / @Disasteranimals / @jAidDog

Situation Overview

Background:

Cyclone Debbie made landfall at Airlie Beach in Queensland, Australia as a Category 4 storm on March 28, 2017 at 12:15pm AEST. [source](#), [source](#) It toppled trees, downed power lines, damaged roofs and signs, and created flooding situations in coastal areas from Bowen to Mackay. Fire and rescue workers and the military are assisting with rescues and recovery.

Highlights:

30 Mar

- 3000 people are stranded on the Whitsundays with no power or phone reception after bad weather forced evacuations to be cancelled [source](#)

29 Mar

- Whitsunday Disaster Coordination Centre Update [source](#)
 - The Whitsunday Disaster Coordination Centre is asking all residents to stay off the roads and conserve water as much as possible, in the wake of power outages and fallen powerlines across the Whitsunday region after Tropical Cyclone Debbie.
 - All Whitsunday residents are urged to conserve water in their homes to ease the pressure on water and sewerage networks, currently without power.
 - Operators are currently working with Ergon Energy to reestablish temporary generators as soon as possible until power can be fully restored.
 - For latest up-to-date information and official advice, listen to your local radio stations and follow Whitsunday Disaster & Emergency Facebook page [here](#)
- Red Cross has opened Register-Find-Reunite. It is important for emergency management agencies to know where people are during emergencies. By registering with Register.Find.Reunite. you are also letting important services know that you are OK and what support you may need. [source](#)

GENERAL INFORMATION

National Links

- [Australian Emergency Management](#)
- [Australian Bureau of Meteorology](#)
- [Emergency Management Queensland](#)
- [NASA's Hurricane Facebook Page](#)

Regional and Local Links

- [Queensland government](#)
- [Queensland Weather and Warnings](#)
- [Queensland Coastal Councils](#)
 - [Livingstone Shire Council](#)
 - [Isaac Regional Council](#)

- [Moretonbay Council](#)
- [Burdekin Council](#)
- [Redland Council](#)
- [Central Highlands Regional Council](#)
- [North Burnett Regional Council](#)
- [Banana Shire Council](#)
- [Bundaberg Regional Council](#)
- [South Burnett Regional Council](#)
- [Queensland Alert](#)
- [Queensland Department of Community Safety](#)
- [Queensland Police Service](#)
- [Queensland Ambulance Service](#)
- [Queensland Disasters and Alerts](#)

Communications

Communication Companies and Status Reports

- **Telstra** - [Website](#), [Facebook](#), [Twitter](#)
 - Faults and technical Support 13 2999.
 - 29 Mar: Telstra customers in affected areas will receive free calls and credits. [Source](#)
 - 29 Mar: There are 60 physical mobile sites affected including 58 x 3G base stations and 33 x 4G base stations. Some of the impacted sites are: Collinsville, Miltons Lookout, Mount Carlton Mine R/T, Bucasia Exchange, Flame Tree Creek, Dingo Beach, Mackay Central, Marian, Mornabah East, Mount Nutt, South Paget, Proserpine Airport, Seaforth, Woodwark. Local teams are preparing to visit evacuation centres when it is safe, and have collected a range of phone chargers, interim devices and spare SIM cards to distribute to customers. [source](#)
- **Optus** - [Website](#), [Facebook](#), [Twitter](#)
 - Customer hotline: 1300 300 937
 - [Optus Outage Map](#)
 - 29 Mar: As of 12.30 pm (AEST) today, there remains some localised impact to Optus' mobile network in Queensland as a result of Cyclone Debbie. As a result of power failures there are currently no Optus mobile voice or data services in Ayr, Bowen, Airlie Beach, Proserpine, Mackay, Hamilton Island, Daydream Island, Sarina, Clairview, Dingo Beach and Moranbah. Optus technicians are working to restore power as a priority to a number of sites in and around Mackay, using portable generators. [source](#)
- **Vodafone** - [Website](#), [Twitter](#), [Facebook](#)
 - Customer care: 1555 or 1300 650 410 [source](#)
 - 28 Mar: 5:00 PM (AEDT): Customers in Queensland may be experiencing little or no mobile service due to power outages caused by Cyclone Debbie. The areas affected include: Airlie Beach, Bloomsbury, Bowen, Central Mackay, Elaroo, Foxdale, Hamilton Island, Mount Little, Mount Mary, Proserpine, Slade Point, Seven Sisters and Shute Harbour. [source](#)
- **NBN** - [Website](#), [Facebook](#), [Twitter](#)

- **Skymesh - [Website](#)**
 - Customer Support: 1300 759 637, SMS 0458 759 637. [source](#)
 - 29 Mar: We have a lot of customers in North Queensland whose services (and phone lines) have been badly affected by Cyclone Debbie, so we're getting way more calls and emails than normal. This is causing our wait times to blow out for both Support and Accounts. We've posted this on our Advisories Page - <http://staging-www.skymesh.net.au/advisories/>. [Source](#)
 - 27 Mar: SkyMesh has a large number of customers in Far North Queensland and many of them are affected by Cyclone Debbie. While Debbie has been downgraded to tropical low, it's still delivering damaging winds and heavy rain and affecting satellite services as well as nbn Fixed Wireless services. If you're calling our Support Team, please be aware that call wait times have increased significantly as has the callback time. If you're a resident in FNQ affected by the cyclone, please be aware that we're happy to suspend billing if your home is damaged and you can't use your service. If you have difficulty paying your account, please let us know or just complete the online form here - <http://www.skymesh.net.au/hardship/>. [source](#)

Power

Power Companies and Status Reports

- **Ergon Energy - [Website](#), [Twitter](#)**
 - Call 131670 to report downed power lines. Call 132296 to report faults. [Source](#)
 - [Power outage map](#)
 - 29 Mar: We currently have 61,000 customers without power, mostly in the Whitsunday and Mackay area, in the communities of Airlie Beach, Cannonvale, Proserpine, Bowen, Mackay, Sarina, Moranbah and Clermont. Access has been difficult today due to an accident on the Bruce Highway and rising flood waters. Some restorations have occurred in Home Hill, Moranbah including the airport and Mackay. [source](#)
- **Energex - [Website](#), [Facebook](#), [Twitter](#)**
 - Report fallen power lines or electric shocks call 131962. Power outages call 136262. [Source](#)
 - [Power outage list](#) (updated every 15 minutes)
 - 30 Mar: 4:43am, 2102 customers without power in Sunshine Coast. [source](#)

Pictures and Videos

- 30 Mar: (video) Rooms flooded in Bowen. [source](#)
- 29 Mar: (video) Seven News Queensland [source](#)
- 29 Mar: (video) Paradise Lost: Airlie Beach and Whitsundays battered by Cyclone Debbie. [source](#)
- 29 Mar: (photo) Damaged boats at Airlie Beach [source](#)
- 29 Mar: (photo) Damaged buildings at Airlie Beach. [Source](#)
- 29 Mar: (video) Damage on Hayman Island. [Source](#)
- 29 Mar: (photo) Damage on Hayman Island. [source](#)
- 29 Mar: (photo) Damage on Hamilton Island. [Source](#)
- 29 Mar: (photo) Damaged structures on Hamilton Island. [Source](#)
- 29 Mar: (video) Flooding in Bowen. [source](#)

INFORMATION BY REGION

[Whitsunday Region website](#) [facebook](#)

- **Airlie Beach** (population [909](#))
 - 29 Mar: People in need of food, water, fuel for generators, and police to stop looting and theft. [source](#)
 - 29 Mar: (photo) Flooding in Flametree, Airlie Beach. Main street also flooded. [source](#)
 - 29 Mar: Power lines down, trees down, major damage [source](#)
 - 29 Mar: Airlie Beach Helipad will be operational on Thursday for helitaxi services to and from major islands and ports. [source](#)
 - 29 Mar: No communications from Beach Base Resort. [source](#)
 - 29 Mar: Reports of backpackers being thrown out of hostels in Airlie Beach. [Source](#)
 - 29 Mar: (photo) Damaged buildings at Airlie Beach. [Source](#)
- **Bowen** (population [10,260](#))
 - 30 Mar: no cell services as towers down [source](#)
 - 30 Mar: (video) Rooms flooded in Bowen. [source](#)
 - 29 Mar: All roads around Bowen are cut off. [source](#)
 - 29 Mar: No power, minimal communications available, radar down also. Lots of damage. [source](#)
 - 29 Mar: (video) Flooding in Bowen. [source](#)
- **Cannonvale** (population [4,886](#))
 - 29 Mar: power lines down, communications, water supply impacted [source](#)
 - 29 Mar: Optus down but Telstra working. Internet and power outages. [source](#)
 - 29 Mar: Flooding in Cannonvale. [source](#)
 - 29 Mar: (photo) Truck stuck, flooded roads. [source](#)
 - 29 Mar: (photos) Flooding in Cannonvale. [source](#)
- **Collinsville**
 - 29 Mar: Communications are down. Damage was noted in town with houses damaged, trees and powerlines brought down. No power or water. [source](#)
- **Daydream Island**
 - 29 Mar: Internet and mobile phone services affected. [source](#)
 - 29 Mar: Guests and residents were to be evacuated by air, but this was cancelled due to bad weather. 500 people are low on drinking water. A barge was being sent with water until they can be safely evacuated. [Source](#)
- **Dingo Beach**
 - 29 Mar: No power or phone reception. Damage to roofs and vegetation. [source](#)
- **Guthalungra** (population [222](#))
 - No information
- **Hamilton Island**

- 29 Mar: Power out on Hamilton Island. [source](#)
- 29 Mar: Internet and mobile phone services affected. [source](#)
- 29 Mar: Guests and residents were to be evacuated by air, but this was cancelled due to bad weather. Commercial flights are set to resume on 30 March, but Virgin Australia will not fly to Hamilton Island for at least the next three days. [source](#)
- 29 Mar: (photo) Damage on Hamilton Island. [source](#)
- 29 Mar: (photo) Damaged structures on Hamilton Island. [source](#)
- **Hayman Island**
 - 29 Mar: Communications across both Hamilton Island, Hayman Island and any of the other Whitsunday Islands remain weak at best due to damage. [source](#)
 - 29 Mar: No contact yet from Hayman Island. [source](#)
 - 29 Mar: (photo) Damage on Hayman Island. [source](#)
 - 29 Mar: (video) Damage on Hayman Island. [source](#)
 - 29 Mar: (photo) Flooding on Hayman Island. [source](#)
- **Jubilee Pocket** (population [1,690](#))
 - 29 Mar: “Jubilee pocket is underwater we have evacuated through waist deep water with the dogs to the boat as refuge going to be another long night...” [source](#)
 - 29 Mar: (photos) Storm surge entering houses through the Jubilee Pocket area. [source](#)
- **Proserpine**
 - 29 Mar: People in need of food, water, fuel for generators, and police to stop looting and theft. [source](#)
 - 29 Mar: (video) Storm in Proserpine. [Source](#)
 - 29 Mar: People were rescued by boats following torrential rain and flooding. No running water or electricity. A lot of power lines and trees down, dead animals including lots of small birds. [source](#)

[Mackay Region](#)

- **Mackay**
 - 29 Mar: no power. [source](#)
 - 29 Mar: phone networks patchy. [source](#)
 - 29 Mar: (photo) no power. [source](#)
 - 29 Mar: (photo) Flooded houses in Mackay. [source](#)
 - 29 Mar: (photo) Flooded car park in Mackay. [source](#)
- **Midge Point**
 - 29 Mar: (video) Flooding that caused people to evacuate. [source](#)
 - 29 Mar: Some damage and a storm surge which inundated houses up to 3 streets inland. [source](#)

[North Queensland](#)

- **Burdekin** [website](#) [twitter](#) [facebook](#)

- 29 Mar: Burdekin Local Disaster Management Group announcements including flood reports. [Source](#)
- 29 Mar: Giru and Mount Kelly residents should conserve water. Power outages can affect water supplies and treatment facilities. [Source](#)
- **Townsville**
 - 29 Mar: Telecommunication issues hamper efforts in Townsville: “Debbie” the cockatoo is hunkering down to spend a second night with her rescuer as road closures and telecommunication issues hamper efforts to get the bird to a wildlife carer. [Source](#)
 - 29 Mar: Mayor of Townsville is sharing updates on Facebook [Source](#) and the Local Disaster Group Management Group has been stood down but avail to deploy should they be required. Their [final video #7 and all videos are here](#)
 - 29 Mar: The Disaster Coordination Centre phone line has been deactivated. People should phone council on 1300 878 001 with questions or concerns
 - 29 Mar: Council services, including bin collection, have returned to normal. Staff will work extended hours today to collect bins not emptied yesterday
 - 29 Mar: The Rockpool is expected to reopen tomorrow