

Sunshine Coast
Local Disaster Management Plan 2012 - 2013



SC Disaster Management App A Plan

Sunshine Coast Local Disaster Management Plan 2012 - 2013

Foreword from Chair of the Sunshine Coast Local Disaster Management Group

Sunshine Coast Council's disaster management policies are based upon the principles contained in the Queensland Disaster Management Act 2003, an all hazards approach, and a commitment to building a prepared and resilient community through a prevention, preparedness, response and recovery framework.

The Sunshine Coast Local Disaster Management Plan 2012 - 2013 is the result of an extensive review undertaken by the Local Disaster Management Group of our original Plan.

It identifies the actions to ensure an effective and coordinated response to a disaster event in support of our local community and the means to facilitate a speedy recovery and return to a safe and secure environment as soon as possible after a disaster.

In doing this, the Plan integrates federal and state disaster management arrangements and details how the district group can best provide assistance as and when required.

The primary focus of this Plan is to ensure the safety of the Sunshine Coast community. It aims to preserve lives and prevent injuries, to mitigate property damage, and to protect our environment.

On your behalf, I would like to thank all the volunteers, emergency services and council employees who work tirelessly on an ongoing basis to ensure our community is safe in times of emergency or disaster.

.....

Cr Mark Jamieson
Mayor Sunshine Coast Regional Council

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1 - INTRODUCTION, ADMINISTRATION & GOVERNANCE

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1.1 AIM & PURPOSE OF THIS PLAN

The aim of this Plan is to:

- (a) minimise the effects of,
- (b) coordinate the response to, and
- (c) ensure the recovery from a disaster or emergency affecting the Sunshine Coast region.

The purpose of this plan is to ensure the safety of the Sunshine Coast community and to preserve lives, livelihoods and the environment in the event of a disaster affecting the region. Our priority is the preservation of human life.

This plan and the associated management arrangements have been developed with a community focus.

1.2 KEY OBJECTIVES

The broad objectives of this Disaster Management Plan are to:

- (a) ensure that a coordinated and effective system of disaster management exists for the Sunshine Coast
- (b) detail specific strategies relating to the prevention and preparedness for, response to and recovery from a disaster.

The specific objectives of the plan are:

1.2.1 Prevention

- (a) Develop systems that reduce disaster risks and ensure adherence to these procedures.
- (b) Assist the community to be aware of methods of mitigating the adverse effects of an event, through community education and awareness.
- (c) Investigate and implement, where appropriate, strategies and initiatives to reduce the impact of disasters on the sunshine coast community using best practice emergency risk management processes.

1.2.2 Preparedness

- (a) Enhance the community's capacity to prepare for, respond to and recover from a disaster so as to increase community resilience.
- (b) Encourage an effective all agencies, all hazards approach.
- (c) Identify those lead agencies that will provide guidance and leadership for the group on specific hazards.
- (d) Identify resources to maximize the region's response capability.
- (e) Establish relationships to increase disaster management capability.
- (f) Improve the capacity of disaster management agencies by encouraging the sharing of knowledge, participation in training and shared exercises.

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1.2.3 Response

- (a) Ensure that the responsible lead agency is supported in their response to a particular emergency event.
- (b) Ensure there is effective and timely communication with the community on the nature and impact of the event.
- (c) Ensure regional cooperation and coordination of response efforts during a disaster.
- (d) Minimize the impact on the community from a disaster event or emergency situation through effective response.
- (e) Lay the ground work for the re-establishment of the community as effectively and efficiently as possible.

1.2.4 Recovery

- (a) Provide the framework for post event assistance to the affected community and provide immediate post event welfare as appropriate.
- (b) Ensure the recovery priorities of the community are identified and met.
- (c) Reduce the community consequences following an event.

1.3 AUTHORITY TO PLAN

Sunshine Coast Council has a legislative responsibility to develop a Local Disaster Management Plan in accordance with s57 of the *Queensland Disaster Management Act 2003 (The Act)*.

“s 57 Plan for disaster management in local government area

- (1) A local government must prepare a plan (a local disaster management plan) for disaster management in the local government’s area.*
- (2) The plan must include provision for the following—*
 - (a) the State group’s strategic policy framework for disaster management for the State, and the local government’s policies for disaster management;*
 - (b) the roles and responsibilities of entities involved in disaster operations and disaster management in the area;*
 - (c) the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in paragraph (b)*
 - (d) events that are likely to happen in the area;*
 - (e) strategies and priorities for disaster management for the area;*
 - (f) the matters stated in the disaster management guidelines as matters to be included in the plan;*
 - (g) other matters about disaster management in the area the local government considers appropriate”.*

“s 58 A local disaster management plan must be consistent with the disaster management guidelines”

This plan has been produced by and with the authority of Sunshine Coast Council pursuant to s57 and s58 of The Act.

This plan is the result of the co-operative efforts and consultation amongst the Sunshine Coast Local Disaster Management Group (Local Group).

1.4 APPROVAL OF SUNSHINE COAST LOCAL DISASTER MANAGEMENT PLAN

1.4.1 Approval and Adoption of the Plan by the Sunshine Coast Local Disaster Management Group

Extract of Minutes of Sunshine Coast Local Disaster Management Group Meeting 21 March 2012.

SUNSHINE COAST LOCAL DISASTER MANAGEMENT PLAN

Sunshine Coast Local Disaster Management Plan for 2012

Resolution 1

Moved: Alan 'Fox' Rogers

Seconded: Mike Lollback

That the Sunshine Coast Local Disaster Management Group:

- (a) adopts the Sunshine Coast Local Disaster Management Plan as presented to its meeting on 21 March 2012 as its Plan for disaster management; and*
- (b) acknowledges the efforts of all persons involved in preparation of the updated plan.*

Carried.

Resolution 2

Moved: Alan 'Fox' Rogers

Seconded: Steve Fairless

That the Sunshine Coast Local Disaster Management Group endorses the Appendices and Sub Plans to the Sunshine Coast Local Disaster Management Plan as presented to its meeting on 21 March 2012.

Carried.

1.4.2 Approval and Adoption of the Plan by the Sunshine Coast Council

The Sunshine Coast Council accepts its roles and responsibilities as described in The Act.

It is intended that the Sunshine Coast Council will consider the adoption of this Plan during the second half of 2012.

Sunshine Coast Council approved and adopted the November 2009 version of this plan by Council Resolution OM09/313 at the Ordinary Meeting of Council 29th October 2009 in accordance with s80(1)(b) of The Act.

1.5 DISASTER MANAGEMENT LEGISLATION, GUIDELINES, POLICY AND STATE PLAN

1.5.1 Queensland Disaster Management Act 2003

The Queensland Disaster Management Act 2003 (The Act) provides for matters relating to Disaster Management in Queensland. This Local Disaster Management Plan (LDMP) has been prepared so that it is consistent and complies with The Act.

1.5.2 Queensland Government Disaster Management Strategic Policy Framework

This plan is consistent with the principles contained in the State Disaster Management Group's Disaster Management Strategic Policy Framework. The State Framework focuses on a comprehensive, all hazards approach with all levels and agencies of government working in partnership to reduce the effects of disasters and emergencies.

The Framework is based on the elements of disaster management in the Council of Australian Governments' report *Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)* and it supports and builds on the four guiding principles outlined in The Act:

1. disaster management should be planned across the four phases – prevention, preparation, response and recovery;
2. all events, whether natural or caused by human acts or omissions, should be managed in accordance with the strategic policy framework, the State disaster management plan, and any disaster management guidelines;
3. local governments should primarily be responsible for managing events in their local government area; and
4. district groups and the state group should provide local governments with appropriate resources and support to help the local governments carry out disaster operations.

A copy of the "Disaster Management Strategic Policy Framework Nov 2010" is available from the Queensland Government Disaster Management Website: www.disaster.qld.gov.au.

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1.5.3 Queensland State Disaster Management Plan - Principles of Disaster Management

The Queensland State Disaster Management Plan (SDMP) identifies five main principles of disaster management which form the basis of Queensland's Disaster Management Arrangements. The main principles support and build on the comprehensive and integrated approach adopted by the Australian Emergency Management Arrangements and the four guiding principles outlined in The Act.

1.5.3.1 Main Principles

The five main principles are:

- (a) comprehensive approach (as set out in the key objectives at item 1.2 of this Plan);
- (b) all hazards approach;
- (c) all agencies approach;
- (d) local disaster management capability; and
- (e) a prepared, resilient community.

Further description of the principles can be found in the SDMP which is available from the Queensland Government Disaster Management Website: www.disaster.qld.gov.au.

This LDMP is consistent with these principles.

1.5.4 The Disaster Management System in Queensland

This diagram represents the disaster management framework in Queensland, which comprises local, district, and state levels.



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1.5.5 Local Disaster Management Capability

The November 2010 amendments to The Act included the principle of Local Disaster Management Capability.

Local level capability is recognised as the frontline of disaster management. s4A(c) of The Act provides that local governments should primarily be responsible for managing events in their local government area. This is achieved through their Local Disaster Management Group (Local Group). S4 of The Act provides that District Disaster Management Groups (District Groups) and the State Disaster Management Group (State Group) should provide local governments with appropriate resources and support to assist the local government carry out disaster operations. *(Extract State Disaster Management Plan Nov 2010)*

1.6 AMENDMENT REGISTER AND VERSION CONTROL

This document is not to be altered, amended or changed in any way other than those amendments issued by the Local Group. However, the plan is intended to be a “live” document, open to suggested amendments, particularly from members of the Local Group.

Plans will be amended as follows:

Proposals for amendment to this plan should be made in writing to:

The Local Disaster Coordinator
Sunshine Coast Local Disaster Management Group
Locked Bag 72
Sunshine Coast Mail Centre Qld 4560

- With the exception of minor changes, typographical changes and changes to position titles suggestions for amendments to the plan will be submitted to the Local Group for discussion.
- If not supported a response will be provided to the submitter.
- Major amendments or updates to the plan will be approved by Council.

| Version | Date | Prepared By | Comments |
|---------|--------|------------------------|--|
| Final | Oct 09 | Sunshine Coast Council | This is the first Local Disaster Management Plan for the Sunshine Coast region made under the DM Act 2003 |
| Final | Mar 12 | Sunshine Coast Council | This is the second Local Disaster Management Plan for the Sunshine Coast region made under the DM Act 2003 |

The Sunshine Coast Local Disaster Management Plan is not a controlled document.

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1.7 DISTRIBUTION LIST

| TITLE/ POSITION AND ORGANISATION | COPY | COMMENTS |
|---|--------------------------|---|
| Sunshine Coast Local Disaster Management Group, Chair and Deputy Chair | Electronic or hard copy | Copies as Required |
| Sunshine Coast Local Disaster Management Group Local Disaster Coordinator and Secretariat | Electronic and hard copy | Copies as required |
| Sunshine Coast Local Disaster Management Group Members | Electronic or hard copy | Copy for each member and as required |
| Sunshine Coast Council Executive Leadership Team | Electronic or hard copy | Copy for each member |
| Sunshine Coast Council Emergency Operations Team | Electronic copy | Electronic Copy for each member (with a copy also posted to Council's Emergency Operations Intranet Page) |
| Sunshine Coast Council Website | Electronic copy | Electronic Copy to be posted to the Website |
| Australian Emergency Management Institute Library – Mt. Macedon Victoria | Electronic and hard copy | 2 copies |
| Emergency Management Queensland | Electronic and hard copy | 2 copies |
| Gympie LDMG | Electronic | 1 copy |
| Moreton Bay LDMG | Electronic | 1 copy |
| Sunshine Coast District Disaster Coordinator | Electronic and hard copy | 3 copies |
| Sunshine Coast District Disaster Management Group | Electronic copy | Copy available for each member |
| Sunshine Coast Council Libraries | Hard Copy | 1 copy per library |

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1.8 ABBREVIATIONS

The following abbreviations are used throughout this Local Disaster Management Plan:

| | |
|-------|---|
| AEM | Australian Emergency Management |
| AEMI | Australian Emergency Management Institute |
| AHD | Australian Height Datum |
| AIIMS | Australian Inter-service Incident Management System |
| BoM | Bureau of Meteorology |
| CEO | Chief Executive Officer of Sunshine Coast Council |
| DACC | Defence Aid to Civil Community |
| DAFF | Department of Agriculture Fisheries and Forestry |
| DCS | Department of Community Safety |
| DDC | District Disaster Coordinator |
| DDMG | District Disaster Management Group |
| DEHP | Department of Environment & Heritage Protection (previously DERM) |
| DERM | Department of Emergency & Resource Management |
| DHPW | Department of Housing and Public Works |
| DOCS | Department of Communities, Child Safety and Disability Services |
| DTMR | Department Transport & Main Roads |
| EMA | Emergency Management Australia |
| EMQ | Emergency Management Queensland |
| EOT | Emergency Operations Team, Sunshine Coast Council |
| FCC | Forward Command Centre, Sunshine Coast Council |
| FPQ | Forestry Plantations Queensland |
| GIS | Geographical Information System |
| ICC | Incident Coordination Centre |
| IMT | Incident Management Team |
| LDC | Local Disaster Coordinator |
| LDCC | Local Disaster Coordination Centre |
| LDMG | Local Disaster Management Group |
| LDMP | Local Disaster Management Plan |

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| | |
|---------|--|
| LRC | Local Recovery Coordinator |
| MSQ | Maritime Safety Queensland |
| NDRRA | Natural Disaster Relief and Recovery Arrangements |
| PPRR | Preparation, Preparedness, Response and Recovery |
| PSPA | Public Safety Preservation Act 1986 |
| QAS | Queensland Ambulance Service |
| QDMA | Queensland Disaster Management Arrangements |
| QFRS | Queensland Fire and Rescue Service |
| QPI&F | Queensland Primary Industries and Fisheries |
| QPS | Queensland Police Service |
| QPWS | Queensland Parks and Wildlife Service |
| QR | Queensland Rail |
| RFB | Rural Fire Brigade |
| SCC | Sunshine Coast Council |
| SCCRC | Sunshine Coast Community Recovery Committee |
| SCDDC | Sunshine Coast District Disaster Coordinator |
| SCDDMG | Sunshine Coast District Disaster Management Group (District Group) |
| SCDDMP | Sunshine Coast District Disaster Management Plan (District Plan) |
| SCLDCC | Sunshine Coast Local Disaster Coordination Centre |
| SCLDMG | Sunshine Coast Local Disaster Management Group (Local Group) |
| SCLDMP | Sunshine Coast Local Disaster Management Plan (Local Plan) |
| SCRFBG | Sunshine Coast Rural Fire Brigade Group |
| SDCC | State Disaster Coordination Centre |
| SDMG | State Disaster Management Group |
| SES | State Emergency Service |
| The Act | Queensland Disaster Management Act 2003 |
| VMR | Volunteer Marine Rescue (Coastguard) |

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1.9 DEFINITIONS AND GLOSSARY OF TERMS

1. All Hazards Approach

The all hazards approach concerns arrangements for managing the large range of possible effects of risks and emergencies. This concept is useful to the extent that a large range of risks can cause similar problems and such measures as warning, evacuation, medical services and community recovery will be required during and following all emergencies. *(Source: EMA, 2009)*

2. All Agencies Approach

All agencies should be involved to some extent in emergency management. The context of emergency management for specific agencies varies and may include:

- a. ensuring the continuity of their business or service
- b. protecting their own interests and personnel
- c. protecting the community and environment from risks arising from the activities of the organisation
- d. protecting the community and environment from credible risks. *(Source EMA 2009)*

3. Community

A group of people with a commonality of association and generally defined by location, shared experience, or function *(Source: Australian Emergency Management Glossary, 1998)*.

4. Consequence

The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage, or gain *(Source: Australian Emergency Management Glossary, 1998)*.

5. Coordination

Coordination refers to the bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with the systematic acquisition and application of resources (people, material, equipment etc) in accordance with priorities set by Disaster Management Groups. Coordination operates horizontally across organisations and agencies. *(Source: State Disaster Management Plan)*.

6. Coordination Centre

A centre established as a centre of communication and coordination during disaster operations.

7. Council

In this plan Council means the Sunshine Coast Council.

8. Declaration of Disaster Situation

A District Disaster Coordinator for a Disaster District may, with the approval of the Minister, declare a disaster situation for the District or part of it, if satisfied of a number of conditions as set out in The Act *(Disaster Management Act Part 4, s64)*

9. Disaster

A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption. *(Disaster Management Act 2003, s13.)*

10. Disaster Management

Arrangements to manage the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster. *(Disaster Management Act 2003, s14)*.

11. Disaster Operations

Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event. (*Disaster Management Act 2003, s15*).

12. Disaster Response Capability (Local Government)

The ability to use Local Government resources, to effectively deal with, or help another entity to deal with, within the capacity of the Local Government an emergency situation or a disaster in the local government's area. (*Disaster Management Act 2003, s80*).

13. District Disaster Coordinator (DDC)

The role of the District Disaster Coordinator, in addition to other duties, is the responsibility for co-ordinating support in the Disaster District for the DMG. (*Disaster Management Act 2003, s26*).

14. Event

An event means any of the following:

- a. A cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening;
- b. Bushfire, an explosion or fire, a chemical, fuel or oil spill, or a gas leak;
- c. An infestation, plague, or epidemic;
- d. An attack against the State; or
- e. Another event similar to the above events.

An event may be natural or caused by human acts or omissions (*Disaster Management Act 2003, s16*).

15. The Nature of Flooding

The Sunshine Coast's idyllic sub-tropical climate also brings with it periods of prolonged and intense rainfall, severe storms, monsoonal rain, tropical cyclones and storm tides. All of these factors contribute to the likelihood of flooding. There are three main types of flooding that affect the region:

15.1 Flash flooding:

Flash flooding is generally defined as flooding that occurs within six hours of intense rainfall occurring. Flash flooding can occur in one of two ways:-

- **15.1.1 Localised flooding relating to difficulties in drainage**

Localised flooding

Localised flooding occurs when part of the storm water drainage system is blocked or capacity is exceeded.

Possible effects include water damage to property and home and contents, backyard/front yard flooding and localised road flooding.

Liability for damages may apply if buildings on, filling or not maintaining a property increases flooding impacts on a neighbouring property.

- **15.1.2 Creek flooding**

Creek flooding (rapid-onset floods)

Creek flooding is the result of intense localised rainfall and can occur in both undulating coastal and hinterland regions. Often occurring with little warning time, creek flooding can pose a significant risk to life and property, with fast flowing water and little time to respond to the rising water levels.

15.2 River flooding (slow-onset floods)

River flooding results from widespread and prolonged rainfall over a major river's catchment area.

Predominantly affecting the coastal floodplains, floods may last a couple of days to several weeks and represent a major impact on life and property.

The time a flood peak arrives and the duration of flooding is defined by the area and slope of the river catchment as well as the length of the river.

15.3 Storm tide flooding

Storm tides are associated with tropical storms and cyclones. Storm tide flooding comes from the ocean and is a result of combined high tides and heavy seas.

Storm tides often coincide with periods of intense and prolonged rainfall and can impact on existing swollen river systems and low lying coastal areas. Storm tides can increase the severity, extent and length of any simultaneous river and creek flooding.

16. Hazard

A source of potential harm, or a situation with a potential to cause loss. *(Source: Emergency Management Australia 2004).*

17. Incident

Day to day occurrences, being an emergency or sudden event accidentally or deliberately caused which requires a response from one or more emergency response agencies by itself or in cooperation with other response agencies.

18. Incident Coordination Centre / Field Coordination Centre

Location or room from which response operations are managed for emergency incidents or situations.

19. Mitigation

Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment. *(Source: Australian Emergency Management Glossary, 1998).*

20. Natural Disaster Relief & Recovery Arrangements (NDRRA)

NDRRA provide a cost sharing formula between the State and Commonwealth Governments as well as a package of pre-agreed relief and recovery measures that may be activated by the Queensland Government on a needs basis.

21. NDRRA Activation

An activation is made by the Minister Community Safety when NDRRA Funding applies, this declaration is different to and not dependant on a Declaration of a Disaster Situation and is not a declaration of a disaster or emergency.

22. Planning

Development of systems for co-ordinating disaster response and establishing priorities, duties, roles and responsibilities of different individuals and organisations, including actual state of preparedness.

23. Preparedness

Measures to ensure that, should an emergency occur, communities, resources, and services are capable of coping with the effects *(Source: Australian Emergency Management Glossary, 1998).*

24. Prevention

Measures to eliminate or reduce the incidence or severity of emergencies. *(Source: Australian Emergency Management Glossary, 1998).*

25. Public Safety Preservation Act 1986

If at any time a commissioned officer of the Queensland Police Service is satisfied on reasonable grounds that an emergency situation has arisen or is likely to arise, the commissioned officer may declare that an emergency situation exists in respect of an area specified by the officer.

26. Reconstruction

Actions taken to re-establish a community after a period of rehabilitation subsequent to a disaster. Actions would include construction of permanent housing, restoration of all services, and complete resumption of the pre-disaster state. (Source: Australian Emergency Management Glossary, 1998)

27. Recovery

The co-ordinated process of supporting emergency affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic, and physical wellbeing. (Source: Australian Emergency Management Glossary, 1998)

28. Rehabilitation

The operations and decisions taken after a disaster with a view to restoring a stricken community to its former living conditions, whilst encouraging and facilitating the necessary adjustments to the changes caused by the disaster. (Source: Australian Emergency Management Glossary, 1998)

29. Relief

The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres. (Source: Australian Emergency Management Glossary, 1998)

30. Residual Risk

The level of risk remaining after implementation of a risk treatment. (Source: AS/NZS 4360:2004)

31. Resilience

A measure of how quickly a system recovers from failures. (Source: EMA Thesaurus)

32. Response

Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised. (Source: Australian Emergency Management Glossary, 1998)

33. Resources

Includes people, personnel or staffing, food, any horse or animal, vehicle, vessel, aircraft, plant apparatus, implement, earthmoving equipment, construction equipment, or other equipment of any kind or any means of supplying want or need.

34. Risk

The chance of something happening that may have an impact on the safety and wellbeing of your community. It includes risk as an opportunity as well as a threat and is measured in terms of consequences and likelihood. (Source: Adapted from AS/NZS 4360:2004)

35. Risk Identification

The process of identifying what can happen, why, and how. (Source: Australian Emergency Management Glossary, 1998)

36. Risk Management

The culture, processes, and structures that are directed towards realising potential opportunities whilst managing adverse effects. (Source: AS/NZS 4360:2004)

37. Risk Reduction

Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk. (Source: AS/NZS 4360:2004)

38. Risk Treatment

Process of selection and implementation of measures to modify risk. (Source: AS/NZS 4360:2004)

39. Serious Disruption

Serious disruption means:

- a. Loss of human life, or injury or illness.
- b. Widespread or severe property loss or damage.
- c. Widespread or severe damage to the environment. (Source: s13 The Act)

40. Vulnerability

Degree of loss which could result from a potentially damaging phenomenon, or the extent to which a country, area, community, or structure risks being damaged by a disaster. The susceptibility and resilience of the community and environment to hazards.

1.10 REVIEW AND RENEWAL OF THE PLAN

A review of the plans in accordance with s59 of The Act may be conducted by the LDC (or delegate) following:

- (a) Activation of the plan as a result of a disaster.
- (b) Exercises designed to practise or test aspects of the plans.
- (c) Alterations to the roles or responsibilities of any agency involved in the plan.
- (d) Changes to operational procedures.
- (e) External disasters or new technology which may suggest a review be carried out.
- (f) Sunshine Coast Council organisational structural change.
- (g) An Officer responsible for overseeing a Local Group task leaving that position.
- (h) Following an assessment of the Local Plan by the Chief Executive Officer of the Department (or delegate)
- (i) Following an assessment by the DDMG or DDC (or delegate).

The Plan will be reviewed annually if a review has not resulted from one of the items mentioned above.

Minor changes such as typographical changes, changes to position titles and contact details may be made to the Plan from time to time by the LDC.

1.10.1 Arrangements for the Review and Assessment of Local Disaster Management Plan

1.10.1.1 *Review by Local Group (Internal Review)*

The Plan or its sub Plans are to be reviewed annually by a working group from the Local Group and submitted to Local Group for acceptance and adoption. Where major changes to the plan have occurred the Plan will be submitted to Council by the LDC for renewal.

1.10.1.2 *Assessment of the Local Plan (External Assessment)*

The Act requires a regular review and assessment of the Local Plan to be undertaken by the Chief Executive of the Department of Community Safety (or delegate) and the DDMG.

1.11 SUNSHINE COAST LOCAL DISASTER MANAGEMENT GROUP

1.11.1 Establishment of the Sunshine Coast Local Disaster Management Group

The Sunshine Coast Local Disaster Management Group (Local Group) has been established in accordance with s29 of The Act. The Local Group was established by Council in May 2008.

1.11.2 Functions of the Sunshine Coast Local Disaster Management Group

In accordance with s30 of The Act the Local Group has the following functions:

- (a) *to ensure that disaster management and disaster operations in the area are consistent with the State group's strategic policy framework for disaster management for the State;*
- (b) *to develop effective disaster management, and regularly review and assess the disaster management;*
- (c) *to help the local government for its area to prepare a local disaster management plan;*
- (d) *to identify, and provide advice to the relevant district group about, support services required by the local group to facilitate disaster management and disaster operations in the area;*
- (e) *to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster;*
- (f) *to manage disaster operations in the area under policies and procedures decided by the State group;*
- (g) *to provide reports and make recommendations to the relevant district group about matters relating to disaster operations;*
- (h) *to identify, and co-ordinate the use of, resources that may be used for disaster operations in the area;*
- (i) *to establish and review communications systems in the group, and with the relevant district group and other local groups in the disaster district of the relevant district group, for use when a disaster happens;*
- (j) *to ensure information about a disaster in the area is promptly given to the relevant district group;*
- (k) *to perform other functions given to the group under this Act;*
- (l) *to perform a function incidental to a function mentioned in paragraphs (a) to (k).*

1.11.3 Meetings of the Local Group

The Local Group Secretariat will note the direction provided by the Local Disaster Management Guidelines in the conduct of Local Group meetings

The Local Group will meet four times each year with the meetings timed to take into account higher risk periods.

During disaster and emergency situations a Local Group Extraordinary Meeting may be called and be held either in person or via teleconference to consider and discuss the situation.

For Ordinary Meetings of the Local Group a notice of meeting is to be sent by the Secretariat at least 3 weeks, preferably 4 weeks in advance of the meeting and an agenda will be sent one week prior to the meeting. Notice of meeting and meeting agenda will be sent by email to members. Meeting minutes are to be prepared and sent within a two week timeframe following the meeting.

For extraordinary meetings, notice of meeting may be communicated by SMS, email or telephone call to members as soon as it is determined that a meeting of the Local Group is required.

Minutes of each meeting will be prepared and retained as required by legislation. A resolutions statement and register will also be prepared and maintained to provide a running log of actions of the Local Group and as a reference document and historical document of past Local Group resolutions.

Following each Local Group meeting contact lists for the Local Group and associated sub-groups shall be updated. The revised contact listing will be sent to Local Group Members with the minutes of the meeting for member's retention with the Local Plan.

1.11.4 Sub Groups of the Local Group.

1.11.4.1 Sub Groups for Planning

The Local Group may form a Sub Group to consider an aspect of the Local Group's function and to develop planning documents. If the Local Group creates a Sub Group it will do so by resolution at a meeting and adopt a Charter for that Sub Group.

Local Group (Planning) Sub Groups by example may include:

- Communities of interest
- Community Awareness and Education
- Community Support
- Evacuation Planning
- Information & Communications Technology
- Public Health
- Public Information and Warnings.

Sub Groups described above would meet as often required to enable the task that is being considered to be progressed and completed.

1.11.4.2 *Sub Groups for Local Communities.*

The Local Group intends to work with local community groups, business groups, and others, to prepare emergency and business continuity plans, so as to build community capacity and resilience.

The Local Group may resolve to create a Sub Group to develop local community plans. The Sub Group may become a standing group or a group that exists only during the planning phase. If such a Sub Group was created it would be by resolution of the Local Group and have a Charter.

Sub Groups for Local Communities will meet as frequently as required by the risk profile of that local community.

1.11.5 Reporting Requirements

1.11.5.1 *Reporting by Members*

Local Group Members are expected to report their agency's disaster management activities to the Local Group at the Group's meetings. This report will be circulated with the minutes of the Group's meeting.

The Local Group will report its activities to:

- (a) Sunshine Coast Council in an annual report prepared by the Local Disaster Coordinator (or delegate). The report will outline the work of the Sunshine Coast Disaster Management System during the previous year and indicate how the Local Group's work fulfilled the requirements of the Group as set out in The Act.
- (b) DDC in a written Disaster Management Status Report presented annually at the end of the financial year. Additionally a brief Status Report will be prepared by the Local Group Secretariat, on behalf of the Chair, for each ordinary meeting of the DDMG which includes information from the Chair, LDC and Local Group about the activities undertaken and matters to be referred to the DDC.

1.11.5.2 *Operational Reporting*

Operational Reporting, during an event, shall be in accordance with Local Plan [Appendix A.2 Sunshine Coast Local Disaster Coordination Centre Sub Plan](#).

1.11.6 Membership of the Sunshine Coast Local Disaster Management Group

1.11.6.1 *Appointment of Members*

Members of the Local Group have been appointed by the Sunshine Coast Council in accordance with s33 and s34 of The Act.

In appointing people to the Local Group, Council has sought to select representatives from those agencies and organisations on the Sunshine Coast who:

- (a) have a key role in responding to disaster or emergency situations
- (b) manage key assets, or
- (c) provide essential community services.

Membership of the Local Group will be reviewed annually by the Chair of the Local Group, the LDC and the Chief Executive of the Department of Community Safety (DCS). The DDC will then be advised of the membership of the Local Group as per the requirements of s37 of the Act.

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In addition to its members, the Local Group may seek the assistance of individuals or organisations as circumstances require. These persons sit as advisors to the group. They will receive copies of the agendas and minutes and can attend and participate in meetings and discussions as required. They however do not have voting rights on decisions.

1.11.7 Chair and Deputy Chair

Under s34 of The Act the Sunshine Coast Council appoints a councillor of the Sunshine Coast Council as chair of the Local Group.

Under s34 of The Act Council will also appoint a member of the group as the deputy chair.

1.11.7.1 Functions of Chair of Local Group

Section 34A of The Act identifies that the chairperson of a local group has the following functions: -

- (a) to manage and coordinate the business of the group;*
- (b) to ensure, as far as practicable, that the group performs its functions;*
- (c) to report regularly to the relevant district group, and the chief executive of the department, about the performance by the local group of its functions.*

1.11.8 Local Disaster Coordinator

Under s35 of The Act the Chairperson of the Local Group, after consultation with the Chief Executive of DCS will appoint an employee of Council as the Local Disaster Coordinator (LDC) of the Local Group.

The LDC is supported by the Deputy LDC.

The Chairperson has appointed Council's Project Director Partnership and Engagement as the LDC and the Executive Director Infrastructure Services as the Deputy LDC.

The LDC is Council's member of the SCDDMG.

1.11.8.1 Functions of Local Disaster Coordinator

S36 of The Act states that the LDC has the following functions—

- (a) to coordinate disaster operations for the local group;*
- (b) to report regularly to the local group about disaster operations;*
- (c) to ensure, as far as practicable, that any strategic decisions of the local group about disaster operations are implemented.*

The Chief Executive Officer of Council has delegated to the LDC authority to exercise the powers of the Chief Executive Officer during the activation of the SCLDMP including and limited to identifying and coordinating the use of resources that may be used for disaster operations in the Sunshine Coast local government area. *(Reference Council Delegation No. 2010-41.)*

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1.11.8.2 Deputy Members of the Local Group

Members of the Local Group are to identify a Deputy who is able to attend local group meetings or take on the duties of the member in their absence or unavailability. A person who is a deputy member should have the necessary expertise and experience to fulfil the role of member of the local group if required.

1.11.8.3 Secretariat for the Local Group

The following Council Officers are considered to be the secretariat for the Local Group;

- LDC (Project Director Partnerships and Engagement)
- Team Leader – Disaster Management
- Project Support Officer – Disaster Management

The Officers identified above maintain watch for events or situations which may have the potential to be a threat to the region and are a key point of contact between the region's disaster management agencies.

The secretariat also provides day to day support to the Group through provision of strategic disaster management policy advice, meeting coordination and reporting requirements (e.g. reports, minutes, contact lists) and monitoring of training requirements of local group members.

1.11.9 Sunshine Coast Local Disaster Management Group Membership

Membership as at August 2012

| Role | Position |
|--|---|
| Chairperson | Mayor, Sunshine Coast Council (SCC) |
| Deputy Chairperson | Deputy Mayor, SCC |
| Local Disaster Coordinator | Project Director Partnerships & Engagement, SCC |
| Deputy Local Disaster Coordinator | Executive Director Infrastructure Services, SCC |
| Community Liaison Officer | Manager, Community Development, SCC |
| Department of Communities Representative | Regional Director, Department of Communities |
| Emergency Management Queensland Representative | Area Director Sunshine Coast, Emergency Management Queensland |
| Energex Representative | Principal Asset Officer (North Coast), Energex |
| Maritime Safety Queensland Representative | Area Manager (Sunshine Coast), Maritime Safety Queensland |
| Media Liaison Officer | Manager Customer Relations, SCC |

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| Queensland Ambulance Service Representative | Officer in Charge, Kawana Station, Queensland Ambulance Service |
| Queensland Fire & Rescue Service Representative | Area Commander, Sunshine Coast, Queensland Fire and Rescue Service |
| Queensland Fire & Rescue Service Rural Operations Representative | Area Director Rural Operations, Queensland Fire & Rescue Service Rural Operations |
| Queensland Health Representative | Disaster Management Coordinator, Queensland Health |
| Queensland Police Service Representative | Senior Sergeant, Officer in Charge, Nambour Police Station |
| Unity Water Representative | Acting Network Operations Manager, Unity Water |

- All members will nominate a deputy to ensure continuity and full agency representation.

Advisers & Invited Observers to Local Group meetings

| | |
|---|---|
| Australian Broadcasting Corporation – ABC Local Radio | Regional Contact Manager, ABC Radio |
| Australian Red Cross | Emergency Services Regional Coordinator SQ |
| Department of Transport & Main Roads Representative | Principal Adviser (Road Operations), DTMR |
| District Disaster Management Group | Executive Officer to the District Disaster Coordinator |
| Emergency Management Queensland | Regional Director |
| Information Technology Advisor | Chief Information Officer, SCC |
| Policy Advisor | Team Leader - Disaster Management, Sunshine Coast Council |
| SEQWater Representative | SEQ Water Dam Safety Manager |
| Sunshine Coast Airport Representative | Sunshine Coast Airport Operations Manager, SCC |
| Sunshine Coast Council Emergency Operations Team | Emergency Management Officer, SCC |
| Sunshine Coast Destination Ltd Representative | Chief Executive Officer, Sunshine Coast Destination Ltd |
| Sunshine Coast TAFE Representative | Manager, Facilities & Services, Sunshine Coast TAFE |
| Surf Life Saving Queensland Representative | Lifesaving Services Coordinator |
| Telstra Representative | Area Sales Manager |

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1.11.9.1 Membership of the Local Group – Responsibilities

All Members of agencies represented on the Local Group are expected to attend and be in a position to participate at Local Group meetings.

A task of members of the Local Group is to be involved in the formulation of Disaster Management Strategies and Plans for the Sunshine Coast, through participation at full group meetings or through participation in a Local Group Sub-Group. It is expected that if unavailable, members would send their nominated deputy to a meeting of the Local Group.

Table 1 Responsibilities of Local Group Members

| Role | Position | Responsibilities |
|--|------------------------|--|
| Chairperson (Mayor) | Sunshine Coast Council | To chair LDMG Meetings and to provide the primary link between the LDMG and Council To manage and coordinate the business of the group, to ensure, as far as practicable, that the group performs, its functions, to report regularly to the relevant district group, and the chief executive of the department, about the performance by the local group of its functions. |
| (Deputy Chairperson) | Sunshine Coast Council | Provide advice and support to the Chair and LDMG. To chair LDMG Meetings in the absence of the Chair. Provide a link between the LDMG and Council. To participate in the issuing of public information and warnings. To chair the Recovery Sub Committee if required. |
| Local Disaster Coordinator (LDC) (Project Director Partnerships and Engagement) | Sunshine Coast Council | To coordinate disaster operations for the local group, report regularly to the local group about disaster operations, to ensure, as far as practicable, that any strategic decisions of the local group about disaster operations are implemented. Provide advice and support to the Chair and Local Group. To activate the Local Plan and LDCC when required |

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| Deputy Local Disaster Coordinator (Executive Director Infrastructure Services) | Sunshine Coast Council | To undertake the functions of the LDC in the LDC's absence. Provide advice and support to the Chair, LDC and Local Group. Provide a link between the Local Group and Council's Emergency Operations team. |
| Community Liaison Officer | Sunshine Coast Council | Responsible for emergency community support, evacuation centre management and public health during activation for response and recovery. Represent the Local Group at the District Community Recovery Group |
| Regional Director | Department of Communities | Liaison between the agency and the LDMG. Community Recovery advice to the LDMG |
| Area Director Sunshine Coast | Emergency Management Queensland | Liaison between the agency and the LDMG. Link to the Qld Disaster Management System. Policy advice about Qld Disaster Management system. Assessment of the Local Plan |
| Principal Asset Officer (North Coast) | Energex | Liaison between the agency and the LDMG |
| Area Manager Sunshine Coast | Maritime Safety Queensland | Liaison between the agency and the LDMG |
| Media Liaison Officer | Sunshine Coast Council | Preparation and dissemination of public information and warnings during an event Responsibilities identified in Appendix A.10 Public Information and Warnings Plan |
| Officer in Charge, Kawana Station | Queensland Ambulance Service | Liaison between the agency and the LDMG |
| Area Commander | Queensland Fire & Rescue Service | Liaison between the agency and the LDMG |
| Area Director Rural Operations | Queensland Fire & Rescue Service Rural Operations | Liaison between the agency and the LDMG |
| Disaster Management Coordinator | Queensland Health (Department of Emergency Medicine, Nambour General Hospital) | Liaison between the agency and the LDMG |

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|--|------------------------------|---|
| Senior Sergeant, Officer In Charge Nambour Police Station | Queensland Police Service | Liaison between the agency and the LDMG |
| Network Operations Manager | UnityWater | Liaison between the agency and the LDMG |

Local Group Advisors:

| | | |
|---|--|--|
| Regional Contact Manager | Australian Broadcasting Corporation – ABC Local radio | Liaison between the agency and the LDMG |
| Regional Manager | Australian Red Cross | Liaison between the agency and the LDMG responsibilities as identified in the Local Plan, particularly operational plans for community support and evacuation centre management and recovery |
| Principal Advisor (Road Operations) | Department of Transport & Main Roads | Liaison between the agency and the LDMG |
| Executive Officer – to the DDC | District Disaster Management Group | Liaison between the agency and the LDMG Provide advice and support to the Chair and LDMG. To participate in the issuing of Public Information and Warnings |
| Regional Director | Emergency Management Queensland | To provide advice and support to the Area Director EMQ and Local Group Chair and Local Disaster Coordinator. |
| Information Technology Advisor | Chief Information Officer, Sunshine Coast Council | To provide expert advice and support to the Local Group on information and communication technology matters |
| Policy Advisor | Team Leader, Disaster Management Sunshine Coast Council | To provide strategic policy & planning advice and secretariat support to the Local Group, Chair and Local Disaster Coordinator. To staff the SC Local Disaster Coordination Centre. |
| Dam Safety Manager | SEQWater | Liaison between the agency and the LDMG |
| Airport Operations Manager | Sunshine Coast Council | Liaison between the agency and the LDMG |
| Emergency Operations Team | Sunshine Coast Council | To provide Council response planning advice and support to the Deputy Local Disaster Coordinator and the Emergency Operations Team. |

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|---------------------------------|--------------------------------|---|
| Chief Executive Officer | Sunshine Coast Destination Ltd | Liaison between the agency and the LDMG |
| Lifesaving Services Coordinator | Surf Life Saving Queensland | Liaison between the agency and the LDMG |
| Area Sales Manager | Telstra | Liaison between the agency and the LDMG |

1.12 AGENCY ROLES AND RESPONSIBILITIES

1.12.1 Roles and Responsibilities of Agencies

Table 2 - Sunshine Coast Local Disaster Management Group Members, Agencies, Advisors and Observers Roles & Responsibilities

| AGENCY | ROLES & RESPONSIBILITIES |
|--|---|
| Sunshine Coast Local Disaster Management Group | <ul style="list-style-type: none"> • Functions as allocated to the group under s30 of the The Act. • Development of comprehensive local disaster management plan and strategies • Design and maintenance of a public education/awareness program, which is delivered through member agency resources • Support for the coordination of response agencies through the LDCC • Reconnaissance and impact assessment • Provision of public information prior to, during and following disaster events • Recommended areas/locations to be considered for directed evacuation • Public advice regarding voluntary evacuation • Identification, resourcing, staffing, management and operation of evacuation centres • Provision of locally based community support services • Design, maintenance and operation of a disaster coordination centre, including the training of sufficient personnel to operate the centre |
| Australian Red Cross | <ul style="list-style-type: none"> • Provision of community support and disaster relief to disaster affected communities • Provision of support with the operation of Evacuation Centres on the Sunshine Coast as per the Memorandum of Understanding • Assistance with Outreach Services to disaster affected communities. • Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public awareness and education campaigns • Provision of advice and communication with the LDC and DDC • Request and provide assistance through the LDCC as required during disaster operations |

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| AGENCY | ROLES & RESPONSIBILITIES |
|---------------------------------|--|
| Bureau of Meteorology | <ul style="list-style-type: none"> • Issue weather forecasts including weather warnings to agencies and the community • Provision of advice and communication with the Local Group's Local Disaster Coordinator and DDC about the weather warnings issued • Collection and interpretation of information from rainfall and flooding telemetry systems, jointly with the Council |
| Emergency Management Queensland | <ul style="list-style-type: none"> • Review and assess and report on the effectiveness of disaster management by the State at all levels, including Local Plans • Provision disaster management officers of coordination, policy and operational advice, at all levels of the State's disaster management system, including at the Local Group • Coordination of State and Federal assistance for disaster management and operations • Facilitation of a comprehensive (prevention / preparedness / response / recovery) - all hazards - all agencies approach to disaster management • Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public awareness and education campaigns • Management, coordination and support of the State Emergency Service on the Sunshine Coast <p>Perform the following roles and responsibilities in support of disaster operations:</p> <ul style="list-style-type: none"> • Operation and maintenance of the State Disaster Coordination Centre (SDCC). • Manage resupply operations • Coordinate and manage the deployment of State Emergency Service across the State • Support the deployment of Qld Corrective Services resources • Provision of public information during disaster and emergency situations. |
| Energex | <ul style="list-style-type: none"> • Electricity supply information and warnings to Sunshine Coast disaster management agencies and the community • Maintenance of electrical power supply distribution • Advice in relation to electrical power supply outages to agencies and community • Restoration of power and advice regarding timeframes for power restoration • Safety advice for consumers during disaster and emergency situations • Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public education and awareness programs |

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| AGENCY | ROLES & RESPONSIBILITIES |
|------------------------------------|---|
| Destination Sunshine Coast | <ul style="list-style-type: none"> • Assist the tourism industry community to prepare for, respond to and recover from an event or disaster e.g. Public awareness and education campaigns • Work with the Sunshine Coast tourism industry to provide support and assistance in the coordination of accommodation, travel, etc for affected interstate and international tourists • Participation in Community Recovery process for tourism industry • Provision of advice and communication with the LDC and DDC • Request and provide assistance through the LDCC as required during disaster operations |
| Queensland Ambulance Service | <ul style="list-style-type: none"> • Emergency Pre-Hospital Patient Care assessment, treatment and transportation of ill and/or injured persons, selection of triage and treatment areas • Coordination of all other Volunteer first aid groups including QAS first responder groups • The establishment of an on -site triage / treatment area, casualty clearing and vehicle marshalling areas • Assistance with the evacuations of persons with medical conditions (specialised medical transport including aero - medical transport) • Liaison with all other emergency services, local and state government and non government agencies • Advise the LDCC • Request and provide assistance through the Coordination Centre as required during disaster operations • Provision of advice regarding transportation of medical special needs sectors of the community |

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| AGENCY | ROLES & RESPONSIBILITIES |
|----------------------------------|---|
| Queensland Fire & Rescue Service | <ul style="list-style-type: none"> • Primary agency for bushfire, chemical / hazardous materials (HazMat) related incidents. • Development & maintenance of Incident Coordination Centre plans and capacity which is able to be activated for events where the QFRS is the Lead Agency including training in AIIMS and staffing with sufficient trained personnel to operate the Centre. • Development of fire prevention and mitigation strategies and response plans • Provide control, management and pre-incident planning of fires (structural, landscape and transportation) • Safety of persons in relation to fire prevention, suppression, response and recovery operations • Advice and directions on public safety/evacuation from fire danger zones • Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public education and awareness programs • Provide rescue capability for persons trapped in any vehicle, vessel, by height or in a confined space. • Provide rescue of person isolated or entrapped in swift water / floodwater events • Provide Urban Search and Rescue (USAR) capability for building collapse events. • Assist in pumping out and clean-up of flooded buildings • Primary Agency for chemical / hazardous materials (HazMat) related incidents • Provision of expert advisory services on hazardous materials through the QFRS Scientific Unit • Provide mass and technical decontamination capabilities under State Biological Disaster and State Radiological Disaster Response • Support the Queensland Coastal Contingency Action Plan – Chemical Spill Response Plan • Provide rapid damage impact assessment and intelligence gathering capabilities • Provide logistical and communications support to disasters within capabilities • Provision of advice and communication with the LDC and DDC about the operations of the QFRS • Request and provide assistance through the LDCC as required during disaster operations |

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| AGENCY | ROLES & RESPONSIBILITIES |
|---|--|
| <p>Queensland Government</p> <p>Department of Communities</p> | <ul style="list-style-type: none"> • Chair the multi-agency Sunshine Coast Community Recovery Committee • Develop and annually review Sunshine Coast Community Recovery Plans • Coordinate provision of human-social recovery services during recovery operations in partnership with local, State, federal and non-government agencies • Work with affected individuals and communities to support their own recovery activities • Establish and manage Community Recovery Outreach Programs, Centres (one-stop-shops) and Coordination Centres • Distribute financial assistance to eligible individuals and families affected by natural disasters in accordance with SDRA & NDRRA • Establish outreach service teams to visit households and determine their recovery needs • Co-ordinate the development of community recovery communication strategy messages (strategic and operational) to support the broader disaster recovery and disaster management public communication strategy. • Provision of advice and communication with the LDC and DDC about Community Recovery requirements and operations • Request and provide assistance through the LDCC as required during disaster response and recovery operations |
| <p>Queensland Government</p> <p>Queensland Health</p> | <ul style="list-style-type: none"> • Lead Agency for Health Services • Primary agency for pandemic influenza, biological and radiological incidents. • Development and maintenance of Health Emergency Management Plans • Ensure a whole of health emergency incident management capability to prevent, respond to and recover from any event. • Public health information and warnings to Sunshine Coast disaster management agencies and the community • Provide human-social support for response and recovery e.g. psychological and counselling services for disaster affected persons • On going medical and health services required during the recovery period to preserve the general health of the community • Provision of advice and communication with the LDC and DDC about the operations of the District Health Incident Coordination Centre • Request and provide assistance through the DDCC as required during disaster operations • Provision appropriate pre-hospital on-site medical and health support • Activation of Medical Transport Plan |

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| AGENCY | ROLES & RESPONSIBILITIES |
|---------------------------|---|
| Queensland Police Service | <ul style="list-style-type: none"> • Preservation of peace and good order • Assisting the community to prepare for, respond to and recover from an event or disaster. • Prevention of crime • Security of any site as a possible crime scene • Investigation of the criminal aspect of any event • Coronial investigation procedures • Traffic control, including assistance with road closures and maintenance of road blocks • Crowd management/public safety • Coordination of search and rescue • Control and coordination of evacuation operations • Provide security for damaged or evacuated premises • Manage the register of evacuated persons in association with the Australian Red Cross • Provide a disaster victim identification capability • Respond to and investigate traffic, rail and air incidents. • Advise the LDCC, and request and provide assistance through the Coordination Centre as required during disaster operations • Provide liaison officers to the LDCC • Fulfil the role of Sunshine Coast District Disaster Coordinator • Undertake the role of Executive Officer District Disaster Management Group |

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| AGENCY | ROLES & RESPONSIBILITIES |
|--|---|
| <p>Queensland Government</p> <p>Department of Environment and Heritage Protection -</p> <p>Department of Agriculture, Fisheries & Forestry</p> | <ul style="list-style-type: none"> • Lead Agency role for any outbreak of emergency animal disease • Public information and warnings to Sunshine Coast disaster management agencies and the community regarding emergency animal disease matters • Public education and awareness programs • Development and maintenance of emergency animal disease plans • Capacity to operate an FCC • Detection and location of animal infection • Advice relative to Biosecurity matters e.g. exotic animal disease threats • Advice regarding destruction of animals as required • Advice about disaster recovery processes for primary producers • Provision of advice and communication with the Executive Officer Local Group and DDC about the operations of the FCC • Request and provide assistance through the DDCC or LDCC as required during disaster operations |
| <p>Qld Government</p> <p>Department of Transport and Main Roads</p> <ul style="list-style-type: none"> • Transport • Main Roads • Maritime Safety Qld | <ul style="list-style-type: none"> • Lead Agency for Transport Systems • Primary Agency for sea pollution where it impacts, or is likely to impact on Qld Coastal Waters. • Development and maintenance of prevention and mitigation strategies • Development and maintenance of operational response plans • Participation in evacuation route planning • Provide information and advice on the impact of disruptive events on road, rail, aviation and maritime infrastructure as it affects transport systems. • Assist with the safe movement of people as a result of mass evacuation of a disaster affected community. • Provision of advice and communication with the LDC and DDC about the operations of the Department during disaster response and recovery operations • Request and provide assistance through the DDCC or LDCC as required during disaster operations |

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| AGENCY | ROLES & RESPONSIBILITIES |
|----------------------------------|--|
| State Emergency Service | <ul style="list-style-type: none"> • Development and maintenance of a capacity to respond or assist other agencies respond to disaster and emergency situations • Assisting the community to prepare for, respond to and recover from an event or disaster • Public education and awareness programs • Rescue of trapped or stranded persons • Search operations for missing persons • Emergency repair/protection of damaged/vulnerable buildings especially for members of the community • Assistance with debris clearance • First Aid support • Traffic Control support • Assistance with communications and specialist radio communications • Assistance with emergency lighting • Provide a Liaison Officer at the FCC • Advise Emergency Management Queensland of operations underway, and request and provide assistance through the ICC to the Lead Agency or the LDCC as required by EMQ during disaster operations |
| Sunshine Coast Airport | <ul style="list-style-type: none"> • Development and maintenance of Airport Emergency Plans • Maintain airport operations • Provision of advice and communication with the LDC and DDC about the operations of the Airport Emergency Operations Centre • Request and provide assistance through the LDCC as required during disaster operations |
| Surf Life Saving Queensland SLSQ | <ul style="list-style-type: none"> • Development and maintenance of a capacity to respond or assist other agencies respond to disaster and emergency situations • Management, coordination and support of Sunshine Coast Surf Lifesaving Clubs and members during disaster operations • Provision of advice and communication with the LDC and DDC • Request and provide assistance through the LDCC as required during disaster operations |

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| AGENCY | ROLES & RESPONSIBILITIES |
|------------------------|---|
| Sunshine Coast Council | <p>Perform the following roles and responsibilities in support of the Local Group:</p> <ul style="list-style-type: none"> • Management, support, policy advice and coordination of the business of the Local Group and its subgroups, including the development and maintenance of disaster management plans and sub plans • Identification, development, maintenance and operation of a SCLDCC at a primary location and maintenance of alternative locations • Identification and delivery of training and staffing required to operate the SCLDCC, • Coordination of disaster operations by the LDC through the LDCC for the Local Group ensuring that strategic decisions of the Local Group are implemented. • Coordination of immediate community support and recovery needs in conjunction with the Department of Communities, including the management & operation of evacuation or temporary relocation centres • Assist the community to prepare for, respond to and recover from an event or disaster. • Issue of public information or warnings about disaster situations in accordance with Local Plan • Provide advice and support to the DDC <p>General Responsibilities</p> <ul style="list-style-type: none"> • Development and maintenance of prevention and mitigation strategies such as Land Use Planning and Capital Works programs • Development & maintenance of a coordinated disaster response capability through the Council EOT • Development & maintenance of a response plans where the Council is identified as the Lead Agency • Development & maintenance of Field Coordination Centre (FCC) capacity which is able to be activated for events where the Council is the Lead Agency including training in AIIMS and staffing with sufficient trained personnel to operate the Centre. • Maintenance of Council essential services to the community including: <ul style="list-style-type: none"> ▪ Animal control ▪ Civic leadership ▪ Community contact and information provision ▪ Disaster & emergency management ▪ Environmental protection ▪ Maintenance (including debris clearance) of local roads and bridges ▪ Public health • Refuse disposal and waste management (via Business Continuity Management Planning) |

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| AGENCY | ROLES & RESPONSIBILITIES |
|---|---|
| Sunshine Coast Regional Council (continued) | <ul style="list-style-type: none"> • Development and maintenance of communications systems between response and recovery agencies and coordination centres. • Maintenance (including debris clearance) of local roads and bridges • Collection and interpretation of information from rainfall and flooding telemetry systems, conjointly with the Bureau of Meteorology • Maintenance of rainfall and flooding telemetry and warning systems • Community awareness and education for risks for which Council is Lead Agency • Support with EMQ to the State Emergency Service on the Sunshine Coast • Provision of advice and communication with the LDC and DDC about the operations of the FCC • Request and provide assistance through the LDC as required during disaster operations |
| UnityWater | <ul style="list-style-type: none"> • Development & maintenance of Incident Coordination Centre capacity which is able to be activated for events where UnityWater is a Critical Agency. • Maintenance of UnityWater essential services to the community including: <ul style="list-style-type: none"> ▪ Environmental protection ▪ Public health ▪ Waste Water Treatment and Disposal (Sewage) ▪ Water (via Business Continuity Management Planning) • Provision of advice and communication with the LDC and DDC about the operations of UnityWater during disaster operations • Request and provide assistance through the LDCC as required during disaster operations • Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public education and awareness programs • Impact Assessment |

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Table 3 - Sunshine Coast Local Disaster Management Group - Lead Agency Identification.

| | Risk or Threat: All Hazards Responsibilities | Lead Agency for elements of Disaster Operations: Lead Agency / Lead Officer |
|----|---|--|
| 1 | Animal Management | Council / Local Group Public Health Officer |
| 2 | Communication Technology | Council / Chief Information Officer |
| 3 | Community Support | Council / Local Group Community Support Officer |
| 4 | Disaster Coordination Centre (LDCC) | Council / Local Group Executive Officer |
| 5 | Evacuation | Queensland Police Service |
| 6 | Evacuation Centre Management | Council / Local Group Community Support Officer |
| 7 | Explosions & Chemical Hazards | Queensland Fire & Rescue Service |
| 8 | Fire Fighting | Queensland Fire & Rescue Service |
| 9 | Incident Coordination | Lead Agency for Threat |
| 10 | Mapping | Council / Chief Information Officer |
| 11 | Marine Oil Spill(Ship sourced marine pollution) | Department Transport & Main Roads (Maritime Safety Qld) |
| 12 | Medical Support | Qld Health |
| 13 | Pollution Control - Environment | Council |
| 14 | Electricity Supply | Energex |
| 15 | Pre Hospital Care | Queensland Ambulance Service |
| 16 | Private Property Assistance | State Emergency Service (supported by EMQ) |
| 17 | Public Health | Council (supported by Qld Health Population Health) |
| 18 | Public Information | Council - Local Group Media Officer |
| 19 | Public Warnings | Lead Agency will depend upon Situation e.g. BoM for Severe Weather |
| 20 | Rescue | Queensland Fire & Rescue Service |
| 21 | Rubbish / Debris Removal | Council |
| 22 | Safety of Damaged Buildings | Building Services Authority |
| 23 | Search Coordination | Queensland Police Service |
| 24 | Security of Property / Scene | Queensland Police Service |
| 25 | Telecommunications - Regional | Telstra & Optus |

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| | Risk or Threat: All Hazards Responsibilities | Lead Agency for elements of Disaster Operations: Lead Agency / Lead Officer |
|----|---|--|
| 26 | Traffic Control | Queensland Police Service |
| 27 | Traffic Planning for Local Roads | Council |
| 28 | Traffic Planning for State / Main Roads | Qld Main Roads through SCDDMG |
| 29 | Transport of People | Council – may require assistance from Qld Transport through SCDDMG |
| 30 | Transport of Goods / Supplies / Resources | Council |
| 30 | Water Supply / Sewerage | UnityWater |

Refer to Local Plan Appendix D of this Plan for contact details of Sunshine Coast Disaster and Emergency Management officers and agencies.

2 DISASTER RISK MANAGEMENT

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2.1 COMMUNITY CONTEXT

This section provides a brief description of key features of the Sunshine Coast community with relevant information to support disaster management planning and operations.

2.1.1 Geography

The Sunshine Coast region is located in South East Queensland, approximately 100 km north of Brisbane. The region is bounded by the Gympie region in the north and west, the Moreton Bay region in the south, and the Somerset region in the south-west.

The region encompasses a total land area of 3,127 km² which includes 113 km² of waterways. The region has over 200 kilometres of coastline, over 4,000 km of roads, nearly 800 kilometres of bikeways and over 13,000 hectares of parks and bushland.

The topography of the Sunshine Coast is dominated by its broad coastal plain, the peaks of the Glasshouse Mountains in the south and the escarpment and uplands of the D'Aguilar, Conondale and Blackall Ranges in the west. The highest elevations are about 800 metres above sea level and are located along the western border of the region.

The Region is drained by the Mary River and its tributaries, which flow to the north, the Stanley River and its tributaries which flow to the south, creeks such as Coochin and Bells which drain to the Pumicestone Passage and the Mooloolah, Maroochy and Noosa Rivers and their tributaries that flow to the east.

Much of the native vegetation of the region has been removed or greatly modified, the main forms of native vegetation that remain include tall open eucalypt forests along the western borders to remnants of melaleuca forest and open heaths along the coast. There are also extensive areas of exotic pine plantings on the coastal plain.

Major natural features of the region include: National Parks (Bribie Island, Conondale, Dularcha, Eudlo Creek, Ferntree Creek, Glass House Mountains, Great Sandy, Keyser Island, Kondalilla, Mapleton Falls, Mooloolah River, Mount Coolum and Noosa); Lake Baroon, Lake Cooroibah, Lake Cootharaba, Lake Macdonald, Lake Weyba, Cooloolabin Dam, Ewen Maddock Dam, the Maroochy River, the Mooloolah River, the Noosa River, Mapleton Forest Reserve and Tewantin Forest Reserve.

2.1.2 Climate

The Region has a generally mild sub-tropical coastal climate modified by altitude in areas such as the Blackall and Conondale Range.

Temperatures in summer average a minimum of 21 degrees and maximum of 29 degrees and in winter from 12 degrees through to a maximum of 22 degrees. The highest summer temperature of 38.7 degrees was recorded in both January 2002 and February 2008 and the lowest winter temperature of minus 2.8 degrees was recorded at Tewantin in June 1901.

The recorded rainfall average on the coast is approximately 1500 mm, whilst in the ranges it is about 1850 mm. The highest average rainfall occurs from December to May.

2.1.3 Demography

The bulk of the urban population in the Sunshine Coast live along the coast extending from Pelican Waters in the south to Noosa Heads in the north. Towns and urban centres are also located in the hinterland along the railway corridor and in the ranges.

The residential population of the Sunshine Coast for 2011 was expected to be between 324,500 and 340,400 people with an increase of 2.32% between 2009 and 2010 indicating a strong growth rate. Projections prepared by the Department of Infrastructure and Planning indicate that by 2026 the population is expected to change to between 427,900 and 520,500 people.

High tourist and visitor numbers, especially during peak tourist seasons, considerably increase the overall population on any given day. The Sunshine Coast Region receives over 2.5 million domestic visitors annually and approximately 270,000 international visitors annually. Passenger movements at the Sunshine Coast are estimated to be over 1.04 million per year. The top five source countries for tourists are: New Zealand, United Kingdom, Germany, United States and Canada.

The age structure of the Sunshine Coast is significantly older than the Queensland average, which is reflected in the median age of 41 years, compared to 36 years for Queensland.

The older age profile of the region reflects the high number of retirees and baby boomers who have moved to the region, and the high number of young adults (15-24 years) migrating away for employment and educational opportunities. This trend is projected to continue with the number of people over the age of 65 predicted to more than double between 2009 and 2026 (from 47,554 to 100,774), while the number of people over the age of 85 is likely to almost treble (from 5,251 to 14,856).

On the Sunshine Coast, family households amount to approximately 70% (all family types); single person households were 21.9% and group households 3.8%.

The structure of families has changed significantly over the last ten to fifteen years. The proportion of couple families without children has increased steadily from 42.4% to 44.7% between 1996 and 2006 which represents a significant difference when compared to Queensland at 39.1%.

Households generally earn less per week on the Sunshine Coast than in Queensland. Of the total households, 34.5% earn under \$650 per week, compared with 28.8% of the state.

The culturally and linguistically diverse population of the Sunshine Coast makes up a relatively small proportion of the total population at 5.1% (14,000). However, the diversity within this group is quite large. This is evident in the range of different non-English speaking countries of birth represented, 81 according to 2006 census data. The data also indicated 3.4% of the population spoke a language other than English at home.

The top four non-English speaking countries of birth for Sunshine Coast residents in 2006 were: Germany (7.2%), Netherlands (0.5%), Philippines (0.2%) and Papua New Guinea (0.2%).

Localities with highest number of residents born in non-English speaking countries are: Noosaville (7.1%), Mapleton – Flaxton – Obi Obi (7.0%), and Eumundi - Eerwah Vale - North Arm – Bridges (6.6%).

The general distribution of the population across the region and data on age, and family composition (from 2006 Census data) are depicted in Tables 4, 5 and 6 following:

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Table 4 - Sunshine Coast Residential Population 2006 Census

| Location | Area (sq. Km) | Population-2006 (persons) | Population Density (Persons/sq. km) | Median Age (years) - 2006 | Median Weekly Household Income (\$) -2006 |
|--------------------------------------|---------------|---------------------------|-------------------------------------|---------------------------|---|
| Caloundra North | 27.6 | 22,541 | 828.7 | 40 | 890 |
| Caloundra South | 106.1 | 21,332 | 201.1 | 46 | 728 |
| Kawana | 35.6 | 21,708 | 609.8 | 46 | 760 |
| Hinterland | 505.6 | 8,219 | 16.3 | 40 | 930 |
| Rail Corridor (Glasshouse Country) | 419.0 | 19,448 | 46.4 | 38 | 957 |
| Buderim | 62.1 | 42,634 | 686.5 | 39 | 1,039 |
| Coastal North | 47.0 | 24,627 | 524.0 | 37 | 953 |
| Maroochydore | 14.1 | 17,614 | 1249.2 | 43 | 722 |
| Mooloolaba | 5.4 | 11,128 | 2060.7 | 39 | 941 |
| Nambour | 20.4 | 14,112 | 691.8 | 39 | 728 |
| Paynter- Petrie Creek | 86.2 | 16,184 | 187.7 | 39 | 966 |
| Balance Maroochy SD | 928.8 | 26,365 | 28.4 | 41 | 965 |
| Noosa – Noosaville | 22.8 | 10,043 | 440.5 | 48 | 918 |
| Sunshine Peregian | 19.1 | 9,953 | 521.1 | 40 | 957 |
| Tewantin | 12.5 | 12,251 | 980.1 | 43 | 713 |
| Balance Noosa SD | 814.3 | 16,966 | 20.8 | 42 | 808 |
| Sunshine Coast Region-Overall - 2006 | 312.0 | 295,125 | 94.4 | 41 | 885 |
| Queensland -2006 | 1,732,654 | 4,050,499 | 2.3 | 36 | 1,033 |

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Table 5 – Sunshine Coast population by age group 2006 Census

| Age Group (Years) | 0-14 | 15-24 | 25-44 | 45-64 | > 65 |
|-------------------|--------|--------|--------|--------|--------|
| Population | 56,901 | 35,086 | 74,700 | 80,885 | 47,553 |
| % | 19.3 | 11.9 | 25.3 | 27.4 | 16.1 |

As per Planning Information and Forecasting Unit – Queensland Department of Infrastructure and Planning

Table 6 – Sunshine Coast household composition 2006 Census

| Household Composition | 2006 | 2001 | Difference (2001-2006) |
|--------------------------------|---------|--------|------------------------|
| One family household | | | |
| Couple family without children | 33,697 | 28,598 | 5,099 |
| Couple family with children | 29,460 | 25,662 | 3,798 |
| One parent family | 11,903 | 10,608 | 1,295 |
| Other family (a) | 789 | 720 | 69 |
| Lone person household | 23,722 | 21,102 | 2,620 |
| Group household | 4,095 | 3,416 | 679 |
| Other household | 12,397 | 9,445 | 2,952 |
| Total households | 116,063 | 99,551 | 16,512 |

2.2 COMMUNITY CAPACITY

2.2.1 Administrative Centres

The major centres in the region are Caloundra, Nambour, Maroochydore and Noosa Heads with emerging centres at Beerwah, Kawana Waters, Sippy Downs and Tewantin. These centres accommodate key education, business, service and retail uses.

The Sunshine Coast Council has offices located at Tewantin, Maroochydore, Nambour and Caloundra.

2.2.2 Community Organisations

There are over 2600 community, sporting, cultural and service groups across the region registered on the Sunshine Coast Community Information Services (CIS) database. Website Address: www.sunshinecoastcis.qld.gov.au .

2.2.3 Healthcare

The region is serviced by three public hospitals (Nambour, Caloundra, and Maleny) and six private hospitals (Nambour, Noosa, Caloundra, Cooloola, Cooroy, and Cotton Tree).

The Queensland Government is planning to deliver a new tertiary hospital on the Sunshine Coast to meet growing demand. The new Sunshine Coast University Hospital (SCUH) at Kawana will offer a range of new and expanded services, potentially meaning fewer people travelling to Brisbane to receive care. It is planned to open with 450 beds in 2016 and expand to a 738 bed facility by 2021.

Medical clinics, some open 24 hours, serviced by registered nursing staff, General Practitioners (GP's) and specialist staff (such as radiology, physiotherapy and psychologists) are located in a number of the larger towns within the region.

2.2.4 Aged Care

With a growing aged population, the region has experienced the development of state-of-the-art aged care services along with extensive medical and supporting infrastructure and services.

2.2.5 Transport

The region is well connected and easily accessible through the centrally located Sunshine Coast Airport. There were an estimated 938,000 passenger movements at the Sunshine Coast Airport for the year ending June 2008 with this number increasing each year.

The region is served by three primary land transport corridors, the Bruce Highway, the Sunshine Motorway and the North Coast railway line.

2.2.6 Shopping Facilities

The region has shopping precincts in each town supported by major centres at Beerwah, Caloundra, Buddina, Nambour, Maroochydore, Coolool, Noosa Heads and Tewantin.

2.3 EMERGENCY SERVICES ORGANISATIONS

2.3.1 Coastguard

There is an active Australian Volunteer Coastguard Squadron located on the Sunshine Coast with flotillas located at Noosaville (QF6), Mooloolaba (QF5) and Caloundra (QF4).

2.3.2 Queensland Ambulance Service

Ambulance Stations are located across the Sunshine Coast region.

2.3.3 Queensland Fire and Rescue Service

(Urban) Fire Stations are located at Beerwah, Buderim, Caloundra, Coolum, Cooran, Cooroy, Kawana, Kenilworth, Maleny, Maroochydore, Mooloolah, Nambour, Noosa Heads, Pomona and Tewantin.

2.3.4 Queensland Police Service

Police Stations and Police Beats are located across the region at: Beerwah, Buderim, Caloundra, Coolum, Cooroy, Eumundi, Kawana Waters, Kenilworth, Landsborough, Maleny, Maroochydore, Mooloolaba, Nambour, Noosa Heads, Palmwoods, Pomona, Sunshine Plaza, Tewantin - Noosaville.

2.3.5 Rural Fire Brigades

Sunshine Coast Council and QFRS Rural Operations supports the Sunshine Coast Rural Fire Brigade Groups which comprises thirty seven brigades spread throughout the region's hinterland.

2.3.6 State Emergency Service

SES Units are active on the Sunshine Coast, with groups located at Caloundra, Kawana, Glasshouse Mountains (Beerwah), Maleny, Nambour, Kenilworth, Maroochydore, Coolum, Tewantin, Cooroy, Pomona and Boreen Point.

2.3.7 Surf Lifesaving

Surf Lifesaving Clubs are active on the Sunshine Coast and are located at; Caloundra, Dicky Beach, Buddina, Mooloolaba, Alexandra Headlands, Maroochydore, Mudjimba, Marcoola, Coolum, Perigeon, Sunshine Beach, Noosa Heads.

2.4 INDUSTRY

The Sunshine Coast has a diverse economic base revolving around retail, construction, tourism, aviation, property and business services, manufacturing and food processing. Agriculture and the fishing industry also contribute to the local economy with much of the rural area used for dairy farming, sugar-cane growing, cattle grazing and crop growing.

The Sunshine Coast is one of Queensland's top tourism regions as the third most popular in Queensland for domestic visitors, and the fourth most popular for international visitors to Queensland. International and domestic visitors to the region spent a total of \$1.86 billion in the year ending June 2009. The tourism industry, comprising of accommodation, tours, cafes and restaurants, is a significant employment sector for the region.

The gross regional product for Sunshine Coast for 2005-2006 was AUD\$10 Billion.

2.5 PUBLIC BUILDINGS, SPACES AND EVENTS

2.5.1 Public Buildings

Throughout the Sunshine Coast there are a number of public and community buildings, with many of these able to be utilised as Evacuation or Temporary Relocation Centres. These include:

- (a) Recreation and Sports Stadiums
- (b) Beerwah Community Hall
- (c) Bicentennial Community Centre, Sunshine Beach
- (d) Caloundra Indoor Sports Stadium
- (e) Events Centre Caloundra
- (f) Kawana Community Centre
- (g) Lake Kawana Community Centre
- (h) Landsborough Recreation Centre
- (i) Nambour Civic Centre
- (j) Noosa Youth and Entertainment Centre (the J)
- (k) Sunshine Coast Regional Council Libraries located at Beerwah, Caloundra, Coolum Beach, Kawana, Kenilworth, Maleny, Maroochydore, Nambour, Noosa and Cooroy

2.5.2 Major Public Spaces

Public spaces that may be used for large meeting locations for the establishment of temporary facilities include:

- (a) Corbould Park Racecourse
- (b) Parkland at Kings Beach, Alexandra Headlands, Cotton Tree, Noosa Heads
- (c) Multi-sports complexes at Bokarina (Stockland Park) and Maroochydore
- (d) Shopping, Café and Tourist precincts including Hastings Street in Noosa and Mooloolaba Esplanade.
- (e) Showgrounds at Maleny, Nambour and Pomona
- (f) Sunshine Coast Beaches, particularly the more popular beaches at Noosa, Coolum, Alexandra Headlands, Mooloolaba and Kings Beach.
- (g) Sunshine Coast Airport Terminal
- (h) Sunshine Coast University

2.5.3 Special Events and Festival

Special events that attract large concentrations of people include:

- (a) Australia Day Celebrations
- (b) Australia Zoo special celebration days
- (c) Caloundra Music Festival
- (d) Corbould Park Racecourse special race-days
- (e) King of the Mountain Festival Pomona
- (f) Kings Beach Parkland Special Events
- (g) Mooloolaba Triathlon
- (h) Queensland Home Garden Expo

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- (i) New Year's Eve Celebrations, Mooloolaba
- (j) Noosa Long Weekend Festival
- (k) Noosa Triathlon and Multi-sport Festival
- (l) PGA at Hyatt Coolum

2.6 INFRASTRUCTURE

Key infrastructure in the Sunshine Coast Region includes:

- (a) Strategic road corridors including the Bruce Highway and Sunshine Motorway
- (b) Road network including: approximately 4100 km of sealed and unsealed road, bridges and culverts
- (c) North Coast Rail Line
- (d) Sunshine Coast Airport and Caloundra Aerodrome
- (e) Water storage reservoirs including Lake McDonald, Baroon Pocket, Poona, Wappa, Cooloolabin and Ewen Maddock Dams
- (f) Water supply network
- (g) Sewerage treatment and disposal networks
- (h) Stormwater and underground drainage networks
- (i) Electricity distribution network
- (j) Telecommunications networks (voice and data)
- (k) Repeater stations for Radio and TV on Bald Knob, Buderim, Dulong
- (l) Beaches, recreational parks and reserves
- (m) Bikeways (approximately 800km), footways and footbridges.

2.7 ESSENTIAL SERVICES

Essential services in the Sunshine Coast include:

- (a) Electricity: Energex is the region's electricity distribution network provider
- (b) Gas Supply: LP Gas is only available in cylinders and is distributed by authorised agents
- (c) Water Supply: Major water treatment plants are located at Landershute, Image Flat, and Lake McDonald. Smaller local treatment plants are located at Ewen Maddock Dam, Maleny and Kenilworth. Other small towns have local water supplies and other properties rely on tank water.
- (d) Sewerage: The majority of urban properties are connected to Unitywater's sewerage system. Those properties not connected to the system have a range of on-site treatment systems.
- (e) Telecommunications. The landline and mobile phone network has a number of service providers. The top three are Telstra, Optus and Vodafone-Hutchinson Australia (VHA)
- (f) Internet connection: It is estimated that 70% of households in the Sunshine Coast Region have an internet connection at their dwelling. Fixed line, WiFi and 3G internet connections are available through a range of service providers.

2.8 HAZARDOUS SITES

- (a) A range of dangerous goods travel via bulk tankers and intermediate or smaller containers along the Brisbane to Gladstone transport corridor. These include petroleum, liquefied petroleum gas, liquefied ammonia, molten sulphur, liquefied chlorine, concentrated hydrochloric acid, compressed hydrogen, and sodium cyanide. The primary road route comprises Brisbane's Gateway Motorway, the Bruce Highway (National Route 1) and feeder roads to/from regional centres.
- (b) The rail link (North Coast railway) closely parallels the highway, with the two routes being rarely separated by more than a few kilometres.
- (c) Both routes pass either through or near numerous settled areas, including the Sunshine Coast Hinterland, regional centres and smaller towns.
- (d) There are a significant number of fuel storage depots including service stations and marina refuelling facilities throughout the region.
- (e) There are major hardware and cooperative warehouses across the region.
- (f) The entrance to the Port of Brisbane shipping channel is located in close proximity to the Sunshine Coast coastline, passing several the popular beaches.

2.9 DISASTER HAZARDS

In 2011, a Regional Disaster Risk Assessment covering 24 natural and human-made hazards that may impact on the region was compiled. This risk assessment took in to account seasonal variations each of the risks to ensure a more dynamic and accurate assessment of the risk exposures for the region. The hazards considered in this assessment include:

1. East Coast Low Pressure System
2. Severe Thunderstorm / Electrical Storm
3. Tropical Cyclone (Cat 1/2/3 Sandy Cape to Point Danger)
4. Tropical Cyclone (Cat 4/5 Sandy Cape to Point Danger)
5. Storm Tide (> HAT 0.5m)
6. Flood (Q20 impacting on Sunshine Coast Region)
7. Dam Failure
8. Tornado (Grade F1 - Winds 117-180 kmh)
9. Major Earthquake
10. Tsunami (>10m wave and Land Inundation >1km inland)
11. Landslide
12. Prolonged Drought
13. Bushfire (Rural and Interface Areas)
14. Major Fire (Urban/Industrial Areas)
15. Hazardous Material Accident (Land Transport Corridor)
16. Hazardous Material Accident (Marine Environment)
17. Major Passenger Transport Accident (Road/Rail Casualties)
18. Major Air Transport Accident
19. Pandemic
20. Extreme High Temperatures (>36 degrees, >2 days)
21. Exotic Animal/Plant Disease
22. Terrorism
23. Cyber Security Incident (Emerging Risk)
24. Black Swan (Unpredictable, Extreme/Concurrent Events)

This Regional Disaster Risk Assessment along with previous studies undertaken by the Caloundra, Maroochy and Noosa Council's has informed the development of the regional disaster risk register.

2.10 REGIONAL DISASTER RISK REGISTER

The Regional Disaster Risk Register has been developed for disaster management planning and operational activities. The register underpins the risk assessment below, providing more detail on geographic locations at risk, potential impacts of disasters and the current risk controls in place.

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2.11 REGIONAL DISASTER RISK ASSESSMENT

The sections below provide the methodology and the Regional Hazard Risk Assessment.

2.11.1 Risk Methodology – Likelihood Descriptors

| | |
|----------------|--|
| Almost Certain | The event will occur at least once per year (Average Recurrence Interval < 1 year). |
| Likely | The event could occur at least once every one to ten years. (Average Recurrence Interval 1-10 years). |
| Possible | The event could occur at least once every ten to fifty years. (Average Recurrence Interval 10-50 years). |
| Unlikely | The event could occur at least once every fifty to one hundred years. (Average Recurrence Interval 50-100 years). |
| Rare | The event could occur at least once every one hundred to one thousand years. (Average Recurrence Interval 100-1000 years). |
| Improbable | The event may occur at least once every thousand years or more. (Average Recurrence Interval >1000 years). |

2.11.2 Risk Methodology – Consequence Descriptors

| Descriptor | People | Environment | Economy | Governance | Social/Community | Infrastructure |
|---------------|---------------------------------|---|--|--|---|--|
| Insignificant | No known injuries or illnesses. | No or minimal impact on the environment - very limited direct damage to ecosystems or elements of place | Minor financial loss that can be managed within standard financial provisions (e.g. insurance), inconsequential disruptions at business level. | Governing entities are able to manage the event within normal parameters, public administration functions without disturbances, public confidence in governance, no media attention. | Inconsequential short term reduction of services, no damages to objects of cultural significance, no adverse emotional and psychological impacts. | Inconsequential short term failure of infrastructure and service delivery, no disruption to the public services and utilities. |

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| Descriptor | People | Environment | Economy | Governance | Social/Community | Infrastructure |
|------------|--|---|--|---|---|--|
| Minor | Minor injury/illness managed within existing resources (first aid personnel and readily available equipment). | Limited and/or localised impact on the environment that can be readily rectified but effort is still required to minimise. One off recovery effort is required. | Financial loss requiring activation of reserves to cover loss, disruptions at business level leading to isolated cases of loss of employment. | Governing entities manage the event under emergency arrangements, public administration functions with minimal disturbances, isolated expressions of public concern, media coverage within region. | Isolated and temporary cases of reduced services within community, repairable damage to objects of cultural significance, impacts within emotional and psychological capacity of the community. | Isolated cases of short-to mid-term failure of infrastructure and service delivery, localised inconvenience to the community and business anticipated to extend up to 72 hours. No long term impact on integrity or operation of the infrastructure. |
| Moderate | Single fatality or permanent incapacity. Multiple serious injury/illnesses requiring professional medical care and/or hospitalisation. Small number of people displaced for <24 hrs. | Isolated but significant cases of impairment or loss of ecosystem functions, intensive efforts for recovery required. Event can be managed under normal procedures. | Direct moderate financial loss in the region requiring adjustments to business strategy to cover loss, disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment. | Governing entities manage the event with considerable diversion from policy, public administration functions limited by focus on critical services, widespread public protests, media coverage within region. | Ongoing reduced services within community, permanent damage to objects of cultural significance, impacts beyond emotional and psychological capacity in some parts of the community. | Mid-term failure of (significant) infrastructure and service delivery affecting some parts of the community, widespread inconveniences. Repair/replacement expected to take greater than 72 hours. |

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| Descriptor | People | Environment | Economy | Governance | Social/Community | Infrastructure |
|--------------|---|---|---|---|---|--|
| Major | Multiple fatalities or permanent incapacities (up to 1 per 100 000). Regional health care system stressed. External resources required to contain and resolve the incident. Large number of people displaced for >24 hours. | Severe impairment or loss of ecosystem functions affecting many species or landscapes, progressive environmental damage. | Significant financial loss requiring major changes in business strategy to (partly) cover loss, significant disruptions across industry sectors leading to multiple business failures and loss of employment. | Governing body absorbed with managing the event, public administration struggles to provide merely critical services, loss of public confidence in governance, national level media coverage. State level support required. | Reduced quality of life within community, significant loss or damage to objects of cultural significance, impacts beyond emotional and psychological capacity in large parts of the community. Majority of services unavailable to community. | Mid to long term failure of significant infrastructure and service delivery affecting large parts of the community, external support required. |
| Catastrophic | Widespread loss of lives (at least 1 per 10 000), regional health care system unable to cope, large displacement of people beyond regional capacity to manage. | Widespread severe impairment or loss of ecosystem functions across species and landscapes, irrecoverable environmental damage. Total incongruence with preferred elements of place. | Unrecoverable financial losses. Multiple major industries in the region seriously threatened or disrupted for foreseeable future. Asset destruction across industry sectors leading to widespread business failures and loss of employment. | Governing bodies unable to manage the event, ineffective public administration, loss of public order, widespread unrest and crime. State or national intervention required. Widespread international media coverage. | Community unable to support itself, widespread loss of objects of cultural significance, impacts beyond emotional and psychological capacity in all parts of the community, long term denial of basic community services. | Long term failure of significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required. |

2.11.3 Risk Methodology – Risk Calculation Table

| Risk Table | | | Consequences | | | | |
|------------|----------------|--|---------------|-------------|-------------|--------------|--------------|
| | | | Insignificant | Minor | Moderate | Major | Catastrophic |
| Likelihood | Almost Certain | The event will occur at least once per year (Average Recurrence Interval (ARI) < 1 year). | Medium - 42 | Medium - 48 | High - 69 | Extreme - 84 | Extreme - 90 |
| | Likely | The event could occur at least once every one to ten years. (ARI 1-10 years). | Low - 15 | Medium - 45 | High - 66 | High - 75 | Extreme - 87 |
| | Possible | The event could occur at least once every ten to fifty years. (ARI 10-50 years). | Low - 12 | Low - 27 | Medium - 54 | High - 72 | High - 81 |
| | Unlikely | The event could occur at least once every fifty to one hundred years. (ARI 50-100 years). | Low - 9 | Low - 24 | Medium - 51 | Medium - 60 | High - 78 |
| | Rare | The event could occur at least once every one hundred to one thousand years. (ARI 100-1000 years). | Low - 6 | Low - 21 | Low - 33 | Medium - 57 | Medium - 63 |
| | Improbable | The event may occur at least once every thousand years or more. (ARI >1000 years). | Low - 3 | Low - 18 | Low - 30 | Low - 36 | Low - 39 |

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2.11.4 Risk Likelihood Assessment (as at November 2011)

| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|----------|----------|----------|----------|------------|------------|------------|------------|------------|------------|----------|----------|
| 01 - East Coast Low Pressure System | LIKELY | LIKELY | LIKELY | LIKELY | LIKELY | LIKELY | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY |
| 02 - Severe Thunderstorm / Electrical Storm | LIKELY | LIKELY | LIKELY | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | POSSIBLE | LIKELY | LIKELY |
| 03 - Tropical Cyclone (Cat 1/2/3 Sandy Cape to Point Danger) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | UNLIKELY | IMPROBABLE | IMPROBABLE | IMPROBABLE | IMPROBABLE | RARE | UNLIKELY | POSSIBLE |
| 04 - Tropical Cyclone (Cat 4/5 Sandy Cape to Point Danger) | POSSIBLE | UNLIKELY | UNLIKELY | RARE | IMPROBABLE | IMPROBABLE | IMPROBABLE | IMPROBABLE | IMPROBABLE | IMPROBABLE | RARE | UNLIKELY |
| 05 - Storm Tide (> HAT 0.5m) | LIKELY | LIKELY | LIKELY | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | POSSIBLE | LIKELY |
| 06 - Flood (Q20 impacting on Sunshine Coast Region) | LIKELY | LIKELY | LIKELY | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | POSSIBLE | POSSIBLE | LIKELY |
| 07 - Dam Failure | UNLIKELY | UNLIKELY | UNLIKELY | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | UNLIKELY |
| 08 - Tornado (Grade F1 - Winds 117-180 kmh) | POSSIBLE | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | RARE | RARE | RARE | RARE | UNLIKELY | POSSIBLE | POSSIBLE |
| 09 - Major Earthquake | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE |
| 10 - Tsunami (>10m wave and Land Inundation >1km inland) | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE |
| 11 - Landslide | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | UNLIKELY | UNLIKELY | POSSIBLE | POSSIBLE |
| 12 - Prolonged Drought | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY |
| 13 - Bushfire (Rural and Interface Areas) | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | POSSIBLE | LIKELY | LIKELY | LIKELY | POSSIBLE |

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| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 14 - Major Fire (Urban/Industrial Areas) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 15 - Hazardous Material Accident (Land Transport Corridor) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 16 - Hazardous Material Accident (Marine Environment) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 17 - Major Passenger Transport Accident (Mass Casualties) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 18 - Major Air Transport Accident | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY | UNLIKELY |
| 19 - Pandemic | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 20 - Extreme High Temperatures (>36 degrees, >2 days) | POSSIBLE | POSSIBLE | POSSIBLE | UNLIKELY | RARE | RARE | RARE | RARE | RARE | RARE | UNLIKELY | POSSIBLE |
| 21 - Exotic Animal/Plant Disease | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 22 - Terrorism | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE |
| 23 - Cyber Security Incident (Emerging Risk) | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE | POSSIBLE |
| 24 - Black Swan (Unpredictable, Extreme Events) | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE | RARE |

Likelihood Rating Scale

| | | | | | |
|------------|------|----------|----------|--------|----------------|
| IMPROBABLE | RARE | UNLIKELY | POSSIBLE | LIKELY | ALMOST CERTAIN |
|------------|------|----------|----------|--------|----------------|

* Based on available Bureau of Meteorology Data at September 2011

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2.11.5 Risk Consequence Assessment (as at November 2011)

| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 01 - East Coast Low Pressure System | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 02 - Severe Thunderstorm / Electrical Storm | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 03 - Tropical Cyclone (Cat 1/2/3 Sandy Cape to Point Danger) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 04 - Tropical Cyclone (Cat 4/5 Sandy Cape to Point Danger) | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT |
| 05 - Storm Tide (> HAT 0.5m) | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 06 - Flood (Q20 impacting on Sunshine Coast Region) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 07 - Dam Failure | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 08 - Tornado (Grade F1 - Winds 117-180 kmh) | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 09 - Major Earthquake | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT |
| 10 - Tsunami (>10m wave and Land Inundation >1km inland) | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT |
| 11 - Landslide | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 12 - Prolonged Drought | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |

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| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 13 - Bushfire (Rural and Interface Areas) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 14 - Major Fire (Urban/Industrial Areas) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 15 - Hazardous Material Accident (Land Transport Corridor) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 16 - Hazardous Material Accident (Marine Environment) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 17 - Major Passenger Transport Accident (Mass Casualties) | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 18 - Major Air Transport Accident | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 19 - Pandemic | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 20 - Extreme High Temperatures (>36 degrees, >2 days) | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 21 - Exotic Animal/Plant Disease | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 22 - Terrorism | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR | MAJOR |
| 23 - Cyber Security Incident (Emerging Risk) | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE | MODERATE |
| 24 - Black Swan (Unpredictable, Extreme Events) | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT | CAT |

Likelihood Rating Scale

| | | | | |
|----------|-------|----------|-------|-----------|
| INSIGNIF | MINOR | MODERATE | MAJOR | CATAST R. |
|----------|-------|----------|-------|-----------|

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2.11.6 Risk Assessment (as at November 2011)

The following risk ratings by month have been assessed for each of the respective hazards.

| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 01 - East Coast Low Pressure System | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 72 | HIGH 72 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 |
| 02 - Severe Thunderstorm / Electrical Storm | HIGH 66 | HIGH 66 | HIGH 66 | MEDIUM 54 | MEDIUM 54 | MEDIUM 51 | MEDIUM 51 | MEDIUM 51 | MEDIUM 51 | MEDIUM 54 | HIGH 66 | HIGH 66 |
| 03 - Tropical Cyclone (Cat 1/2/3 Sandy Cape to Point Danger) | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | MEDIUM 60 | LOW 36 | LOW 36 | LOW 36 | LOW 36 | MEDIUM 57 | MEDIUM 60 | HIGH 72 |
| 04 - Tropical Cyclone (Cat 4/5 Sandy Cape to Point Danger) | HIGH 81 | HIGH 78 | HIGH 78 | MEDIUM 63 | LOW 39 | LOW 39 | LOW 39 | LOW 39 | LOW 39 | LOW 39 | MEDIUM 63 | HIGH 78 |
| 05 - Storm Tide (> HAT 0.5m) | HIGH 66 | HIGH 66 | HIGH 66 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 51 | MEDIUM 51 | MEDIUM 54 | HIGH 66 |
| 06 - Flood (Q20 impacting on Sunshine Coast Region) | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 72 | HIGH 72 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | HIGH 72 | HIGH 72 | HIGH 75 |
| 07 - Dam Failure | MEDIUM 51 | MEDIUM 51 | MEDIUM 51 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | MEDIUM 51 |
| 08 - Tornado (Grade F1 - Winds 117-180 kmh) | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 51 | MEDIUM 51 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | MEDIUM 51 | MEDIUM 54 | MEDIUM 54 |
| 09 - Major Earthquake | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 |
| 10 - Tsunami (>10m wave and Land Inundation >1km inland) | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 |
| 11 - Landslide | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 51 | MEDIUM 51 | MEDIUM 54 | MEDIUM 54 |

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| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 12 - Prolonged Drought | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 |
| 13 - Bushfire (Rural and Interface Areas) | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | HIGH 72 | HIGH 75 | HIGH 75 | HIGH 75 | HIGH 72 |
| 14 - Major Fire (Urban/Industrial Areas) | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 |
| 15 - Hazardous Material Accident (Land Transport Corridor) | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 |
| 16 - Hazardous Material Accident (Marine Environment) | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 |
| 17 - Major Passenger Transport Accident (Mass Casualties) | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 |
| 18 - Major Air Transport Accident | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 | MEDIUM 60 |
| 19 - Pandemic | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 | HIGH 72 |
| 20 - Extreme High Temperatures (>36 degrees, >2 days) | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 51 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | LOW 33 | MEDIUM 51 | MEDIUM 54 |
| 21 - Exotic Animal/Plant Disease | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 |
| 22 - Terrorism | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 | MEDIUM 57 |
| 23 - Cyber Security Incident (Emerging Risk) | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 | MEDIUM 54 |

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| Risk | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 24 - Black Swan (Unpredictable, Extreme Events) | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 | MEDIUM 63 |

* Based on available Bureau of Meteorology Data at September 2011

| | | | |
|------------|----------------|--------------|-----------------|
| LOW (3-39) | MEDIUM (42-63) | HIGH (66-81) | EXTREME (84-90) |
|------------|----------------|--------------|-----------------|

Acknowledgement: Part Two of the Sunshine Coast Local Disaster Management Plan was prepared by GHD Pty Ltd, working with Council's Disaster Management Team and the Local Group and funded with the assistance of a Natural Disaster Resilience Program Grant

3 - PREVENTION AND DISASTER MITIGATION

| | |
|---|-----|
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| 3.3 BUILDING CODES, BUILDING USE REGULATIONS AND PLANNING POLICIES | 3-1 |
| 3.4 LEGISLATION | 3-2 |
| 3.5 INSURANCE | 3-3 |
| 3.6 LAND-USE MANAGEMENT INITIATIVES | 3-3 |
| 3.7 COUNTER TERRORISM RISK MANAGEMENT. | 3-3 |
| 3.8 CLIMATE CHANGE | 3-3 |

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3.1 PREVENTION

The Act defines prevention as the taking of preventative measures to reduce the likelihood of an event occurring or, if an event occurs, to reduce the severity of the event.

3.2 DISASTER MITIGATION

Disaster Mitigation is the means taken in advance of or after a disaster aimed at decreasing or eliminating its impact on communities, the economy, infrastructure and the environment.

The objective of prevention and disaster mitigation activities is reduced risk and vulnerability through initiatives to enhance community resilience and sustainability.

Prevention and disaster mitigation can be, in part, achieved through application of, building codes and planning policies and legislation.

3.3 BUILDING CODES, BUILDING USE REGULATIONS AND PLANNING SCHEMES AND POLICIES

Codes and regulations that are relevant and apply include:

- (a) Body Corporate and Community Management Act
- (b) *Building Act 197*
- (c) Building and Other Legislation Amendment Act
- (d) Building Code Australia
- (e) Building Fire Safety Regulation
- (f) Building Regulations 1991
- (g) Building Services Authority Act
- (h) *Building Standards Regulation 1993*
- (i) Building Units and Group Titles Act
- (j) Local Government Finance Standard 2005
- (k) Noosa Plan, Maroochy Plan 2000, Caloundra City Plan 2004
- (l) Queensland Coastal Plan
- (m) Queensland Development Code
- (n) State Planning Policy 1/03 guideline: mitigating the adverse impacts of flood, bushfire and landslide
- (o) State Planning Policy for Coastal Protection

3.4 LEGISLATION

In addition to the *Disaster Management Act 2003* legislation relevant to disaster management includes:

- *Agricultural Chemicals Distribution Control Act 1966*
- *Ambulance Service Act 1991*
- *Local and Subordinate Local Laws*
- *Chemical Usage (Agricultural and Veterinary) Control Act 1988*
- *Coastal Protection and Management Act 1995*
- *Dangerous Goods Safety Management Act 2001*
- *Environmental Protection Act 1994*
- *Exotic Diseases in Animals Act 1981*
- *Explosives Act 1999*
- *Fire and Rescue Services Act 1990*
- *Gas Supply Act 2003*
- *Information Privacy Act 2009*
- *Land Act 1994*
- *Liquid Fuel Supply Act 1984*
- *Local Government Act 2009*
- *Major Sports Facilities Act 2001*
- *Marine Parks Act 2004*
- *Native Title (Queensland) Act 1993*
- *Nature Conservation Act 1992*
- *Queensland Reconstruction Authority Act 2011*
- *Petroleum Act 1923*
- *Police Powers and Responsibilities Act 2000*
- *Public Health Act 2005*
- *Public Safety Preservation Act 1986*
- *Right to Information Act 2009*
- *Sustainable Planning Act 2009*
- *Terrorism (Commonwealth Powers) Act 2002*
- *Water Act 2000*
- *Water Supply (Safety and Reliability) Act 2008*
- *Workplace Health and Safety (Miscellaneous) Regulation 1995*

3.5 INSURANCE

In a disaster there is significant impact on the whole community caused by under insured and non-insured properties.

It is considered that this is an issue for the insurance industry and the State Government with input from the Local Group through its members.

3.6 LAND-USE MANAGEMENT INITIATIVES

Sunshine Coast Regional Council is in the process of developing a new single Planning Scheme to replace the planning schemes currently in use from the predecessor Councils. These Planning schemes contain Overlay Codes which regulate assessable development where occurring on a site, subject to bushfire, landslip, flooding etc.

The overlay codes in the planning schemes include:

- (a) Aviation Affected Area Code
- (b) Bushfire Hazard Management Code
- (c) Coastal Management Code
- (d) Flood Management Code
- (e) Steep Slope/ Stability Code

3.7 COUNTER TERRORISM RISK MANAGEMENT.

A counter-terrorism risk assessment has been carried out by Queensland Police Service (QPS). The results of this assessment are held by QPS.

3.8 CLIMATE CHANGE

The Intergovernmental Panel on Climate Change (IPCC) – has stated that:

“Ongoing coastal development and population growth in areas such as Cairns and Southeast Queensland are projected to exacerbate risks from sea-level rise and increases in the severity and frequency of storms and coastal flooding by 2050 (IPCC 2007).”

Whilst it is considered that climate change will have little effect on current disaster management operations, Queensland Government climate change summaries indicate south-east Queensland could face major challenges as a result of drier and warmer conditions. Coastal regions could face challenges due to a rise in sea-level combined with increased coastal development and rapid population growth.

To help the region adapt to the likely effects of Climate Change Sunshine Coast Council is currently undertaking the following projects

- Development of a Climate Change Strategy
- Climate Change Infrastructure Risk Assessment and Adaptation Strategy
- Corporate carbon accounting and management project
- Establishment of an Energy Transition Reference Group

More information is available from Council's Website: www.sunshinecoast.qld.gov.au

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The Queensland Government through its Office of Climate Change states that the

“The Queensland Government is committed to remaining at the forefront of Australia's response to climate change. It is implementing actions that reduce emissions so that the state can play its part in meeting a national reduction target of 60 per cent below 2000 levels by 2050, and to prepare our industries and communities for the impacts of climate change in Queensland.”

More information is available from the Queensland Government's Climate Change Website:
http://www.climatechange.qld.gov.au/climate_change

4 - PREPAREDNESS AND CAPACITY BUILDING

| | |
|---|-----|
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Effective disaster management and response activities begin with preparedness and awareness raising activities conducted on an ongoing basis, in advance of any potential incident. Preparedness activities include having *“arrangements or plans to deal with a threat situation or a disaster that is the mobilisation of the disaster response structure and resources”* EMA 2004.

Capacity is a combination of the capability and the resources available to the Local Group that can reduce the level of risk or the effects of a disaster. Capacity can be built through activities that ensure ongoing improvement of the disaster management arrangements e.g. planning meetings, workshops and seminars, training, and exercises.

Local level capability is recognised as the frontline of disaster management. This Local Plan aims to set out how this capability is to be enhanced.

4.1 SUNSHINE COAST LOCAL DISASTER MANAGEMENT GROUP MEETINGS

The ordinary meetings of the SCLDMG constitute a key ongoing preparedness and capacity building activity. The building of a strong network of disaster management personnel through the meetings of the Local Group (and District Group) before disaster strikes will enhance the effectiveness of the coordination of disaster operations and the management of the response during periods of disaster and recovery.

The Local Group will meet four times each year and the meetings be timed to take into account higher risk periods. Local Group Sub Groups will meet at least twice each year or more frequently as required by the risk profile.

4.2 BUILDING RESPONSE CAPABILITY

Within the Sunshine Coast region there are designated lead agencies who are responsible for the initial response to an incident or event. It is their responsibility to plan for and coordinate the response to a particular emergency or event.

Refer to Local Plan Part 1 for the description of the Roles and Responsibilities (including designation of the lead agencies) of members and agencies of the Local Group.

Each agency, particularly lead agencies identify in reports at meetings of the Local Group (or District Group) on the status of their preparedness, and the extent of their response capability. These reports are also to identify any gaps in the agency's capability.

Each Local Group (and District Group) member agency is responsible for taking actions to establish and sustain its own disaster response capability including providing equipment and a suitable number of trained persons using the resources available to that Agency to effectively deal with or help another entity deal with a emergency or a disaster situation within the Sunshine Coast Region.

During periods of Alert or Lean Forward, if additional resources are required by an agency to ensure preparedness then this is to be brought to the attention of the LDC or the DDC.

See [Section 5 of this Plan, Coordination of Response](#) for further information.

4.3 COMMUNITY RESILIENCE

The Queensland State Disaster Management Plan (State Plan) states that prepared and resilient communities are one of the five main principles of disaster management which form the basis of Queensland's Disaster Management Arrangements.

Community resilience is a community's capacity to change, grow and flourish.

A disaster resilient community knows the risks and hazards they face and has the ability to accept the aftermath of such events and the impacts on their lives.

Disaster resilient communities are also aware that it may take considerable time before life returns to any degree of normality should an event impact their area and that resilience is not simply about a community going back to what it was like before but rather learning from a disaster and adjusting to be more resilient should a similar event occur again.

The Local Group has developed a Community Resilience Strategy and Action Plan to improve community resilience on the Sunshine Coast see [Appendix G to this Local Plan](#)

4.4 COMMUNITY AWARENESS, PUBLIC INFORMATION AND WARNING SYSTEMS

4.4.1 Community Awareness

S30 of The Act requires the LDMG *"to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to, and recovering from a disaster"*.

The members and organisations that make up the Local Group currently provide public information and education programs to improve community awareness. These include:

- (a) Council's website and facebook pages
- (b) Disaster and emergency community awareness brochures displayed and available in Council Offices and Libraries.
- (c) Preparedness Articles in local papers and council newsletters.
- (d) Queensland State Government advertising, presentations, and website material
- (e) EMQ advertising, presentations and website material.
- (f) EMA Community Awareness Publications and Emergency Management for Schools Website
- (g) Lectures to various organisations e.g. by the LDC, SES group leaders, etc.
- (h) QFRS Fire and Bushfire Awareness Program.
- (i) BOM Weather Warnings and website material.

The Local Group recognises that providing information on how to look after yourself, your family, your home, business and community in the event of a natural or a man made disaster is an effective way to build community resilience and help communities recover in the aftermath of an event. One of the key long term objectives of the Local Group is to provide this information in a timely, coordinated and accessible fashion.

Through the life of this plan the Local Group in association with EMQ, and its media, business and community partners will undertake to develop and promote the following key educational and awareness tools for distribution across the Sunshine Coast:

- Household Emergency Plans
- Household Emergency Checklists
- Business Emergency Plans
- Business Emergency Checklists

The aim of these plans will be to:

- (a) Encourage people and businesses to prepare themselves, their properties and their clients for disasters such as flooding, severe storm and high wind events.
- (b) Improve target audiences' safety awareness levels and safety behaviours during a disaster or emergency.
- (c) Encourage people to be aware of, and care for their neighbours in the immediate aftermath of a disaster.

4.5 EDUCATION & TRAINING FOR THOSE INVOLVED IN DISASTER & EMERGENCY MANAGEMENT WORK

The provision of and attendance at education and training for those involved in disaster and emergency management work is a key preparedness and capability building activity.

Emergency Management Queensland has a responsibility identified in The Act and State Plan to ensure that persons performing functions under The Act in relation to disaster operations are appropriately trained. EMQ have developed a DM Training Framework identifying courses that are to be undertaken by those persons.

Each member agency is responsible for ensuring that staff undertaking disaster and emergency management work have or plan to have received appropriate training for their roles, in particular those courses identified in the Training Framework.

The Local Group Secretariat will assist with identifying and supporting attendance at relevant training for Local Group members and the Local Disaster Coordination Centre Team. This will be undertaken in consultation with the EMQ Area Director.

4.5.1 Accredited Training

This Plan identifies a preference for vocational education and training that is accredited or is a qualification or individual units of competency under the Australian Qualifications Framework (AQF). The AQF is the system that identifies the various levels of educational qualifications in Australia. Disaster and emergency management specific training is contained within the "Public Safety Training Package". *

Training available for members of the Sunshine Coast Disaster Management System includes:

- EMQ provided courses from the Queensland Disaster Management Training Framework.
- Emergency Management Australia Courses (Accredited Training).

See <http://www.em.gov.au/Education/Pages/default.aspx>

Courses from the Public Safety Training Package provided for example by QFRS or SES Trainers or other training providers.

4.5.2 Training for work in Disaster Coordination Centres

Each Lead Agency is to have an appropriate number of staff trained or planned to be trained at the appropriate skill and competency level to work in a Disaster Coordination Centre. This will greatly assist with the effective coordination of disaster operations.

Appropriate courses for working in a disaster coordination centre include:

- Australasian Inter-service Incident Management System (AIIMS) System course. AIIMS Courses are 2 days (theory program with some scenario work, non-accredited). QFRS and Council have some limited capacity to provide this course to staff that may be required to work in a Coordination Centre.
- Australian Emergency Management Institute (AEMI) Coordinate resources within a multi-agency emergency response. This course examines a range of issues that impact emergency coordination, culminating in a major coordination centre exercise where participants will have a chance to experience the management of a major emergency in a realistic, simulated environment.
- EMQ Disaster Coordination Centre Courses form the DM Training Framework. Three courses have been developed.

4.6 EXERCISES

An exercise is a controlled objective based activity used to practice, evaluate or test plans or procedures and resources. The purpose of an exercise is to practice/ test the knowledge and ability of the agencies of the DM system to coordinate disaster operations for a potential disaster or emergency scenario. Exercises can enhance capacity and confidence of the people that participate in them. The conduct of an exercise is one way in which the Local Group can undertake a review of the Local Plan.

Prior to participating in Disaster and Emergency Exercises it is preferred that participants have received training as outlined in Section 4.5 of this Plan. This is so that participants have a basic understanding of the policies and procedures that apply to working in a disaster management environment and that the experience and learning's from the exercise can be maximised.

4.6.1 Exercise Program and Type:

Each year one or more of the following exercises shall be held on the Sunshine Coast:

- (a) An FCC exercise determined by the Lead Agency designed to test the Lead Agency's response coordination capability
- (b) A table top discussion exercise, with the focus of the exercise to be determined by the District or Local Group.
- (c) An LDCC exercise with the focus of the exercise to be determined by the LDC or Local Group.
- (d) A small scale exercise involving the testing of a single element of the capacity of the LDCC.
- (e) A small scale exercise involving the testing of the Evacuation Centre Support Operational Plan
- (f) A joint LDCC / DDCC Sunshine Coast Disaster Management System Exercise with the focus of the exercise to be determined by the LDMG and DDMG.

Exercises can be small scale one - two hour activities through to a three day event. More frequent smaller exercises can be an effective alternative to a single large scale activity.

4.6.2 Exercise Evaluation

An exercise is to be followed by a debrief process. A hot debrief is to be conducted immediately following the conclusion of the exercise and a cold debrief conducted not longer than a month following the exercise. The cold debrief allows participants time to provide a more considered view of the exercise outcomes.

The learnings from the exercise are to be consolidated into a plan for action. Table 7 (at item 4.7.3 of this Plan), "Measurement of Capability" provides a format for documenting the outcomes of each exercise.

4.6.3 Post Disaster Assessment

The review of operational activities undertaken during a disaster is a key component of developing capacity and the improvement of disaster management arrangements.

Post-disaster assessments (also known as After Action Reviews) are conducted to:

- Assess disaster operations undertaken for a given disaster including actions, decisions or processes;
- Document those processes that worked well and identify a course of action to ensure that they are captured and updated in relevant plans for use in the next operation; and
- Assess capability and consider where additional planning, training and/or exercises may enhance capability.

The review of operations is conducted through two forms of debrief:

1. Hot debrief – debrief undertaken immediately after operations are complete, giving participants the opportunity to share learning points while the experience is still very fresh in their minds. Multiple hot debriefs during protracted operations may be appropriate to identify significant issues and provide prompt solutions for immediate implementation.
2. Post event debrief – held days or weeks after an operation, when participants have had an opportunity to take a considered view of the effectiveness of the operation. A Post Disaster Assessment Report is to be completed in partnership with EMQ to provide an overview of the lesson identified following an event and importantly recommendations for improving disaster management.

Following a Post Disaster Assessment the Local Group may need to consider issues for resolution or may need to refer an issue to the District Group for advice or resolution.

4.7 EMERGENCY PLANNING

4.7.1 The Local Disaster Management Plan

The SCLDMG recognises the importance of planning for disaster situations, and actively promotes this amongst the disaster & emergency management agencies in the region.

In preparing disaster or emergency plans, the Local Group encourages all organisations to:

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- utilise emergency risk management principles
- adopt a comprehensive, all-agencies approach to disaster management
- consider community preparedness and awareness
- the development of business continuity plans
- consult extensively with lead and supporting agencies, and community stakeholders as appropriate.

The Local Group is responsible for maintaining this local disaster management plan. In maintaining this plan, the group expects that all member agencies will be actively involved in and contribute to the review process.

4.7.2 Lead Agency Sub-plans

The Local Group expects that lead agencies will prepare and maintain written emergency management plans to:

- control hazards for which they are responsible
- manage the delivery of disaster management functions for which they are responsible.

By agreement lead agencies will make these emergency plans available to the Local Group to be incorporated within the local district disaster management plan.

4.7.3 Local Community Disaster Plans

In recognition of the size and diversity of the Sunshine Coast region the Local Group intends over the life of this plan to work with community organisations, local business groups, and others, to prepare disaster/emergency and business continuity plans for sub regional areas of the Sunshine Coast.

The Group's initial focus will be to work with local communities that may become isolated during events, organisations that care for vulnerable sectors of the community (e.g. aged care facilities) and tourism organisations to prepare emergency plans.

5 - RESPONSE

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5.1 RESPONSE PRINCIPLES

The principle purpose of a disaster & emergency response is the preservation of life, livelihoods and the environment. Response is defined as the “*actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support*” (EMA 2004).

This Plan provides the basis for the SCLDMG working with the SCDDMG to coordinate disaster operations and response through various response agencies. The Plan identifies that the lead (response) agency is responsible for providing an immediate ongoing response and control for specific disaster or emergency threats.

The SCLDMG and LDC will work closely with the SCDDMG and DDC to manage and coordinate disaster operations.

This Plan recognises that a response to a disaster / emergency event:

- Incorporates all those actions that help or reduce loss of human life, illness or injury to humans, property loss or damage, to the environment, to a particular and specific event
- May commence prior to the impact of an event, if advance warning is given and known
- Concludes once the risks of loss of human life, illness or injury, property loss or damage, or damage to the environment are reduced to an acceptable level.

5.2 RESPONSE CAPABILITY

The Sunshine Coast Disaster & Emergency Management system has a well developed response capability with access to people and resources through its member agencies. These resources include:

- Queensland Ambulance response and equipment resources
- Queensland Fire and Rescue Service response and equipment resources
- Queensland Police Service response and equipment resources
- Queensland Department of Communities, Child Safety and Disability Services provision of emergency financial and community assistance.
- Queensland Department of Transport and Main Roads provision of transportation and road network management resources.
- Queensland Health hospital and population health resources.
- State Emergency Service response and equipment resources.
- Sunshine Coast Council response and equipment resources.
- Equipment and plant obtained through Forward Coordination Centres or the SCLDCC or SCDDCC available from commercial and public sector providers.
- Community support volunteers from agencies such as Australian Red Cross, Lifeline and St Vincent de Paul and;
- Commercial businesses.

Each response agency is responsible for ensuring the adequacy of their own planning arrangements for response.

5.3 COORDINATION OF RESPONSE

The coordination of the Sunshine Coast Disaster Management system operates on a tiered basis:

- Initial response
- Incident Coordination Centre / Forward Coordination Centre
- Sunshine Coast Local Disaster Coordination Centre
- Sunshine Coast District Disaster Coordination Centre
- State Disaster Coordination Centre

5.3.1 Initial Response

The majority of emergency incidents will be dealt with by the appropriate agency using its frontline response capabilities. It will be up to each responsible agency to determine the circumstance and triggers which require an escalated response.

5.3.2 Incident Coordination Centre (ICC)

The ICC is established by the Lead Agency responsible for the specific threat. The ICC has an immediate threat reduction and resolution role. The process for the activation and establishment of the ICC will be in accordance with that Agency's Operational Plans. The Incident Controller is responsible for the activation of the Lead Agency's ICC however the DDC and or the LDC may request that the Lead Agency establish an ICC. The ICC will use the AIIMS framework and methods.

Members of the Sunshine Coast Council's Disaster Management Team may be requested to attend the Lead Agency's ICC as a Liaison Officer to provide support to the Lead Agency to provide an effective response. This request will be made by the Incident Controller to the DDC or the LDC.

An ICC may also establish a Forward Coordination Centre in the field to aid in coordination of response.

5.3.3 Local Disaster Coordination Centre (LDCC)

The Sunshine Coast LDCC with oversight from the LDC has responsibility for coordination of disaster operations. The LDCC also has a strategic future focussed role which requires it to consider how the unfolding situation will potentially affect the Sunshine Coast community. In fulfilling this role the LDCC will support the ICC by pulling in resources and making them available for the response or pushing resources forward to the ICC staging point should the ICC require the resources at a future time.

It has been agreed by the Local Group and the District Group that, for most events, a joint single regional coordination centre which houses the LDCC and the DDCC for the Sunshine Coast will be established as and when required. Locating the LDCC and the DDCC together is expected to aid in the effective coordination of disaster operations.

The LDC has the responsibility for activation and establishment the LDCC and for how it functions. The LDC in accordance with s143 of The Act may delegate the coordination of disaster operations and direct management of the LDCC to an appropriately qualified Officer. This Officer would hold the position of Coordination Centre Room Manager. Operations in the LDCC are determined by the scale of the event.

During the coordination of disaster operations the LDC is to ensure that regular contact is maintained with the DDC, the Mayor of the Sunshine Coast Council, the members of the Local

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Group, the Area Director EMQ, the Executive Officer to the DDC, the Lead Agency, and other response and support organisations.

5.3.4 District Disaster Coordination Centre (DDCC)

DDCC's are established for the provision of State level support to the LDCC. The Sunshine Coast DDCC will provide prompt and relevant information to both the Sunshine Coast LDCCs and to the SDCC on disaster events occurring within the Sunshine Coast disaster district.

The DDCC coordinates the collection and dissemination of information to the SDCC and the LDCC. The DDCC will implement decisions of the DDC and coordinates State and Australian government resources in support of the disaster affected community.

5.3.5 State Disaster Coordination Centre (SDCC)

The SDCC supports the State Group and provides an operational venue for the State Disaster Coordination Group to provide State level support to disaster management operations in accordance with the decisions of the State Group. The SDCC also ensures information about an event and disaster operations are communicated to all involved. Operations in the SDCC are determined by the scale of the event. The SDCC is located in Brisbane.

5.4 ACTIVATION OF THE SUNSHINE COAST LOCAL DISASTER MANAGEMENT GROUP AND THE SUNSHINE COAST LOCAL DISASTER MANAGEMENT PLAN

Procedural details regarding Activation are outlined in the [Local Plan Appendix A.1](#).

5.4.1 Activation & Authority to Activate

This Plan provides the basis for the Sunshine Coast Local Disaster Management Group to coordinate disaster response operations.

The Chair of the Local Group or the LDC is authorised to activate the Local Group and implement this Plan in the event of a disaster. This activation may be in part or in full.

Implementation of the Local Disaster Management Plan will potentially trigger the activation of the LDCC in part or in full.

The LDC has overall responsibility for the establishment and operation of the LDCC. The LDC is also responsible for ensuring appropriate levels of staff are identified and trained in the operation of the LDCC.

The authority to activate the SCLDMP, the SCLDMG and SCLDCC is delegated to the LDC through the adoption of this Plan by the SCLDMG and the Sunshine Coast Council. Refer to 1.4.1 of this plan.

When time permits consultation with the Local Group will be undertaken by the LDC prior to activation of the LDCC.

It is the responsibility of the LDC to notify the DDC, the Chair of the Local Group, the Mayor and the CEO of Sunshine Coast Council, and the Area Director EMQ when the LDC considers that the conditions justify an activation of the Plan and establishment of a LDCC.

Activation of an Incident Coordination Centre (ICC) or Forward Coordination Centre (FCC) to a specific threat is the responsibility of the Lead Agency. The LDC or the DDC may request the Lead Agency to activate an ICC or FCC should the situation require such an activation.

5.4.2 Sunshine Coast Local Disaster Coordination Centre (LDCC) Activation

The LDCC provides a place from which the co-ordinated response to and recovery from a disaster event on the Sunshine Coast is carried out.

The functions of the LDCC are to:

- Coordinate disaster operations
- Gather intelligence and undertake the necessary forward planning in order to be able to respond to the event
- Coordinate the allocation of Sunshine Coast resources in support of agencies involved in response and recovery operations;
- Provide advice or make requests of any additional resources to the DDMG;
- Coordinate the allocation of resources or any additional resources provided by or requested from the DDMG; and
- Collect, collation and dissemination information on the disaster event and disaster operations to the Sunshine Coast community and the relevant authorities.

The LDCC will usually be established at the Sunshine Coast Council's Nambour Office on the first floor Eddie de Vere building. However depending on the nature and location of the event the LDCC could be located elsewhere in the region at a suitable location. The ultimate location of the LDCC for any given event will be decided by the LDC in consultation with the DDC, and the Chair of the Local Group.

Given that on the Sunshine Coast the local and district groups cover the same geographic area the LDC and DDC have agreed that for most events only one disaster coordination centre will be established and that the SCLDCC and the SCDDCC shall operate as a Joint Disaster Coordination Centre to be known as the Sunshine Coast Local Disaster Coordination Centre. The DDC however may decide to establish a separate DDCC if the DDC believes it to be necessary.

Activation & operation of the LDCC is a process with four levels:

- Alert - **Yellow**
- Leaning Forward - **Amber**
- Stand Up - **Red**; and
- Stand-down - **Green**

Activation of each level shall depend on the type of hazard situation. For example, a cyclone, riverine flood or pandemic outbreak will generally involve a longish lead time with gradual escalation of activation level to the point of the LDCC being stood up, whereas a severe thunderstorm, tsunami, multiple fatality transport accident or terrorist attack may have an immediate major or catastrophic impact and will require the immediate standing up of the LDCC.

The activation of a Lead Agency's Incident Coordination Centre (ICC) will not automatically trigger the activation of this Plan or the LDCC. However the Lead Agency's Incident Coordinator is to advise the LDC and the DDC when an ICC has been established.

If the ICC is operating for a longer than 24 hours the Incident Coordinator should report daily on the status of the incident to the LDC and DDC. This is to ensure that the LDC and the DDC are aware of situations that are occurring within the regional area and allow for planning for a future possible activation of the LDCC.

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Table 8. “LDCC Activation Triggers and Required Actions” identifies activation triggers and actions. Activation and Operating Procedures are further detailed in [Local Plan Appendix A.2 – Activating the Local Disaster Coordination Centre sub plan.](#)

Table 8 LDCC Activation Triggers and Required Actions

| Activation Level | Threat/Trigger | Actions |
|--------------------|--|--|
| 1. Alert | <ul style="list-style-type: none"> Information received identifying: a threat which is likely to develop in the region over the next 1-3 days Lead Agency advises they are likely to establish an Incident Coordination Centre(s) at standby or active level | <ul style="list-style-type: none"> Hazard / Threat identified Initial advice to all stakeholders Monitor weather forecasts at regular intervals. LDC issues an SMS alert to advise lead agencies Availability of staff at all agencies determined Contact Lists checked and updated including mobile phone & sms contact list Notify Chair and members of the LDMP of threat/emergent situation Contact with Incident Controller at Lead Agency ICC established Contact with DDC (or delegate) and EMQ established Notify LDCC Staff and confirm availability of Staff for LDCC if needed Media and communication strategy prepared |
| 2. Leaning Forward | <ul style="list-style-type: none"> Probable disruption / impact of an expected event on the community is less than 24 hours away• Potential for multiple events which will require a coordinated response from a number of agencies from the SC DM System Lead Agency advises it has established an active Incident Coordination Centre(s) | <ul style="list-style-type: none"> Notifications sent and acknowledged Decision made on likely activation phase Availability of staff for LDCC confirmed Contact maintained between Lead Agency ICC, LDC, DDC & EMQ If time available Extraordinary Local Group Meeting held. Preparations undertaken to activate LDCC as per Sub Plan Scale(Size) of LDCC being considered After hours support and access arranged if likely to be required LDMP Public Information and Warnings plan activated |

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| Activation Level | Threat/Trigger | Actions |
|------------------|--|---|
| 3. Stand Up | <ul style="list-style-type: none"> • Event is imminent or has occurred • Potential for significant community impact | <ul style="list-style-type: none"> • Local Group & Local Plan activated in full or in part as per Sub Plans • Cost capture commenced • DDC advised of level of activation and situation • Situation Reporting from LDCC underway • Regularly hold and minute LDMG core group or extraordinary meetings • Scale up LDCC as required when existing resources cannot cope with the volume of work and further expansion of the AIIMS system is required • Damage / impact assessment process being planned or underway • Commencement of Recovery Plan (See Section 6 of this Local Plan) |
| 4. Stand-down | <ul style="list-style-type: none"> • Coordination of disaster response operations to the event has concluded • Transition to coordination of disaster recovery operations underway / completed. • Community is in recovery phase or returning to pre-event status | <ul style="list-style-type: none"> • Status of all outstanding actions for disaster response operations confirmed and handover of tasks to normal operational methods completed • Final SITREP for disaster response operations forwarded to DDC • All documentation /electronic files, including finance, finalised and stored • LDCC staff and Local Group members deactivated for disaster response operations • LDCC closed for disaster response operations • Transition to coordination of disaster recovery operations underway • Handover to Local Disaster Recovery Coordinator for reporting purposes completed • Hot Debriefing/s held • Cold debrief scheduled |

5.5 ACCESSING SUPPORT

Incidents, events, emergencies and disasters of local or regional scope which can be managed using regional resources are to be coordinated and managed by ICC(s) and the LDCC.

5.5.1 Requests from the Lead Agency ICC to the LDCC

Upon the activation of the Lead Agency's ICC the LDC shall determine the requirement for the activation of the LDCC. If the LDCC is activated then the Lead Agency will deploy a LDCC Liaison Officer to the ICC.

The Incident Controller at the ICC is to contact the LDCC when additional resources are required for the response, resources which are not available from the Lead or support agencies in attendance at the ICC for the response.

The ICC is able to make such requests through the LDCC Liaison Officer.

The LDCC is to be proactive in its planning for requests for additional resources for the region.

5.5.2 Requests to DDC for Assistance / Support

When Sunshine Coast regional resources under the management or availability of the Local Group member agencies are exhausted or overwhelmed or a specific technical resource or capability is not able to be located or available, the LDC is to contact the DDC so that resources can be accessed or made available, by the DDCC using the process that has been advised by the DDC to the LDC. All requests for assistance to the DDC shall go through the LDC (or delegate e.g. Coordination Centre Manager).

The LDC will be proactive in informing the DDC if it is likely that requests for additional resources are to be so that in turn the DDC can also be proactive in its planning for requests for additional resources for the region.

5.5.3 Requests to State Disaster Coordination Centre for Assistance / Support

When the District is not able to action or fulfil requests for assistance the DDC will request assistance from the Operations Officer, State Disaster Coordination Centre.

5.5.4 Support from External Agencies (Public & Private)

Support may be sourced from:

- Member agencies preferred suppliers as per the list of suppliers held by that agencies' Procurement Unit.
- All emergency service providers both Government and Non-Government agencies.
- Through the Agency Liaison Officers or via the usual member agency procedures. Requests to the DDC are as described previously in Section 5.5.2 of this Plan.
- The SDCC or the DDC may allocate and push resources forward to the Region during an event even though resources have not been requested by the LDCC. The staging and reception of these resources will require planning and coordination by the LDCC.
- Should support, as described above, be withdrawn for whatever reason, the agencies should advise the LDC immediately.

5.6 PUBLIC INFORMATION AND WARNING NOTIFICATION AND DISSEMINATION

5.6.1 Public information during disaster response and recovery

This Plan identifies that public information and warnings provided by the Local Group shall be provided mainly through broadcast media (Radio & TV). Other alerts or warnings such as those delivered through social media and the internet, the use of SEWS (the Standard Emergency Warning System) or the national Emergency Alert telephone and SMS messaging system will be used to support and reinforce the warning messages provided through broadcast media. The Queensland Government and Sunshine Coast Council Contact Centres will also be used to support and emphasise the messages provided through broadcast media.

The Mayor of the Sunshine Coast, the Officer in Charge of the Lead Agency, the DDC and the LDC shall be the key sources of information to the community regarding the status of the response to the emergency and any other associated threats or required community actions. The role of the Local Group Media Liaison Officer is to support these spokespersons and to ensure a coordinated and consistent message is broadcast to the community.

Refer to [Local Plan Appendix A. Section B8 – Public Information & Warnings Operational Plan.](#)

5.6.2 Public Warning Systems

Disaster & emergency warnings need to be timely, consistent and succinct, so that people can take appropriate action. To ensure that disaster warnings are coordinated and timely the Local Group has developed a Public Information and Warnings Operational Plan.

This plan recognises that individuals are likely to hear about a potential disaster situation from a variety of sources and most will seek to confirm that message before they take any action. Research indicates that if the emergency warning is not confirmed then it may be ignored. Therefore the frequency and timing of emergency warnings will be carefully considered.

So long as the information is consistent, emergency warnings issued from two or more relevant agencies will help to confirm and reinforce the warning message.

During the life of this Plan the LDC, Local Group Media Officer, Area Director EMQ and the DDC (or delegate) will work with broadcast media outlets to improve arrangements & systems for the provision of a consistent approach to the broadcast of emergency warnings to the public on the Sunshine Coast.

A component of exercises will be to practise the preparation of public information and dissemination of warning messages and products both for broadcast and dissemination through social media.

5.7 DECLARATION OF A DISASTER SITUATION

In accordance with s64 of The Act the DDC may, with the approval of the Minister, declare a disaster situation for the district or one or more local government areas within the district in whole or in part. As outlined in s75 and s77 of the Act, the declaration confers extra powers on particular groups to perform actions, give directions and control movements within the declared area.

In declaring a disaster situation, the DDC is to be satisfied that a disaster has happened, is happening or is likely to happen and it will be necessary, or reasonably likely to be necessary, to exercise declared disaster powers to prevent or minimise the loss of human life, illness or injury to humans, property loss or damage, or damage to the environment. Before declaring a disaster

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situation the DDC is to take reasonable steps to consult with local government in the proposed declared area.

The declaration of a disaster situation does not impact the requirements of a local government under the Act to manage disaster operations in their area.

5.7.1 Relationship between activation, declarations and financial assistance

The activation of disaster management arrangements, local disaster management plan or local disaster coordination centre confers neither special powers nor funding and it is not necessary for a declaration of a disaster situation to be made to activate the disaster management arrangements.

A declaration of a disaster situation under the Act provides for special powers to DDCs and declared disaster officers.

The activation of either NDRRA or SDRA provides for financial support to the community, funding for disaster operations of state government departments and local governments and restoration of essential public assets. The activation of NDRRA or SDRA is not dependent upon the activation of the QDMA or the declaration of a disaster situation. The activation of NDRRA or SDRA is not a declaration but an activation of financial arrangements.

All three actions are independent and are not interlinked or conditional, although some or all may occur for the same event.

5.8 SUB (FUNCTIONAL) PLANS

The Sub Plans are applicable to all hazards and some or all of the Sub Plans would be implemented depending on a particular event.

The following Sub Plans have been prepared for specific functions:

[Appendix A; Section A – Activating the Local Disaster Management Group and the Local Disaster Coordination Centre:](#)

[A.1 Activation of the SCLDMG](#) - sets out the process for the activation of the Local Group and Local Plan.

[A.2 Activating the LDCC:](#) - standard operating procedures for activating, communications, staffing and management of the LDCC during an event.

[Appendix A; Section B – Operational Sub Plans](#)

[B1 Financial Management](#) - establishes the procedure for purchasing, procurement and the process for tracking agency costs for response to and recovery from a disaster.

[B2 Community Support](#) - The process for the provision of immediate and continuing care of disaster affected persons and the maintenance of health and wellbeing of the community.

[B3 Evacuation](#) - Sets out the process for evacuation, who makes the decision, how it is activated, who gives direction to evacuate and to which centre.

[B4 Evacuation Centre Management](#) - establishes the roles and responsibilities for the opening up, staffing, registering and in general, caring for evacuees.

[B5 Impact Assessment](#) - provides the Local Group with the tools to carry out an initial and then a more detailed impact assessment on the effect of the disaster on infrastructure, private property and the people in the community.

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[B6 Medical Services](#) - provides details for medical support.

[B7 Public Health](#) - sets out the responsibilities of the Public Health Officer in the event of a disaster and the support by Queensland Public Health.

[B8 Public Information & Warnings](#) - provides the guidelines for the public awareness and education programs undertaken by members of the Local Group and also the procedure for issuing warnings or advice pre, during or post an event.

[B9 Public Works & Engineering](#) - protection and restoration of infrastructure before, during and after an event is paramount and this plan identifies key resources and assistance that can be deployed.

[B10 Rescue](#) - during a major event circumstances may require the rescue of people and the support rescue agencies and their activation procedure is identified in this plan.

[B11 Transport](#) - transport plays a key role in a disaster in not only ensuring access to the area for response teams but also to evacuate people if required.

[B12 Logistics](#) - resource management, particularly of material resources, is an area that can cause extreme problems in response to a major event. This plan addresses the issues and provides process to be followed during a major event.

5.9 THREAT SPECIFIC PLANNING & ALL HAZARDS ARRANGEMENTS

This Disaster Management Plan is based on the all-hazards, all agencies approach; which recognises that although counter measures will often vary with specific hazards, it is desirable to establish a single set of management arrangements capable of encompassing all hazards.

However as each type of event will have its own special requirements, to aid response for extreme or high risk hazards some additional threat specific plans have been included in this disaster management plan and are:

- Bushfire (Wildfire)
- Severe Storm, East Coast Low and Cyclone
- Flooding (Inundation)
- Hazmat & Land Transport Corridor

These Threat Specific Sub Plans are located in Appendix B of this Local Plan

The Local Plan's Appendix A Sub Plans are applicable to all hazards and some or all of the Sub Plans would be implemented depending on a particular event.

5.10 INITIAL IMPACT ASSESSMENT

The initial impact inspection and assessment, procedures are set out in [Appendix A: Section B5 - Impact Assessment Sub Plan](#)

6 - RECOVERY

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6.1 DEFINITION

Recovery is the coordinated process of supporting and helping affected individuals and communities:

- in the reconstruction of physical infrastructure,
- the restoration of the economy,
- the rehabilitation of the environment, and
- the maintenance of emotional, social and physical wellbeing

As the recovery phase of a disaster involves disaster relief in the provision of immediate shelter, life support and human needs to persons affected by a disaster it is important that disaster recovery strategies are activated in conjunction with, an effective disaster response.

Recovery however extends well beyond the provision of immediate support to include repair, reconstruction, restoration of social wellbeing, economic renewal, and rehabilitation of the natural environment. It is both a remedial and a developmental process.

As disaster recovery is complex, dynamic and potentially protracted this plan recognises that recovery is most effective when:

- recovery activities are conducted with the active participation and input of the affected community
- local community service and business organisations have input to key decision making
- recovery management and reconstruction arrangements are well understood by all parties, and
- recovery services are provided in timely, fair, equitable and flexible manner.

In Queensland, disaster recovery is governed by directions set out in the Queensland Recovery Guidelines available at www.disaster.qld.gov.au

6.2 RECOVERY PRINCIPLES AND CONCEPTS

In undertaking recovery operations on the Sunshine Coast the recovery committee of the LDMG will be guided by the following principles:

- Understanding the local context
- Recognising complexity
- Using community led approaches
- Ensuring coordination of activities
- Employing effective communication
- Acknowledging and building capacity

Recovery from a disaster event on the Sunshine Coast will be managed and coordinated (wherever possible) at the local level and will be structured so as to empower communities to manage their own recovery through support and maintenance of identity, dignity and autonomy.

Self-help will be encouraged and recognition given to the level of resourcefulness evident within an affected community. However it is also recognised that the ability of individuals, families and communities to recover depends not only upon their capacity but also the specific circumstances of the event and its effects

The affected community will include all those affected in any significant way whether they are defined by geographical location or as a dispersed population.

Recovery services will be responsive, flexible and adaptable to meet the rapidly changing environment, as well as being accountable.

As the community gradually recovers there will be a planned withdrawal of external services to avoid gaps in service delivery and the perception of leaving before the task has been completed once recovery tasks have been completed.

6.3 RECOVERY COMPONENTS

In a disaster there are four key components which need to be considered and addressed in developing a recovery plan. These are:

- the social, psychological and human impacts
- the impact on physical infrastructure and essential services
- the economic and financial impacts
- the impacts on the natural environment.

Depending on the nature of the disaster one or other of these components may be the major focus of recovery operations. However often a disaster will be of such a scale that one cannot effectively remediate one area of impact without addressing all the other affected areas.

Therefore during the response phase of an event the Local Group will commence developing a recovery plan that considers in detail the impact of that particular event and addresses the issues identified. As part of developing the recovery plan the Local Group may decide to establish a Recovery committee with various sub committees as required.

Examples of issues which are likely to require addressing in the development of a recovery plan include:

The psychosocial impacts on the community, families and individuals

- (a) Community characteristics.
- (b) The psychosocial impacts on the community, families and individuals
- (c) Number of people affected.
- (d) Resources required to assist in recovery.
- (e) Which government agencies and non-government organisations could assist in recovery.
- (f) What financial assistance is available to the community and how can people access it.
- (g) How we will communicate with the community.

The impacts on infrastructure and essential services

- (a) Identification of the extent of the damage
- (b) Restoration of essential services as quickly as possible.
- (c) How best to facilitate the restoration of people's living conditions and security.
- (d) Prioritising the rebuilding of infrastructure.
- (e) How we will integrate arrangements with other agencies.

The economic and financial impacts

- (a) What impact will the disaster have on business continuity and job security.
- (b) Who needs to be involved in rebuilding economic viability in the community.
- (c) Management of damaged reputation regionally, nationally and internationally.

The impacts on the natural environment

- (a) Identification of contamination/hazards resulting from the event
- (b) Scientific assessment of the short and long term environmental impacts of the event
- (c) Strategies to rectify the damage and rehabilitate the natural environment.
- (d) Identification of who should be involved in this process.

6.4 ESTABLISHMENT OF A LOCAL RECOVERY COMMITTEE AND APPOINTMENT OF A LOCAL RECOVERY COORDINATOR

If the Local Group determines that an event is of such a scale as to warrant the establishment of a recovery committee then it will appoint a Local Recovery Coordinator (LRC) to chair the recovery committee and coordinate recovery efforts across the Sunshine Coast.

The LRC will be appointed by the Chair of LDMG. In most instances the LRC will be the Councillor appointed as the Deputy Chair of the Local Group.

The person appointed as the LRC will not be the same person appointed as the Chair of the LDMG or the LDC.

The LRC, the Chair of the LDMG, the LDC and the LDMG Community Support Officer will liaise regularly during disaster operations.

The role of a LRC upon appointment is to:

- chair the local recovery committee,
- liaise with functional lead agency representatives,
- establish and monitor the key recovery objectives
- work with identified agencies and the community to assist the LDMG develop a recovery plan; and
- coordinate the recovery strategy during disaster operations including the appointment of suitably qualified recovery manager(s) if required.

6.5 RECOVERY PLAN

As soon as possible after a disaster has occurred the recovery committee will present the LDMG with a recovery plan for that particular event for the LDMG's endorsement.

The recovery plan will outline a process for supporting affected communities in the reconstruction of physical infrastructure, restoring the economy, rehabilitation of the environment, and support for the emotional social and physical wellbeing of those affected by disaster events.

The Recovery Plan will detail:

- governance arrangements for the local recovery committee and sub committees if required;
- recovery objectives and a timetable for action;
- appointment of recovery manager(s) ;
- a community engagement and communication plan ;
- economic recovery action plan;
- environmental recovery action plan;
- human-social recovery action plan;
- infrastructure recovery action plan; and

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- reporting and evaluation procedures.

The recovery plan will be developed with representatives of essential service and infrastructure providers and with the assistance from each of the Queensland Government lead agencies. These agencies are identified as follows:

Table 6.1

| | |
|---|-------------------------------|
| Department of Communities, Child Safety and Disability Services <small>(Previously Department of Communities – DOCS)</small> | Social and community recovery |
| Department of State Development, Infrastructure and Planning and Department of Tourism, Major Events, Small Business & The Commonwealth Games <small>(Previously Department of Employment, Economic Development and Innovation – DEEDI)</small> | Economic recovery |
| Department of Environment and Heritage Protection <small>(Previously Department of Environment and Resource Management DERM)</small> | Environmental recovery |
| Department of Local Government <small>(Previously Department of Local Government and Planning – DLGP)</small> | Infrastructure recovery |

6.6 INITIAL RECOVERY ARRANGEMENTS

The initial recovery arrangements addressing all of the above aspects of recovery from a disaster event and are set out in Local Plan Appendix C – Interim Recovery Arrangements.

(A reference document used to prepare Local Plan Part 6 Recovery was the EMA Recovery manual.)

7 - Appendices

Appendix A - Activating the Plan

Section A - Activating the LDMG and LDCC

Section B - Operational Sub Plans

Appendix B - Threat Specific Sub Plans

Appendix C - Interim Recovery Arrangements

Appendix D - Local Plan Contact Directory

Appendix E - Tropical Cyclone Storm Tide Warning Response System

Appendix F - Directory of Maps

Appendix G - Community Resilience Strategy

Appendix A - Activating the Plan

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SECTION A: ACTIVATING THE LDMG AND LDCC

A1 Activation of the Sunshine Coast Local Disaster Management Group

A1.1 Purpose

To outline an activation process for the Sunshine Coast Local Disaster Management Group (Local Group) and the Local Disaster Coordination Centre (LDCC) in response to a disaster event.

A1.2 Functional Responsibility

The activation of the Local Group and the LDCC is the responsibility of the Local Disaster Coordinator (LDC), Local Group (or delegate).

A1.3 Introduction, Context and Assumptions

The LDC and individual members of the Local Group will maintain situational awareness during 'peak' hazard periods (such as wildfire, storm or cyclone season) and maintain a watching brief at all times.

The Local Group may be required to be activated to coordinate a local or regional response to a major event. The decision to activate the disaster management system is dependent upon a number of factors, including the perceived level of threat. The timely activation of the Local Group is paramount for the efficient coordination of disaster operations.

The LDC (or delegate) maintains a watching brief for the development of a potential threat through identified information sources e.g. weather forecasts. The LDC (or delegate) also regularly seeks out information about any potential threat e.g. monitors news broadcasts.

A1.4 Support Agencies

The support agencies are all member agencies of the Local Group.

A1.5 Responsibility for the Initial Decision to Activate

Activation of the Local Group, the implementation of the Sunshine Coast Local Disaster Management Plan (LDMP) and activation of the LDCC shall be carried out by the LDC and would normally occur after consultation with the:

- (a) The Sunshine Coast District Disaster Coordinator (DDC).
- (b) The Mayor of the Sunshine Coast.
- (c) Area Director Emergency Management Queensland (EMQ).
- (d) The Lead Agency Incident Controller
- (e) Chair of the Local Group and
- (f) Deputy LDC.

Activation would normally occur:

- (a) as a response to a warning or perceived need which identifies a disaster or emerging threat to the region or parts of the region;
- (b) as a response to indications or advice of a worsening situation;
- (c) in response to an unexpected event;
- (d) at the request of the responsible Lead Agency Incident Controller to the LDC (or delegate) identify a requirement to provide support to the Incident Coordination Centre (ICC);
- (e) at the request of the DDC;

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(f) in accordance with triggers for activation identified in Appendix B Threat Specific Plans.

A1.6 Stages / Levels of Activation for coordination of disaster operations

The four stages or levels of activation for the Local Group and or LDCC are as follows.

1. **Yellow** Alert: Local Group members and or LDCC staff are advised to consider preparations due to the warnings of the threat or potential for a requirement to respond.
2. **Amber** Lean Forward: Local Group members are requested to ensure their operational readiness and capacity is in place to respond to the threat. LDCC staff availability is confirmed and they are requested to commence planning for activation of the LDCC in preparation to coordinate disaster operations.
3. **Red** Stand Up: Local Group members are activated. The LDCC is active and staffed and operating at the level required to undertake coordination of disaster operations to respond to the situation.
4. **Green** Stand Down: Local Group members can cease disaster operations. The LDCC has ceased coordination of disaster operations due to the passing of the threat or improvement in the situation. Coordination of disaster recovery operations underway if required.

A1.7 Post Disaster Assessment

A “hot” debrief of the Local Group shall be conducted as soon as possible after the stand down stage. A “cold” debrief of the Local Group shall be conducted within a two to three week timeframe after the stand down stage.

The activities associated with the stages of activation are further detailed below in Table A.1
Sunshine Coast Disaster Management Activation Levels for Disaster Operations

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Table A-1 Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|--|--|---|--|---|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Description | | A heightened level of vigilance due to the possibility of an event in the area of responsibility. No significant action is required however the situation should be monitored by someone capable of assessing the potential of the threat. | An operational state characterised by a heightened level of situational awareness of a disaster event (either possible, impending or current) and a state of operational readiness. Disaster coordination centres are on stand by and prepared but not fully activated. | An operational state where resources are mobilised, personnel are activated and disaster operations activities commenced and coordinated. Disaster coordination centres are active. | Transition from disaster response operations for event back to normal core business and/or transition and continuance of disaster recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present, but there may be a requirement for recovery. |
| Disaster Management Arrangements | Sunshine Coast Local Disaster Management Group (Local Group) | No meetings required. LDC or Delegate / Duty Officer to actively monitor the situation and send out updates and external advisories to Local Group members at least every 24 hours for situational awareness. | Local Group core group to convene within about 4 hours of 'Lean Forward' decision. Local Group to conduct initial event assessment and identify any priorities, issues pre-emptive actions, resource pre-positioning or external support requirements e.g. from DDMG. | Local Group to meet every 12 hours or more frequently depending on severity of impacts, situation developments or external stakeholder requirements (e.g. DDMG briefing cycles). Local Group receives reports from LDC and considers need for strategic decisions about disaster operations. | Local Group conducts debrief. Local Group to consider recovery phase structures and plans. Local Group meetings may continue until tempo dictates full stand down. Update contact details in registers and rosters. Reconstitute resources. |

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|--|--|--|--|---|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Disaster Management Arrangements | Sunshine Coast Local Disaster Management Plan (Local Plan) | Implement Local Plan Activation Sub Plan. Review Local Plan LDCC Sub Plan | Local Plan Activated. Local Plan Activation Sub Plan implemented. Review of Threat Specific Plans to determine response strategy and requirements for coordination of disaster operations. Requirements of Public Information and Warnings Sub Plan and Impact Assessment Plan considered. | Local Plan implementation. LDCC Sub Plan implemented. Threat specific plans enacted as appropriate. | Local Plan deactivated. LDCC Sub Plan deactivated. Threat specific plans de-activated. Review of Local Plan, Local Plan Sub Plans and Threat Specific Plans as a part of the debrief process. |
| Disaster Management Arrangements | Local Disaster Coordination Centre (LDCC) | LDC to confirm LDCC location (primary or alternate depending on situation), scale of operations, room set up. availability of administrative stores. LDCC key staff advised of Alert Status, staff availability checked. Staffing Plan commenced | LDCC partial activation. Information Technology & Communications equipment installed and tested (phones, computers, email, projector, rechargers etc). Operations limited to right size room, limited 24/7 presence activated with main phone and email account monitored by Coordination Centre Manager or duty officer. LDCC to prepare SitReps for Local Group and DDC at least every 24 hours. | Coordination of Disaster Operations underway with LDCC operational at required scale for event. LDCC Staff and Liaison Officers in attendance, resources, staffing rosters, briefing cycles, impact assessment and operational activities tailored to suit the nature and impact of the event. SitReps to DDMG initially every 4 hrs then as required by the DDC or SDCC | Final SITREP sent to DDC. LDCC phased stand down for rosters and reporting as situation dictates. Debrief conducted and post activity report prepared. Reconstitute resources. Transition to Disaster Recovery Operations |

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|--|---|--|---|---|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Notifications | District Disaster Coordinator | DDC informed that LDMG and LDCC are at Alert level. For DDC info only. | DDC formally notified of alerts and LDMG/LDCC posture. Contact details confirmed for LDCC. LDMG Liaison Officer to DDMG established if required. | DDC formally notified of status, LDCC routine and any external support requests. LDCC SITREPs released to DDC/DDMG. | DDC notified of LDMG status and recall details. LDC to provide input to DDMG debrief. |
| Notifications | Sunshine Coast Local Disaster Management Group (Local Group) | Local Group members informed that LDMG and LDCC are at Alert Level. Local group members requested to be alert to situation and to consider what actions may be required to be prepared. | Local Group members informed that LDMG and LDCC are at Lean Forward Level. Local group members requested to have preparations underway to enable commencement of disaster response operations if required. | Local Group members informed that LDMG and LDCC are at Stand Up Level and advised of any extraordinary meetings. Local Group members requested to send Liaison Officers to LDCC as required for coordination of disaster response operations. | Local Group informed that LDMG and LDCC are at Stand Down Level and advised ending coordination of disaster response operations and transition to disaster recovery operations. |

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|---------|--|---|---|--|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Notifications | Council | Mayor, Deputy Mayor, CEO, Executive Leadership Team, Council Emergency Operations Team and Customer Contact Manager informed that LDMG and LDCC are at Alert level. For info only. | Mayor, Deputy Mayor, CEO, Executive Leadership Team, Council Emergency Operations Team and Customer Contact Manager informed that LDMG and LDCC are at Lean Forward level. Operational response areas advised that preparations are to be underway to enable commencement of disaster response operations if required.. | Mayor, Deputy Mayor, CEO, Executive Leadership Team, Council Emergency Operations Team and Customer Contact Manager informed that LDMG and LDCC are at Stand Up level. Internal Communications providing situation reporting to Council Organisation. | Mayor, Deputy Mayor, CEO, Executive Leadership Team, Council Emergency Operations Team & Customer Contact Manager informed that LDMG & LDCC are at Stand Down level. Internal Communications providing advice to Council Organisation that disaster operations has ceased. Advice provided about disaster recovery operations. |
| | Others | As dictated by the potential situation, other individuals and agencies informed that LDMG and LDCC are at Alert level. For info only. | Other Individuals and agencies informed that LDMG and LDCC are at Lean Forward level. Contact details for LDCC provided. | Other Individuals and agencies informed that LDMG and LDCC are at Stand Up level. SitReps provided as appropriate. | Other Individuals and agencies informed that LDMG and LDCC are at Stand Down level. |

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|-------------------|---|---|--|--|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Public Information & Warnings | Advice | Availability of general preparedness information for public is checked and confirmed. Threat specific preparedness information sourced or prepared. | Public Information & Warnings plans are activated / implemented as appropriate. Threat specific preparedness info is actively distributed to the public. Pre-prepared media release public information templates are reviewed. Customer Contact scripting reviewed. | Public Information Media Releases about the situation provided to public. Specific community action advice for the public is prepared and distributed / released at least every 6 hours. Includes information on ongoing safety risk | Public Information Media Releases identify to the community that authorities are transitioning to recovery. As required, provide information about ongoing safety risks, personal recovery strategies or community actions or events as a part of recovery strategies. |
| | Warnings & Alerts | Community education about warnings & alerts commenced. Identify to public how warnings and alerts will be received or provided. Warnings and Alerts templates and process reviewed. | LDC identifies required warnings and alerts. Warnings and alerts for threat provided to the public through distribution channels. Prepare Emergency Alert messages for release if required. | National Emergency Alert message released through EMQ as appropriate. | Update alerts and warning scripts and adopt any lessons learned on message dissemination. |

| Sunshine Coast Local Disaster Management Activation Level Tasks for Disaster Operations | | | | | |
|---|------------|---|--|--|--|
| Category | | Alert | Lean Forward | Stand Up | Stand Down |
| Evacuation Centres | Activation | Evacuation Centre Staff and supporting agencies e.g. Red Cross contacted and advised of Alert Status. May be for info or to put staff on Alert. | Evac Centre locations are prepared for activation and opening. Evac Ctr Staff and Support Agencies engaged in planning process, obtaining resources, making staff rosters identify time frame for set up. LDCC identifies areas that may need evacuation, identifies potential number of evacuees. | LDCC identifies areas that may need evacuation, identifies potential number of evacuees. Evacuation Centres are opened for the likely or known impact localities as appropriate. | Evacuation Centres closed. Evacuees still needing accommodation transitioned to long term accommodation. Formal shut down and notifications to public. Clean and refurbish sites and reconstitute resources. |
| Business Continuity | Planning | Business Continuity Plan for Essential Services provision reviewed. Local Group members to consider own agency business continuity. | Local Group and LDC considers potential for LDCC and emergency services to operate and initiates continuity planning. | Business Continuity Plan activated in response to impacts as appropriate. | Resume organisational operations as normal. |

The activities outlined above match the levels of activation contained in Local Plan Appendix A.2. Table A-2 "Activation Levels Triggers and Actions" provides details in more depth about the Triggers for Activation of the LDCC and associated required actions.

A1.8 Initial Level of Activation

Initially, during the Alert or Lean Forward phase a meeting to assess the situation may be held comprising the Local Group Executive Team (LDC, Deputy LDC Officer, QPS representative, EMQ Area Director, Chair / Mayor), with Disaster Management Officers and appropriate technical officers in attendance (if required.)

If warranted, a meeting of the whole Local Group shall occur as per section A.1.9 of this Sub Plan.

A1.9 Process to be followed for the Initial Activation of the Local Group due to potential disaster / emergency situation

Meeting of Local Group for Initial Activation

Should time permit, a meeting of the Local Group is normally held to:

- a. determine whether the emerging situation warrants the activation of the Local Group; and
- b. ensure that the response to the emerging disaster situation can be coordinated and monitored.

If the meeting determines the emerging event warrants the activation of the Local Group, the Local Group is activated (or placed on alert or lean forward) in accordance with the plan.

The LDC may determine that the situation may only require that a meeting with representatives of the key / lead agencies from the Local Group be held to discuss the activation of the Local Group.

No Time for Meeting of Local Group for Initial Activation

If there is no time for a meeting of the Local Group or with key agencies, due to the emerging Disaster / Emergency Situation, then the LDC or delegate proceeds with the following actions:

- a. The Mayor, Sunshine Coast is contacted and kept informed of the situation. Contact the Mayor directly by mobile phone. Information is to be provided in a consistent way to the Mayor;
- b. The DDC is also to be contacted and provided with situation reports. After initial contact, situation reports can be provided through the LDC to the DDC;
- c. The Chair of the Local Group is contacted and kept informed of the situation. Contact the Chair directly by mobile phone.
- d. Lead Agencies are to be contacted to confirm awareness of the situation;
- e. The Area Director, Emergency Management Queensland - should be contacted, kept informed and provided with situation reports.
- f. The Local Group members are to be advised by email and/or SMS of the activation level of the LDCC and the situation;
- g. Key staff from LDCC Team are contacted by email and/or SMS and requested to attend the LDCC to enable commencement of LDCC operations.
- h. The Councillor for the area affected by the disaster event / emergency situation is also to be briefed by mobile phone or email.

A1.10 Process to be followed for the Initial Activation of the Community Disaster Management Sub Group due to potential disaster / emergency situation

While the Local Group is responsible for maintaining and executing the overall regional disaster management plan, the Community Disaster Management Sub Group (CDMSG), with local knowledge and resources, will act in the local community's interests to prepare for, and in the initial stages, respond to a major incident or natural disaster in times when normal outside assistance cannot reach the isolated community. This will be done under the guidance and direction of the LDMG.

The CDMSG will operate under the same legislation, policies and documentation as the Local Group. The CDMSG will use local expertise and its relationships with all member agencies to initiate the responses that would be expected by the Local Group.

The CDMSG is ideally placed to provide immediate disaster management at the community level given their local knowledge, expertise and understanding of social, environmental, economic and public infrastructure issues.

A1.11 Decision to Activate Sunshine Coast Local Disaster Coordination Centre (LDCC)

The decision to activate the LDCC shall be dependent upon the urgency of the situation, given the lead time to the impact of the hazard.

For urgent matters a decision may be made by the LDC to authorise the activation of the LDCC immediately.

This plan notes that for the LDCC to operate at a minimum level effectively takes about one hour from the decision to activate, to being operational.

For matters with a longer lead time, the decision to activate the LDCC is likely to be made by the Local Group.

NOTE: There may some situations where the LDCC will be activated but the event may not require the Local Group to be activated. This is a decision that can be made by the LDC.

A1.12 Extraordinary Meetings of the Local Group following activation of the Group during disaster / emergency situations

The LDC shall determine the need for the whole Local Group to meet to discuss the overall situation and required coordination of disaster operations. In determining this requirement the LDC will consult with the Local Group. Following any meeting or consultation with the Local Group minutes will be produced.

The LDC will prepare a standard meeting agenda for Extraordinary Meetings.

SC Disaster Management App A Plan

Sunshine Coast Local Disaster Management Group and Sunshine Coast Local Disaster Coordination Centre

Activation Sub Plan CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY SCLDCC
DURING ACTIVATION OF SUB PLAN)

| | | | | |
|--|--------------------------|--|--------------------------------------|--|
| Receive initial information regarding the event or situation | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |
| Confirm the information from a different source, where appropriate e.g. News outlets / Lead Agency / QPS / EMQ | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |
| Notify the Mayor of Sunshine Coast | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Notify the Chief Executive Officer of Sunshine Coast Council | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Notify the Sunshine Coast District Disaster Coordinator | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Notify the Sunshine Coast Council Customer Service | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |

SC Disaster Management App A Plan

Sunshine Coast Local Disaster Management Group and Sunshine Coast Local Disaster Coordination Centre

Activation Sub Plan CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY SCLDCC
DURING ACTIVATION OF SUB PLAN)

| | | | | |
|---|--------------------------|--|--------------------------------------|--|
| Confirm with the Lead Agency awareness of the situation | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Notify the Area Director EMQ | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |
| Notify the Sunshine Coast Local Disaster Management Group Chair and Deputy Chair of the situation | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Activate the Sunshine Coast Local Disaster Management Group (Disaster Management Executive only) | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Activate the Local Disaster Management Group (Full Group). Provide advice about the situation by email or SMS to the Full Group. | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Provide advice to the Local Group about the situation by email or SMS to the Full Group | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |

SC Disaster Management App A Plan

Sunshine Coast Local Disaster Management Group and Sunshine Coast Local Disaster Coordination Centre

Activation Sub Plan CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY SCLDCC
DURING ACTIVATION OF SUB PLAN)

| | | | | |
|--|--------------------------|--|--------------------------------------|--|
| Hold a meeting of the Local Group | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Activate the Sunshine Coast LDCC | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC | Contact Numbers Ph Mob | |
| Request LDCC key staff attend the LDCC and commence operations | Date Time | Responsible Organisation: - Sunshine Coast Council Responsible Officer: - LDC or delegate | Contact Numbers Ph Mob | |

A1.13 Authority for Sub Plan

S57(1) of The Act requires a local government to prepare a plan (a local disaster management plan) for disaster management in the local area.

This LDCC Sub Plan has been developed to meet the requirements of s57(2) (c) of The Act which requires the LDMP to include provision for the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in the disaster management plan.

This LDCC Sub Plan is described in Section A2 and has been prepared in accordance with the Queensland Local Disaster Management Interim Guidelines – Aug 2011 and also notes the information contained in the Queensland Disaster Management Planning Guidelines 2005 for Local Government.

A1.14 Approval of Sub Plan

S80(1) (b) of The Act requires Council to approve its LDMP.

At Council's Ordinary Meeting on Monday 26th October 2009, Council adopted the Sunshine Coast LDMP. As such, this LDCC Sub Plan, which is an appendix to the Local Plan, has been adopted by the Council.

A1.15 Amendment Register & Version Control

The LDC may approve minor amendments to this document. Any major change to the intent of this sub plan is to be endorsed by the Local Group.

Proposed amendments to this plan should be forwarded in writing to:

Local Disaster Coordinator
Sunshine Coast Local Disaster Management Group
Sunshine Coast Regional Council
PO Box 7272
Sunshine Coast Mail Centre Qld 4560

LDCC Sub Plan Version Control. This is not a controlled document.

| Version | Date | Prepared by |
|---------|----------|-------------------------------|
| 1 | Nov 2009 | Executive Officer Local Group |
| 2 | Mar 2012 | Local Disaster Coordinator |
| 3 | Aug 2012 | Local Disaster Coordinator |

A1.16 Review & Renewal of this Plan

This sub plan is to be reviewed as part of the debrief process following actual activations or exercises of the LDCC. This sub plan is to be practiced and or tested via discussion based or functional objective driven exercises.

A1.17 Distribution List

This plan forms part of the LDMP and as such will be distributed with that plan. Additional separate copies of this sub plan will be available from:

| | |
|--|----------------------------|
| Disaster Coordination Centres - 3 potential sites – 5 at each site | 15 |
| Council Intranet Site for Disaster and Emergency Management http://scrcintranet.isrc.internal/default.aspx | Copy (electronic) |
| Sunshine Coast Regional Council Disaster Management Officers | Master Copy (paper) plus 3 |

A1.18 Definitions & Abbreviations

Definitions and terms used in this Plan can be found in:

- AIIMS - A Management System for any Emergency. 3rd Edition, 2005.
- Australian Emergency Manuals Series, Manual 3 - Australian Emergency Management Glossary.
- Australian Emergency Manuals Series, Manual 4 - Australian Emergency Management Terms Thesaurus.
- Disaster Management Act 2003, Schedule 2.
- State Disaster Management Plan
- Sunshine Coast Local Disaster Management Plan – Introduction

For the purposes of this Sub Plan the definition of the LDCC is as follows:

“A facility where the overall coordination and prioritisation of resources and assets to support disaster response and recovery operations is provided / undertaken.”

Throughout this plan the term disaster, is used more than event, incident or emergency, as it is considered more in keeping with Queensland disaster management legislation and guidelines.

Other abbreviations used are contained in:

- Australian Emergency Manuals Series, Manual 3 - Australian Emergency Management Glossary.
- Australian Emergency Manuals Series, Manual 4 - Australian Emergency Management Terms Thesaurus.
- Sunshine Coast Local Disaster Management Plan

A1.19 Maps & Charts

A list of maps and charts designed for Disaster Management usage is contained in Local Plan Appendix F. Due to the size and complexity of these charts they are stored separately in electronic and hardcopy form in the ‘Directory of Charts and Maps’ maintained by Council’s Spatial Information Management Team.

A2 Activating the LDCC Sub Plan

A2.1 Purpose of the LDCC Sub Plan

The purpose of this sub plan is to outline the operational procedures performed within the LDCC. This sub plan is used when coordinating disaster operations. This includes coordinating resources for the Sunshine Coast during a disaster or emergency to ensure that the effects of a disaster or emergency are minimised and that people affected are given timely relief and support.

A2.2 Sunshine Coast Disaster Management Coordination Arrangements

The Sunshine Coast Disaster Management system consists of members of both the Local Group and the Sunshine Coast District Disaster Management Group (District Group). On the Sunshine Coast the Local Group and the District Group have a 1:1 relationship with overlap in group membership.

To enhance preparedness and to eliminate possible confusion during coordination of response operations the LDCC and the DDCC will usually operate at the same location.

The coordination of the Sunshine Coast Disaster Management system operates on a tiered basis:

- Incident Coordination Centre / Field Coordination Centre
- Sunshine Coast Local Disaster Coordination Centre
- Sunshine Coast District Disaster Coordination Centre
- State Disaster Coordination Centre

The LDCC provides the place from which the overall community focussed strategic co-ordinated response and recovery for the region is carried out. The LDCC reports its activities, via the LDC or delegate, to the DDC who has the primary role for the Sunshine Coast Disaster Management system.

This is in contrast to the Incident Coordination Centre which is the place where the immediate single or small scale multi-agency response and recovery coordination is undertaken at the direction and coordination of the responsible Lead Agency. The Lead Agency is responsible for the development and implementation of its ICC Operational Plan.

Arrangements for minor events which are within the capacity of the lead agency are to be found within that Agency's Operational Plans for Response.

A2.3 Functional Responsibility for Sunshine Coast LDCC

Sunshine Coast Council has accepted the functional responsibility for the LDCC.

A2.4 Responsibility for LDCC Sub Plan

Sunshine Coast Council has accepted responsibility for preparation and maintenance of the LDCC Sub Plan.

A2.5 Support Agencies

The key LDCC support agencies for the operational functioning of the LDCC are;

- Emergency Management Queensland
- Queensland Police Service

A2.6 Key Objectives of Plan

This Sub Plan's key objectives are:

- (a) to ensure resources from participating agencies are coordinated and utilised to meet the needs of the community prior to, during and after a disaster.
- (b) to ensure the level of response required for a disaster is closely monitored, planned and managed to meet the needs of the community.
- (c) to ensure all agencies work collaboratively and cohesively with other emergency agencies prior to, during and after a disaster.
- (d) to ensure the adequate communication of information to all stakeholders prior to, during and after a disaster.
- (e) to ensure requests for assistance and information are recorded, monitored and actioned; and
- (f) to provide checklists for operational activities.

A2.7 Relationship to the Sunshine Coast Local Disaster Management Plan (LDMP)

This sub plan is Appendix A2 of the overall LDMP.

A2.8 Guide for Use and Implementation of this LDCC Sub Plan

This sub plan is for the use of the Local Group and the LDCC Team working with the LDC.

A2.9 LDCC Management & Staffing

The LDCC staff will in most cases be council personnel supported by QPS & EMQ working together with liaison officers from agencies that have involvement in the event. The LDC is responsible for coordination of disaster operations; however the LDC can delegate this task to the Coordination Centre Manager. The Coordination Centre Manager coordinates disaster operations by coordinating tasks and activities that occur within the LDCC, and is supported by a Deputy Coordination Centre Manager, Functional Cell Team Leaders, Liaison Officers, Administration Support Officers and Specialist Officers (e.g. Hydrologists).

A2.10 Agency Liaison Officers

Each agency will be responsible for managing their own disaster operations utilising their own procedures, while the LDCC is to coordinate all agencies via their respective liaison officers and Incident Coordination Centres / Field Coordination Centres.

Agency liaison officers are the conduit to their own agency. LDCC Liaison Officer tasks may include:

- (a) accepting or redirecting "jobs" tasked by the LDCC Operations Officer
- (b) coordinating own agency activities and monitoring tasks going out of and into the LDCC, including those tasked through other liaison officers;
- (c) maintaining a liaison function with other agencies in the LDCC;
- (d) maintaining a personal LDCC operations log;
- (e) using the LDCC information management system and
- (f) situation reporting.

A2.11 Incident Command System and the Australasian Inter-Service Incident Management System (AIIMS)

This LDCC sub plan follows the principles of the Australasian Inter-Service Incident Management System (AIIMS) which is an incident command system.

AIIMS Emergency Control & Coordination System

AIIMS is an emergency incident control system currently used by Australian Fire Services and by a number of other emergency response agencies throughout Australia. The structure of AIIMS is flexible so that it can be expanded as needed. For example, it can be applied to a small event in which all functions are carried out by one person, through to a major emergency or disaster requiring a large number of people involved in coordinating resources and activities.

The operation of AIIMS depends on the following definitions:

- (a) **Command** – the direction of members and resources of an agency in the performance of the organisation's roles and tasks.
- (b) **Control** – the overall direction of response activities in an emergency situation.
- (c) **Coordination** – the bringing together of agencies and elements to ensure effective response to emergencies.

Span of Control & AIIMS Structure

A major principle of AIIMS is 'span of control', which dictates one person can only realistically and successfully, control 5 people or 5 units at one time. This principle is used when expanding operations i.e. establishing the structure for managing operations which includes reporting and communication lines.

AIIMS for Local Government Functional Areas

The operational structure for the Local Disaster Coordination Centre will be underpinned by an adapted AIIMS structure and methodology which this Plan calls AIIMS for Local Government. AIIMS has been adapted to fit the requirements of the LDCC as follows:

- (a) **Control** – The AIIMS Control function is undertaken in the LDCC by the LDC and Coordination Centre Manager. In performing this task they are also performing a coordination function. The LDC in consultation with the Local Group sets the overall strategic direction of the coordination of disaster operations and response activities for a disaster event. The LDC may delegate the coordination of disaster operations to the Coordination Centre Manager. The Coordination Centre Manager may depending upon scale of operations have a Deputy. For the LDCC the Coordination Centre Manager is the Officer in Charge reporting to the LDC who has responsibilities identified in legislation.
- (b) **Administration** – Coordination and supply of the LDCC's internal resources, materials information technology and staff which are required to operate the LDCC. The administration function is led by the Administration Team Leader;
- (c) **Operations** – coordination and monitoring of disaster operations activities being performed by each involved agency, including tasking of jobs to agencies. The Operations function is led by the Operations Team Leader;
- (d) **Logistics** – the responsibility for providing facilities, services and materials in support of coordination of disaster operations. The logistics function is led by the Logistics Team Leader

- (e) **Planning** – the responsibility for the creation of operational action plans which may contain alternative strategies for an event. The planning function is led by the Planning Team Leader
- (f) **Intelligence** - the responsibility for the collection, evaluation, dissemination and use of information and creates Situation Reports (SitReps). This includes an understanding of and reporting about the current situation, assessment of the impact on people and the community and prediction of the probable course of events. The intelligence function is led by the Intelligence Team Leader

Duty Statements for LDCC

This sub plan contains a variety of duty statements and appointments that have either lead responsibility in the outlined functional areas or contribute to them. For example, the lead for logistics may be the Logistics Team Leader, but he/she needs the input of Operations Team staff to ensure logistical support is adequate. Similarly planning staff need information on current intelligence to support future plans. Therefore, elements of each function can be found in each duty statement.

Situation Assessments

Every emergency or disaster will be different. The initial assessment of the disaster is essential in determining the need and composition of the Incident Coordination Centre / Field Coordination Centre and the LDCC Team. Therefore it is highly desirable that the LDC or delegate conduct an accurate assessment of the overall situation as soon as possible.

Scalability of LDCC, Tasks & Positions

Different emergencies and disasters will require different levels of staffing of to support the nature and complexity of the operation. Therefore, the Coordination Centre Manger along with the LDC may decide to initially start with reduced staffing within the LDCC, only increasing staff when required. This may result in certain appointments being 'dual hatted' or people filling two or more key functional roles. Alternatively the LDCC may start with enhanced staffing only decreasing in number when the requirements of the situation are clear. The tasks listed under each appointment within this sub plan serve as a guide to those appointments as to which key tasks will be required by the Coordination Centre Manger.

If the event is of such complexity and intensity, some of the duty statements may have to be further divided to sustain operational support to operations. Therefore, the Coordination Centre Manager can either scale up or down the staffing to suit the event.

A3 Levels of Activation

A3.1 Scale of Response to Incidents, Situations & Events

The level of activation for a Lead Agency ICC and the LDCC will depend entirely upon the complexity, nature and extent of a disaster or emergency situation. For example, events which cause or are likely to cause only a minor impact may only require the response of one or two agency resources. In these incidences, response will be regarded as a normal operational activity. However, as the effects of an emergency escalate, possibly to become a disaster, a greater number of response resources will be required, which in turn increases the requirement for more effective management and coordination.

The processes outlined in this plan are activated so that the communication of details of the event to appropriate people occurs, allowing the situation to be monitored and evaluated. This particularly applies to situations where pre-warnings of a potential threat or disaster is received from agencies such as the Bureau of Meteorology (BoM). The level of response and coordination, including LDCC activation, will be dictated by an evaluation of the impact or anticipated impact of an event.

A3.2 Functional Responsibility for Establishment

The Sunshine Coast Council has accepted functional responsibility for the establishment and operation of the LDCC. The LDC has the responsibility for the establishment of an LDCC to provide overall strategic coordination of disaster operations and support of the lead Agency's ICC for the community. For the remuneration of council staff that attend and work in the LDCC, council will utilise Certified Agreements that cover pay conditions from Alert to Stand-down, including levels of responsibility.

A3.3 Activation of the LDCC

Activation by the LDC would normally occur:

- (a) as a response to a warning or perceived need that identifies a disaster or emerging threat to the Region.
- (b) as a response to indications or advice of a worsening situation.
- (c) at the request of the responsible Lead Agency's Incident Controller to the LDC or delegate to provide resource support and coordination in support of ICC operations.
- (d) at the request of the Sunshine Coast District Disaster Coordinator
- (e) when a trigger or triggers identified in a Local Plan Threat Specific Plan has been met

Table A2-1 of Appendix A2. "Local Group & LDCC Activation Levels Triggers and Actions" outlines this process in more detail.

A3.4 Decision to Activate LDCC

For matters with a longer lead time, the decision to activate the LDCC shall be made by the Local Group. For urgent matters a decision may be made by the LDC to authorise the activation of the LDCC immediately. The decision to activate the LDCC shall be dependent upon the urgency of the situation, given the lead time to the impact of the hazard.

There may some situations where the LDCC will be activated but the event may not require the Local Group to be activated. This is a decision that can be made by the LDC. This plan notes that for the LDCC to operate at a minimum level effectively takes at least one hour from the decision to activate, to being operational.

If there is no time for a meeting of the Local Group or with key agencies, due to the emerging disaster / emergency situation, then the LDC or delegate proceeds with providing a SitRep to the following people, in the order most appropriate for the situation:

1. Mayor;
2. Chief Executive Officer (CEO) of Council;
3. Chair and Deputy Chair LDMG;
4. Deputy LDC
5. District Disaster Coordinator (DDC)
6. Area Director EMQ;
7. Lead Agency Incident Controller;

8. Members of the LDMG;
9. LDCC Staff
10. Members of the Council Disaster Management & Emergency Operations Team; and
11. Councillors & Council Staff.

A3.5 Levels of Activation of the LDCC

1. Alert - Yellow
2. Lean Forward - Amber
3. Stand Up - Red
4. Stand-down - Green; and

The LDC has the authority to determine or change the level of activation of the LDCC. In exercising this authority the LDC may consult with the Chair LDMG, Deputy LDC, and the Coordination Centre Manager.

A3.6 Triggers for Activation Levels

Table A.2 - "LDCC Activation Levels Triggers and Actions" provides information on the triggers for each level of activation and the actions required at that activation level.

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Table A.2 LDCC Activation Levels, Triggers and Actions

| Activation Level | Threat/Trigger | Actions |
|---------------------------|--|---|
| 1) Alert | <ul style="list-style-type: none"> Information received identifying: a threat which is likely to develop in the region over the next 1-3 days Lead Agency advises they are likely to establish an Incident Coordination Centre(s) at standby or active level | <ul style="list-style-type: none"> Hazard / Threat identified Initial advice to all stakeholders Monitor weather forecasts at regular intervals. LDC alert to advice from lead agencies Availability of staff at all agencies determined Contact Lists checked and updated including mobile phone contact list Notify Chair and members of the LDMG of threat/emergent situation Contact with Incident Controller at Lead Agency ICC established Contact with DDC (or delegate) and EMQ established Availability of Staff for LDCC being considered |
| 2) Leaning Forward | <ul style="list-style-type: none"> Probable disruption / impact of an expected event on the community is less than 24 hours away Potential for multiple events which will require a coordinated response from a number of agencies from the SC DM System Lead Agency advises it has established an active Incident Coordination Centre(s) | <ul style="list-style-type: none"> Notifications sent and acknowledged Decision made on likely activation phase Availability of staff for LDCC confirmed Contact maintained between Lead Agency ICC, LDC, DDC & EMQ If time available Extraordinary Local Group Meeting held. Preparations undertaken to activate LDCC as per Sub Plan Scale(Size) of LDCC being considered After hours support and access arranged if likely to be required LDMP Public Information and Warnings plan activated |

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| Activation Level | Threat/Trigger | Actions |
|----------------------|--|---|
| 3) Stand Up | <ul style="list-style-type: none"> • Event is imminent or has occurred • Potential for significant community impact | <ul style="list-style-type: none"> • Local Group & Local Plan activated in full or in part as per Sub Plans • Cost capture commenced • DDC advised of level of activation and situation • Situation Reporting from LDCC underway • Regularly hold and minute LDMG core group or extraordinary meetings. Send minutes out asap after meetings • Scale up LDCC as required when existing resources cannot cope with the volume of work and further expansion of the AIIMS system is required • Damage / impact assessment process being planned or underway • Commencement of Recovery Plan (See Section 6 of this Local Plan) |
| 4) Stand-down | <ul style="list-style-type: none"> • Coordination of disaster response operations to the event has concluded • Transition to coordination of disaster recovery operations underway / completed. • Community is in recovery phase or returning to pre-event status | <ul style="list-style-type: none"> • Status of all outstanding actions for disaster response operations confirmed and handover of tasks to normal operational methods completed • Final SITREP for disaster response operations forwarded to DDC • All documentation /electronic files, including finance, finalised and stored • LDCC staff and Local Group members deactivated for disaster response operations • LDCC Closed for disaster response operations • Transition to coordination of disaster recovery operations underway • Handover to Local Disaster Recovery Coordinator for reporting purposes completed • Hot Debriefing/s held • Cold debrief scheduled |

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Table A.3 Sunshine Coast Disaster Management Indicators and Warnings

(Product prepared as part of the NDRP Disaster Hazard and Community Resilience Project.
Prepared by GHD for Council)

| Sunshine Coast - Disaster Management Indicators and Warnings for Activation Levels | | | | |
|--|-----------|---|--------------|----------------|
| Conducted By: LDC or delegate for Local Group | | | | |
| Prepared Date: 27 September 2011 | | | | |
| Risk | Indicator | | LDCC Action | Current Status |
| East Coast Low (Risk 1) | A | Intense Low Pressure System within 300km likely to impact between Sandy Cape and Point Danger. | Alert | Clear |
| | B | Bureau of Meteorology Issue Severe Weather Warning for Sunshine Coast | Lean Forward | Clear |
| | C | Intense Low Pressure System located within 50km confirmed as impacting between Sandy Cape and Point Danger. | Stand Up | Clear |
| Cyclone (Risk 3 & 4) | A | Cyclone or tropical depression confirmed within the Pacific Ocean | Alert | Confirmed |
| | B | Cyclone predicted track (tracking cone) identified by BoM as impacting Queensland | Lean Forward | Expected |
| | C | Cyclone Watch issued by BoM for part or all of Sunshine Coast Region | Stand Up | Clear |
| | D | Cyclone Warning issued by BoM for all or part of Sunshine Coast Region | Stand Up | Clear |
| Storm Tide (Risk 5) | A | Storm Tide Stand By Bulletin issued by BoM for all or part of Sunshine Coast Region | Alert | Clear |
| | B | Preliminary Storm Tide Warning issued by BoM for all or part of Sunshine Coast Region | Lean Forward | Clear |
| | C | Storm Tide Warning issued by BoM for all or part of Sunshine Coast Region | Stand Up | Clear |

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| Sunshine Coast - Disaster Management Indicators and Warnings for Activation Levels | | | | |
|--|---|--|--------------|----------------|
| Conducted By: LDC or delegate for Local Group | | | | |
| Prepared Date: 27 September 2011 | | | | |
| Risk | | Indicator | LDCC Action | Current Status |
| Flood (Risk 6) | A | Rainfall exceeding 20mm per day for at least 4 out of last 10 days | Alert | Clear |
| | B | Ground saturation level exceeding normal parameters for the month. | Lean Forward | Clear |
| | C | Forecast for heavy rainfall within catchment area over next 48-72 hours | Lean Forward | Clear |
| | D | Localised flooding within catchment areas | Stand Up | Clear |
| | E | Multiple Flood Gauges within catchment indicate water levels 20% above normal or greater | Stand Up | Clear |
| | F | Bureau of Meteorology Issue FLOOD WARNING for Sunshine Coast | Stand Up | Clear |
| Tsunami - Land Inundation (Risk 10) | A | Tsunami Alert issued by AJTWC for East Coast of Australia | Alert | Clear |
| | B | Tsunami Alert issued by AJTWC for South East Queensland coastline | Stand Up | Clear |
| Wildfire (Risk 13) | A | QFRS Declare a Fire Danger period incorporating the Sunshine Coast. | Alert | Clear |
| | B | QFRS Declare a Fire Danger Rating of HIGH, VERY HIGH, SEVERE for Sunshine Coast Region. | Lean Forward | Clear |
| | C | QFRS Declare Fire Danger Rating of EXTREME or CATASTROPHIC for Sunshine Coast region. | Stand Up | Clear |

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| Sunshine Coast - Disaster Management Indicators and Warnings for Activation Levels | | | | |
|--|-----------|---|----------------|-----------|
| Conducted By: LDC or delegate for Local Group | | | | |
| Prepared Date: 27 September 2011 | | | | |
| Risk | Indicator | LDCC Action | Current Status | |
| Pandemic (Risk 19) | A | World Health Organisation declares Pandemic for tourist source country (Australia DELAY Phase) | Alert | Confirmed |
| | B | Small number of domestic cases confirmed in Australia (Australia CONTAIN Phase) | Alert | Clear |
| | C | Mild pandemic in Australia, confirmed cases in Sunshine Coast (PROTECT Phase) | Lean Forward | Clear |
| | D | Pandemic established in Australia, confirmed cases within the Sunshine Coast (SUSTAIN Phase) | Stand Up | Clear |
| Extreme High Temperatures (Risk 20) | A | Forecast for 2 days or more with minimum temperature >30 degrees | Lean Forward | Clear |
| | B | 2 consecutive days with minimum temperature >35 degrees | Stand Up | Clear |
| Exotic Animal/Plant Disease (Risk 21) | A | Disease outbreak confirmed in Australia but not in Queensland | Alert | Clear |
| | B | Disease outbreak confirmed in Queensland with potential for transmission to Sunshine Coast Region | Lean Forward | Clear |
| | C | Disease occurrence confirmed in Sunshine Coast with potential for regional level impacts | Stand Up | Clear |

Clear - No indications of the event occurring from any sources.

Expected - Multiple sources indicate increased probability of the event occurring.

Confirmed - Multiple credible sources confirm an imminent or certain occurrence.

For Local Group Actions (Alert/Lean Forward/Stand Up / Stand Down) refer to Table A1 Sunshine Coast Disaster Management Activation Levels for Coordination of Disaster Operations

A4 Disaster & Emergency Coordination Centre Locations & Set-Up

A4.1 Disaster & Emergency Coordination Centre

The Primary LDCC will be located at the Council's Nambour Office, Cnr Curry and Bury Street, Nambour, 4560.

Alternatives locations are the other large Offices of the Sunshine Coast Council which include:

- (a) Tewantin Office, 9 Pelican Street, Tewantin, 4565;
- (b) Caloundra Office, 1 Omrah Ave, Caloundra, 4551

The LDC will select the most appropriate site for the LDCC and may also use a temporary secondary or minor LDCC room space at the same time as the major LDCC during an event to assist in coordinating a specific problem. In such circumstances, the LDC, or delegate, in consultation with the Lead Agency Incident Controller may temporarily utilise another remote LDCC to coordinate sub-regional issues due to the nature, size, or complexity of the situation.

Security & Media in Disaster Coordination Centre

Security

The LDCC is a restricted work area. Access to an active LDCC is restricted to LDC, Deputy LDC, LDCC staff, Mayor, Chief Executive Officer of Council (CEO), Disaster Management Officers, LDMG Chair, Deputy Chair and Liaison Officers. The LDCC Coordination Centre Manager may determine that other people are required to attend the LDCC.

LDCC access will be managed by either existing or enhanced security arrangements. Only authorised electronic equipment is to be used within the LDCC (e.g. laptops, memory sticks, mobile phones, cameras).

Media in the LDCC

In general Media representatives are not permitted in the LDCC, however upon the advice of the Local Group Media Liaison Officer access to media may be granted to Media representatives. A media briefing area will be established in an appropriate location. Refer to Local Plan Appendix A10 Public Information & Warnings.

The Local Group Media Liaison Officer will identify a room near the LDCC that is suitable for media representative use e.g. for media briefings.

Emergency Power to LDCC

The Council's Tewantin and Nambour Offices are currently connected to emergency backup generators thereby ensuring uninterrupted power in the case of mains electricity failures. The Caloundra Office had backup power installed during 2012. The Caloundra Office has access to small generators if required.

LDCC Access

During office hours access to the LDCC is via the main office entrance. After hours access process will be advised by the Coordination Centre Manager or delegate. Access to equipment in the LDCC is via the Admin Support Officer.

A.1.1.1 LDCC Cabinet & Stores

Most equipment required to set up the LDCC and to support the Centre's function is held in various cabinets within each LDCC area. A LDCC cabinet stores list for each Office's LDCC is at Appendix 7 of this plan. The cabinets have restricted access to ensure that the contents are available when an LDCC is activated. To access cabinets contact the respective Disaster Management Officer (DMO) or delegate.

A.1.1.2 LDCC Equipment

A basic LDCC equipment checklist is included at Appendix 6 of this plan. Prior to each LDCC exercise, equipment will be checked to ensure that it is in good working order. Equipment found to be defective will be sent for maintenance as soon as possible so that it can be checked for use in the exercise.

A.1.1.3 LDCC Layouts

Diagrams of the Council Office LDCC layouts are held in the respective LDCC Cabinet for that Office.

A.1.1.4 LDCC Telephone Numbers

Telephone Outlets and their extensions are marked within each LDCC and outlets for LDCC Displan phone numbers are highlighted. A listing of available extension numbers and Displan numbers is stored in the LDCC Cabinet and in the kit box provided for each LDCC Functional Cell.

A.1.1.5 Map Register

The following maps and imagery are to be available either within the Spatial Management System (GIS) system or hardcopy for use in the LDCC:

- (a) Aerial Imagery Maps (Orthophoto);
- (b) Hazard Mapping; particularly Wildfire, Flooding and Storm Tide Mapping
- (c) Evacuation Mapping particularly for Storm Tide, Tsunami and Flooding
- (d) Sunshine Coast Region Maps; and
- (e) Other maps as identified / required.

A5 Staffing Of Local Disaster Coordination Centre

A5.1 LDCC Key Staff Positions

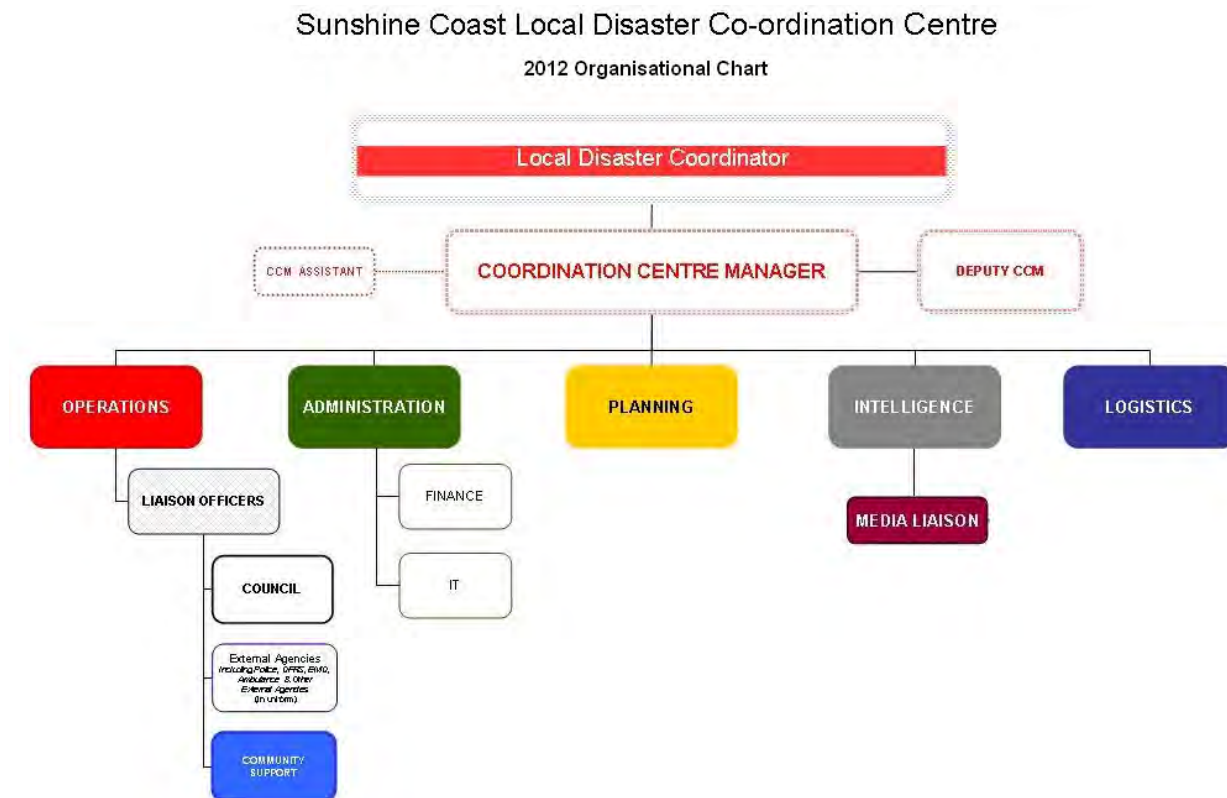
The following are the key Staffing positions and functions that are to be considered when establishing a LDCC. Detailed duty statements are included at Appendix 1 to this Plan.

| Position | Function |
|--|---|
| Coordination Centre Manager. | The LDC will appoint the Coordination Centre Manager once the LDCC is established. The Centre Manager coordinates disaster operations on behalf of the LDC. This requires the Centre Manager to oversee, lead and manage the conduct in the Centre of the multi-agency response to the disaster, i.e. Coordination Centre Manager manages the operation of the LDCC and coordinates disaster operations on behalf of the LDC. The Coordination Centre Manager reports to the LDC. |
| Planning Team Leader. | Reports to the Coordination Centre Manager and reviews the Intelligence prepared by the Intelligence Cell. Provides evaluations and recommendations in the form of an Incident Action Plan / Operational Action Plan to the Coordination Centre Manager regarding the LDCC's future coordination of disaster operations. |
| Intelligence Team Leader. | Reports to the Coordination Centre Manager and manages, analyses and provides evaluations relation to all information coming into the LDCC. Prepares Situation Report (SitRep) and Impact Assessment information. |
| Operations Team Leader. | Reports to the Coordination Centre Manager. Tasks "jobs" to Liaison Officers and oversees how the overall disaster operations are occurring including ensuring that tasks are being undertaken and completed. |
| Logistics Team Leader. | Reports to the Coordination Centre Manager and coordinates procurement and resource acquisition aspects of the LDCC's coordination of disaster operations. A Coordination Centre Logistics Checklist of administrative duties, by phase, is detailed in Section 5 of this plan. |
| Administration Team Leader: | Reports to the Coordination Centre Manager and coordinates administrative, financial, personnel and the general operation of the LDCC room including oversight of the information management requirements of the LDCC. . |
| Media Liaison Officer. | Reports to the Intelligence Team Leader and coordinates media support for the LDC, Mayor and CEO, and is responsible for coordinating the preparation and dissemination of all community, public and media information. This position also provides media related intelligence for situational awareness. |
| Information and Communications Technology Systems Officer. | Reports to the Administration Team Leader, and is responsible maintaining the Guardian Coordination Centre System and data networks and systems for the LDCC. |
| Information and Communications Technology Support Officer. | Reports to the Administration Team Leader, and is responsible for establishing the room and maintaining all information technology equipment, communications systems for the LDCC. |

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| Position | Function |
|---|--|
| Community Support Officer. | Reports to the Coordination Centre Manager or to the LDC when LDCC is not active. The Community Support Officer is responsible for the coordination and for the management of Evacuation Centres. The Community Support Officer is also responsible oversight of support for vulnerable people during disaster operations. This may involve the coordination of Community Support Outreach. Works from Liaison Officers room in the Coordination Centre. |
| Workplace Health and Safety Officer. | (Requirement will depend on the scale or type of operation) Reports to the Operations Team Leader and is responsible for providing advice about WH&S issues likely to be encountered in the field during the disaster situation to the LDCC through the Operations Team Leader. |
| Spatial Information Management Officer. | Works with the Planning Team Leader and or the Intelligence Team Leader and is responsible for the analysis, display and update of all Spatial Information data sets. Depending upon the scale of the operation this may require more than one person. |
| Local Disaster Coordination Centre Support Staff. | Reporting to the Administration Team Leader. Provide administrative, information management and communications support. May be assigned to work with a team i.e. Coordination Centre Manager, Planning, Intelligence, Operations or Logistics Team. |
| Customer Contact Unit. | Receive calls from the community during disasters and emergencies and record the information or request for assistance in the Council's relationship management system. The system will then forward to the LDCC or the Council's FCC. Forwarding calls through to the LDCC when required. |
| Disaster Management Officer. | First point of contact for Lead Agencies providing information about the situation and calls for disaster operations assistance by agencies. Once LDCC is activated this role changes to include provision of support to LDC, Coordination Centre Manager. Also acts as Liaison Officer to other agencies working within the State Disaster Management framework. May also take on the role of Coordination Centre Manager |
| Liaison Officers. | Liaison Officers from Local Group agencies may be requested or they may request to attend the LDCC. Their function will be to provide advice and direct communication with their agency regarding disaster operations. For example: The role of the Queensland Ambulance Service (QAS) LO is to be the conduit between the LDCC's coordination of disaster operations and the QAS Control Room's coordination of QAS operational activities. |

Table A.4 LDCC Structure Chart



A5.2 Staffing, Rosters & Fatigue Management Procedures

The LDCC Administration Team Leader manages and maintains LDCC staff rosters. Advice about staff rosters and staffing levels requirements will be sought from the Coordination Centre Manager, the Planning, Intelligence, Logistics and Operations Team Leader. Shifts for LDCC staff will be dependant on the nature and complexity of the event. As a guide, LDCC staff should only have a shift duration of a maximum of 9 hours which includes times for changeover at commencement of shift and completion of shift. A minimum break of 10 hours between shifts is to be incorporated

The Administration Team Leader is responsible for;

- (a) being aware of all LDCC staff on duty ensuring that LDCC staff member signs on and off before and after shifts. (Refer Personnel Timekeeping form at Appendix 9);
- (b) liaising with the Coordination Centre Manager to coordinate the shift hand-over and briefing of the on-coming shift;
- (c) identifying meal breaks for the shift;
- (d) monitoring fatigue management requirements, as per standard workplace health and safety policy; and
- (e) contacting and scheduling required staff for shifts for LDCC operations. This includes advice to staff on required shift start and finish times as well as providing directions to their required area for briefing prior to the commencement of their shift. Depending upon the situation / prevailing conditions, accommodation or transport for staff working in the LDCC may be required.

Prior to commencing duties within the LDCC, staff are to receive a shift handover briefing delivered by the LDCC Officer that they are relieving. The handover briefing session will be held within the LDCC, unless otherwise advised.

A5.3 LDCC Catering & Staff Welfare

The Coordination Centre Manager has overall responsibility for LDCC catering and the welfare of all persons on shift in the LDCC. It is the responsibility of the Administration Team Leader to organise catering and welfare support for LDCC staff. Catering support will include both light refreshments and mid-shift meals. Catering will be charged to a Council disaster management cost centre code which is established for each event.

Meal and refreshment breaks are not to be taken within the LDCC. A 'break out' room for meal and rest breaks will be identified by the Coordination Centre Manager. Meal breaks are to be staggered to meet the needs of the LDCC and to ensure the continuity of the LDCC operations. The LDCC Administration Team Leader should liaise with the Coordination Centre Manager to confirm these arrangements.

A5.4 Travel and Accommodation Arrangements for LDCC Staff

The Administration Team Leader supported by the Logistics Team Leader is responsible for identifying and sourcing transport and accommodation (particularly after hours) arrangements for LDCC Staff. E.g. transport may be arranged through cab charges, if enough notice is given during work hours. / Motel rooms may be booked.

A5.5 Financial Arrangements

The LDCC Administration Team Leader is responsible for recording and maintaining a record of all costs incurred by the LDCC to support and respond to the event. If required Council's Finance and Business Department will allocate a Management Accountant to work in the LDCC or to support the Administration Team Leader with this task. The Logistics Team Leader is to also assist with this task.

Receipts /Tax Invoices for all purchases must be obtained, including when Corporate Cards are used. When possible, purchase requisitions are to be raised prior to financial commitment in accordance with Procurement Policies.

A5.6 LDCC Security & Access Control

LDCC Security

The LDCC Administration Team Leader and the Coordination Centre Manager are to ensure that security is maintained for the LDCC. After hours access to the council buildings and systems is controlled by normal systems. Where possible secure car parking will be utilised. Security of private vehicles and staff should be considered by the LDCC Administration Team Leader.

Access Control of Staff and Visitors to the Coordination Centre

Access to the LDCC is to be limited to personnel who are rostered to work in the LDCC or deemed essential by the LDC or Coordination Centre Manager.

- (a) The LDCC Administration Team Leader is to ensure LDCC personnel have identification cards. Visitors to Council such as Liaison Officers are to be issued with Council visitor cards. Key / Card access to the appropriate Council buildings may also be required. Upon issuing keys, the LDCC Administration Team Leader is to arrange completion of the Key / Card Register that is stored within the LDCC building.

- (b) All other persons wishing to enter the area are to be treated as visitors. Access by visitors to the LDCC is at the authorisation of the LDC or Coordination Centre Manager. Visitors are to be signed in, escorted within the LDCC, and signed out. Cleaners for the LDCC are to be vetted.
- (c) Representatives from media outlets are not permitted in the LDCC unless invited by the LDC, Coordination Centre Manager or SCLDMG Media Liaison Officer. All media liaison is handled by the media officer and the media team whose role is to handle public communication for the Local Group including issues relating to warnings, operations and coordination. Refer also to Local Plan Appendix A.10 Public Information and Warnings Operational Plan.

A5.7 LDCC Confidentiality

The Coordination Centre Manager is responsible for the confidentiality of the LDCC.

Staff working in the LDCC need to be aware there may be considerable interest in their operations, particularly in relation to the overall coordination of response to the situation. LDCC staff are not to discuss sensitive matters pertaining to the coordination outside the LDCC.

Further, staff are not to discuss LDCC operational matters with media representatives, politicians or members of the public. Care should be exercised in communicating sensitive matters over the email, telephone and radio networks.

All requests for information to staff in the LDCC from the media or public should be referred to the Executive Officer Local Group, Coordination Centre Manager, LDCC Manager or the Media Officer. Refer also to Local Plan Appendix A.10 Public Information and Warnings Operational Plan.

A5.8 Electronic Recording Devices & Cameras

Cameras and other recording devices are not to be used in the LDCC unless authorised by the Coordination Centre Manager.

A5.9 Document Protection & Confidential “Classified” Waste Disposal

The LDCC Administration Team Leader is to ensure all documentation, books, plans and papers produced within the LDCC or held by the LDCC are adequately protected from loss or theft. All staff are to be advised of correct information release procedures and security policy concerning document protection.

Files and records not required for current operations are to be stored in a lockable container. Once the LDCC is stood down (deactivated) the files are to be archived under the direction of the LDCC Manager for a period in accordance with council policy. The Coordination Centre Manager & Administration Team Leader are to take into account the fact that these are potentially ‘discoverable documents’. Consequently, their maintenance and protection is essential.

All LDCC documents or records need to be retained. However, duplicate copies of drafts or notes taken that contain personal, sensitive or classified information need to be disposed of appropriately. Once Functional / Cell Team Leaders have cleared the material for disposal, a shredder should be used. If a shredder is not available for the LDCC then a secure paper waste recycling bin is to be provided for the LDCC. It should be clearly marked as “Confidential Waste” and placed in an appropriate place within the LDCC. Whilst the LDCC is operational, all waste is to be placed in the secure recycling bin. Upon receiving stand down direction, it is the responsibility of the LDCC Administration Team Leader to organise for confidential waste disposal.

A5.10 LDCC Workplace Health & Safety

Council's existing Workplace Health & Safety and Risk Management policies and procedures are to be complied with during operations in the LDCC.

A5.11 Further Support for LDCC Staff

Following all events, all staff will be formally debriefed as a group about the work undertaken by the LDC or delegate.

LDCC staff are to be alerted and encouraged to be aware of how the nature and intensity of the work may affect them. The Employee Assistance Program is available for LDCC staff and can offer support such as counselling. This may be of help to staff who find that they are experiencing difficulties or issues with moving forward from the work undertaken in the LDCC.

A6 Emergency Coordination Centre Information Management

A6.1 Information Management

Information is the basis of timely and appropriate decisions. The best use of information will follow a systematic handling of information. The key steps are:

- Collection - from multiple sources (history and real time);
- Collation - the sorting of information by interested parties;
- Confirmation - the verification of information collected and collated;
- Interpretation - suitably skilled and authorised personnel make sense of the information;
- Action - response to the above actions; and
- Record / Store / File.

These actions are repeated constantly during an operation, and result in substantial quantities of information. The sign of good information management is the capture and recording of all the information, to enable it to be shared with as many interested personnel as possible – both during and post operations. An information flow diagram for the LDCC is maintained by the Disaster Management Officer.

A6.2 Principles of Information Management

The fundamentals of good information management are:

- Record it: Capture as much detail as possible and store it (electronically or in hard copy, sound or image / vision);
- Time and Date: Ensure everything is time and date stamped for during and post operational use;
- Share information with all relevant Officers & stakeholders;
- Establish a Master Log for all information (regardless of format); and
- Take appropriate action and record the details.

When this is done well, all personnel involved in the operation will have far greater 'situational awareness' and, post the emergency, will be able to reconstruct what happened, and when. This facilitates organisational learning, by improvement over time, through analysis of past operations. It will also ensure information is not lost and is processed in a thorough and systematic manner. Personnel needing to make decisions can be assured they have the most up-to-date and complete information with which to work.

A6.3 LDCC Coordination Systems & Control of Information

Guardian Control System

The Sunshine Coast LDCC uses the Guardian Control System. The Guardian system records and manages information received from the community and emergency services personnel when the Local Disaster Co-ordination Centre has been activated. The program was designed around the previous / existing paper system and workflow. This helps to ensure the process remains familiar to those involved.

Training is to be provided on an ongoing basis for the Key Staff and Key Liaison Officers that are to work in the LDCC and use of Guardian. Disaster Management Exercises will provide an opportunity to practice the use of Guardian. Guardian Operating Manuals will be provided to participants during this training and be included in each Functional Cell's LDCC Kit Box. Operating manuals will also be stored on the Council Intranet for access by LDCC Staff.

Council Information Systems

The LDCC uses the Guardian system in conjunction with a range of Council Information systems such as:

- Customer Request Management systems for the recording and distribution of requests for assistance or provision of information.
- Finance Systems for recording of financial transactions
- Sunshine Coast Council Email, Internet and Intranet infrastructure.
- GIS or Spatial Management Information.

Work has occurred to integrate, as much as possible, the Guardian System with the systems described above.

Electronic & Paper Office System & Flow of Information in the LDCC (when Guardian not available)

This hybrid electronic / paper-based system will use technology where possible. It allows for a continuous record and for continuity of operations across shifts, as follows:

- The system is based on a master log, operations log and visual displays. Logs are recorded on MS Excel or if necessary on a paper spreadsheet.
- The Operations Log, example at Appendix 13, contains a record of all key events, decisions, visits and major items of communication. This log contains a record of all paperwork and is maintained in chronological order with dividers showing shift hand-over times. The maintenance of the operational log is the responsibility of the Operations Team Leader, supported by the Administration Team Leader.
- Duplicates of the Log can be made for other purposes (e.g. briefings, working files) – but the master copy resides on the master log.
- Ideally the Master Log will be projected onto screens in the LDCC so that all present can see the log.
- Working files can be maintained in any appropriate format. They are to be retained for archival purposes.
- Visual displays created include images (photos), maps, status boards and charts. They are to be treated as working files.
- Due to the possibility of losing power or an equipment malfunction during coordination, regardless of the means of receipt, each message is to be recorded in hard copy. This may require each message to be printed for the file. (e.g. print out of email)

- All messages received, includes telephone calls, emails or faxes, both incoming and outgoing, are to be recorded on LDCC Message Forms, shown at Appendix 9.
- An Event Checklist, will assist operators to record all appropriate details. An Action / Distribution sheet is to be completed and attached to each form of correspondence. This is to ensure the information is distributed to the appropriate action officer.
- The message is allocated a serial number by the Operations Log Keeper.
- The message is passed to the LDCC Planning for display on the situation board, mapping (via GIS or hardcopy) assessment and where appropriate forwarding to Operations for action.
- Copies are made if necessary. All duplicates made are to be stamped with a 'copy' stamp. The Master copy is filed by the Records Officer.

A6.4 Display of Information

Information Displays - Physical

Information Displays are required within the LDCC. When the LDCC is first activated the Administration Team Leader is responsible for sourcing sufficient white boards for the LDCC.

The Intelligence Team Leader has the responsibility of developing and maintaining the displays. The Administration Team Leader can support this task. Displays include:

- **Electronic Smart Board:** a multi use board capable of displaying a broad range of multimedia, mapping and LDCC related documentation. Can communicate with Smart Boards in other locations.
- **Current Operations Display Board:** a white board showing all tasks being carried out in the affected area/s.
- **Situation Map Board:** an appropriate map of the impacted areas marked with the developing threats and known information from the impact.
- **Situation Report Board:** a white board displaying a summary of the current operational situation for the affected area/s.
- **Contacts Display Board:** to record important contact information for use during operations. Contact information in regular use is to be prominently displayed.
- **Issues Board:** to display current key issues that require resolution through Operational Action Planning.
- **Resources Allocation Board:** displaying resource location, resources committed, resources available but not committed.
- **Weather Display Board:** displaying all relevant weather and hazard warning information.
- **Hazard, topographical and road maps** of the affected area.
- **Personnel Roster** required for protracted operations.
- **Timing and details of Briefings / Meetings / Situation Reports.**
- **Copies of publicly released material.**
- **Display Boards may also be created by using Data Projectors or Large Computer Screens.**

Information Displays - Web Based

The information described in 6.4.1 above is also to be replicated in the LDCC Web Page for the accessing of people present at the LDCC and also for Officers and Stakeholders not present e.g. the ICC/FCC.

Media Information Displays

TV and radio is to be installed in or near the LDCC and external internet access available to all working in the LDCC. This is to enable news bulletins, public information and public emergency warnings to be accessed and monitored. The task of collecting and analysing Internet, Broadcast Media News and Social Media is to be allocated to an Officer by the Media Liaison Officer. This Officer will need to be communicating with the Intelligence Cell about the information being presented in the media to enhance situational awareness within the LDCC.

A7 Requests for Assistance / Information from the Public

Requests for assistance from the public should be directed through the Council Customer Contact system. For matters relating to Council's operations, the request or information will be passed to the Council Field Coordination Centre for actioning or recording by an Officer at the FCC. If the matter does not relate to the Council's operations i.e. is not the responding agency the request or information will be passed to the LDCC for actioning by the Operations Officer. This process allows for immediate notification of a request for assistance for actioning or immediate notification of information that may assist with situational awareness. On most occasions the process will occur electronically however some situations may require Customer Contact to make contact in person (i.e. by telephone) with the LDCC or FCC.

All information related to each action request i.e. response / actions taken, time issued and times completed and other comments are to be recorded and maintained in the designated LDCC information management system. Reports may be developed to aid the management / understanding of requests as well as to support reporting requirements e.g. information to be included in SitReps and the Planning & Intelligence Displays.

State Emergency Service Hotline. For storm and flood emergencies the public can make requests for SES assistance on 132 500. Details of call requests to the 132 500 number will then be emailed to the nearest local SES and tracked using EMQ's RFA Online. Depending upon the scale of the event an SES LO will be deployed to the LDCC and will have access to RFA Online. This will aid the LDCC with situational awareness.

Situation Report (Sitrep)

The Sitrep is used to provide key people with summarised information about the situation. The report includes resources deployed, activities for the period covered (both past, present and future intentions), damage assessments and any other relevant information. Situation reports are required on a regular basis and the timing of the reports should be agreed to by the Coordination Centre Manager, the LDC and the DDC. People that require situation reports include; DDC, Mayor, CEO, Local Group Chair and Deputy Chair, EMQ Area Director and key Local Group members. The DDC will require the SitRep to enable a DDCC SitRep to be sent to the SDCC. A Standard Sitrep template is contained as an Appendix to this Operational Plan.

Shift Handover

The shift handover is a term used to describe a handover of authority of a key appointment within the LDCC. All other appointments only require changeover of shifts and are therefore less formal.

- (a) Outgoing Coordination Centre Manager, Planning, Intelligence,, Operations, Logistics and Administration Team Leaders are to prepare a shift handover brief for their incoming counterparts.
- (b) The brief should commence 15 minutes prior to the intended shift handover. Shift handover briefs are to be filed.
- (c) Other members of the incoming LDCC team should also liaise with their outgoing counterparts at this time to ensure the handover is as seamless as possible.

- (d) Following a shift handover, both incoming and outgoing key personnel attend an update brief within the LDCC, to ensure situational awareness is provided to the incoming shift.
- (e) Once the shift handover is complete, all outgoing LDCC staff are to depart the LDCC.
- (f) It is prudent that shift handovers of key LDCC Staff are staggered so that there is a continuity of staff in the Centre.

The shift handover brief is to be used as an aid to assist the handover from one key position holder within the LDCC team to another. (Refer Appendix 12).

The person handing over their duty remains responsible until the handover document is signed and the oncoming member has accepted the handover. The oncoming member accepts the responsibility by signing the handover proforma.

A7.1 Document Protection

All original documents are to be filed in the Master Log and maintained for future reference. If a copy is made, it is to be stamped 'Copy'.

The LDCC Administration Team Leader is to ensure all documentation, books, logs, plans and papers (paper or electronic) produced within the LDCC or held by the LDCC are adequately protected from loss or theft. All staff are to be advised of correct information storage and release procedures and security policy concerning document protection. See Section 5.5 of this operational plan.

Files and records not required for current operations are to be stored in the correct file location and or lockable container. Once the LDCC is stood down (deactivated) the files are to be archived under the direction of the Coordination Centre Manager for a period in accordance with council policy & procedure.

The Coordination Centre Manager and Administration Team Leader are to take into account the fact that these are potentially 'discoverable documents'. Consequently, their maintenance and protection is essential.

A7.2 Confidential Waste Disposal

All LDCC documents or records need to be retained. However, duplicate copies of drafts or notes taken that contain personal, sensitive or classified information need to be disposed of appropriately. Once Team Leaders have cleared the material for disposal, a shredder should be used. If a shredder is not available for the LDCC then a confidential secure paper waste recycling bin is to be provided for the LDCC. The LDCC Administration Team Leader is responsible for ensuring the bin is provided. It should be clearly marked as "Confidential Waste" and placed in an appropriate place within the LDCC. Whilst the LDCC is operational, all confidential waste is to be placed in the secure recycling bin. Upon receiving stand down direction, it is the responsibility of the LDCC Administration Team Leader to organise for confidential waste disposal.

If the waste bin is nearing capacity during LDCC operations, the LDCC Administration Team Leader should organise another waste bin for the LDCC, as soon as possible.

A8 Communications, Reporting & Briefings

A8.1 Briefings to LDCC Staff

LDCC staff are to be provided with regular briefing session delivered by the Coordination Centre Manager or delegate. These sessions also allow the Coordination Centre Manager to confirm with LDCC staff that the information about the situation is current and correct. Appendix 10 of this Plan contains advice on items to be considered in the briefing, which may also be useful in planning disaster operations. Information to be delivered should include:

- Situation;
- Mission;
- Execution;
- Administration (and logistics);
- Command, Control and Communications; and
- Safety.

LDCC Staff should cease working for the duration of the briefing, however the Coordination Centre Manager may task some Officers to continue working during the briefing e.g. to answer the telephone. The timings of the briefings will be determined by the allocated Daily Operating Schedule. The Coordination Centre Manager is to regularly confer with and brief the functional cell Team Leaders in the Centre and receive updates and provide briefings to Liaison Officers.

A8.2 Coordinating Communications

To assist in the coordination and control of communications, a Daily LDCC Schedule of Events is to be prepared by the Administration Cell. This schedule is to clearly define when information is required for key briefings and situational reporting for staff, senior officials and the media. An example of a Daily LDCC Schedule of Events is at Appendix 12 of this Operational Plan.

Communication between LDCC & Sunshine Coast Disaster Management System

It is the responsibility of the LDC to keep the members of the SCDM system informed about the disaster / emergency situation. This includes current and future activities, possible or planned resource requirements. The LDC may delegate this task to the Coordination Centre Manager or another appropriate Officer within the LDCC.

Communication between the LDCC & the DDC

For routine communications, including provision of advice about the event or the provision of Sitreps the Coordination Centre Manager or delegate may communicate with the DDC. This communication with the DDC may be via the Executive Officer to the DDC. When there is a likely requirement for Disaster Declaration or additional resources this communication will be via the LDC.

When the DDC is not present at the LDCC, communication between the LDCC and the DDC is available via telephone, email or the Channel 34 emergency services radio system. Dedicated mobile phone number, phone/fax lines will be nominated by the LDCC Administration Team Leader. The primary distribution method for Situation Reports (sitreps) from the LDCC to the DDC is via email, until the ability to do so is lost. . This method of communication is to be confirmed by the Coordination Centre Manager and the Executive Officer to the DDC.

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Communication between LDCC & EMQ Area Director

For routine communications, including providing advice about the event or the provision of Sitreps, the Coordination Centre Manager or delegate will communicate with the EMQ Area Director. When there is a likely requirement for resources this communication will be via the LDC or Coordination Centre Manager. When the LDCC has a status of Lean Forward or Standby it is likely that the EMQ Area Director or an alternative EMQ representative will be present at the LDCC.

Communication between LDCC & other Agencies

When there is the need for constant communication with another agency, the Coordination Centre Manager may request an agency liaison officer to attend the LDCC. This may be to assist the, coordination of disaster operations, provision of information e.g. SitRep preparation, or to expedite the decision making process.

Communication between LDCC & Evacuation Centres

The Evacuation Centre Coordinator, nominated by the Community Support Coordinator, is responsible for the overall management of evacuation shelters. All communications to and from evacuation shelters should be logged in the Operations Log. Communications between the LDCC and evacuation shelters will be by telephone, mobile phone, email or fax until this fails. If the telephone (landline and mobile) and email network fail, Council, SES (Specialist Communications Unit) or WICEN radio network may provide communications, between evacuation shelters and the LDCC. This will involve the use radios, portable antennae, message forms and operators.

Information & Communication Technology - LDCC Communications Facilities

The LDCC will use the normal Council telephone (landline and mobile), email and internet facilities. The LDCC will use email as a primary method for information distribution purposes. The primary means of communication of situation reports, hazard information, contact lists, maps and images shall be by email notification from the LDCC to Lead Agency ICC and supporting ICC / FCC agencies, LDC, Local Group Members (not in attendance), DDC and EMQ. The LDCC will use the internet as method for accessing information about the situation. Other communication methods such as SMS and Fax may also be used.

Normal telecommunications facilities will be used until the ability to do so is lost noting that normal telecommunications facilities (particularly mobile and landline telephone and facsimile) are generally the first to fail in a major emergency / disaster situation. An alternate radio system may be on stand-by as a back up.

The Local Group Secretariat maintains a current contact listing of Local Group member email addresses, telephone numbers (landline and mobile) and LDCC Key Staff with copies held in LDCC Kit Boxes for each Functional Cell.

Following activation of the Centre the Administration Team Leader is to arrange for the LDCC Contact List to be prepared. The Contact Lists are to be circulated as per distribution of SitReps and posted to the LDCC's Council Intranet Page following activation of the Centre.

At the commencement of LDCC operations, Telstra will be contacted by the Local Group Communications Officer or delegate and requested to provide support for the local area network.

The Information and Communication Technology facilities of the LDCC require 24/7 response capability and are to be supported by council's IT personnel under the direction of the Administration Team Leader.

A8.3 Back-up Telecommunications Facilities

Should the mobile phone or email system not be operable Council Offices at Caloundra, Nambour and Tewantin are equipped with Two-way radio systems (VHF/UHF) and Channel 34 (QPS) Emergency Radio Frequency to enable communications. The LDCC may also access radio networks from Queensland Police Service (QPS), Queensland Fire and Rescue Service (QFRS), Queensland Ambulance Service (QAS) or SES Specialist Communications / WICEN. Communication will be on frequencies allocated.

Agency Liaison Officers shall provide their own two way radio for their own use in the LDCC Communication Room to enable them to retain contact with their own agency. Within the LDCC Communication Room radio operators from the EMQ NCR SES Specialist Communications Unit or WICEN can provide support with radio communication and wireless internet if required.

A8.5 Operational Reporting - Situation Reporting (SITREPs)

The Coordination Centre Manager is responsible for the preparation and distribution of a formal summary disaster operations i.e. Sitrep. The timetable for the issuance of Sitreps will be directed by the DDC and LDC or otherwise determined by the Coordination Centre Manager. Sitreps will be prepared and distributed by email and/or electronic messaging on a scheduled basis. The SitRep distribution list will include:

- (a) The Mayor, Local Group Chair, Local Group Deputy Chair, Deputy LDC and LDMG Members;
- (b) Council CEO, Councillors, Council Executive Leadership Team;
- (c) The DDC, Deputy DDC, EMQ Area Director, Executive Officer to the DDC, and DDMG Members; and
- (d) All LDCC Staff and Liaison Officers

For the Standard Short and Long Version Sitrep Template Refer to Appendix 5 of this Sub Plan.

A9 Training

A9.1 Introduction

The following identifies the training required or available for LDCC staff and Liaison Officers.

A9.2 LDCC Staff and Liaison Officer Training

- (e) Training for Local Disaster Coordination Centre Key Staff includes:
 - o Australian Emergency Management Institute Courses which include 'Coordinate Resources within a Multi-Agency Emergency Response'. (Accredited Training). Partially Australian Government Funded. See <http://www.em.gov.au/Education/Pages/default.aspx>
 - o Australasian Inter-service Incident Management System (AIIMS) Courses of 2-3 days (theory program with some scenario work, non-accredited).
 - o Council provided or identified Disaster Management training, as determined by the LDC or delegate.
 - o EMQ provided training as per the Queensland Disaster Management Training Framework, courses generally 2-3 hours duration

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- (f) Training Opportunities for Coordination Centre Administration Staff includes:
 - o EMQ Work in Disaster Coordination Centre Modules
 - o AIIMS Course 2 days
 - o Council provided Disaster Management training.
- (g) Accredited programs:
 - o This Plan identifies a preference for all Disaster and Emergency Management Training to be from an Accredited Program. Accredited programs involve assessment which can include a Desktop Discussion or Coordination Centre exercise.
- (h) (Training Records:
 - o A training database will be maintained by the Local Group Secretariat. EMQ will maintain a Training Database for the DM Training Framework Courses. This will assist with training gap analysis.

A9.3 Appendix 1 - Duty Statements for Local Disaster Coordination Centre Staff

COORDINATION CENTRE

| Duties of Coordination Centre Manager | |
|--|---|
| Responsibility: | Manages the Local Disaster Coordination Centre and Coordinates Disaster Operations on behalf of the LDC |
| Sits in: | Local Disaster Coordination Centre |
| Reports to: | Local Disaster Coordination Centre |

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Duties of Coordination Centre Manager

| | |
|----------------|---|
| General Tasks: | <ol style="list-style-type: none"> 1. Manage and coordinate disaster operations 2. Assume responsibility for the management and operation of the LDCC. 3. Maintain situational awareness of the event and obtain and provide briefings. 4. Assist the LDC identify strategic direction for responding to the overall situation. 5. Appoint key LDCC Team Leaders and conduct initial briefing with those personnel. 6. Ensure LDCC is established for use in a timely manner. 7. Develop the LDCC Action Plan with the Planning Team Leader and set tasks, timings and priorities with key staff. 8. Ensure that the DDC or Executive Officer to the DDC has been advised that the LDCC is operational. 9. Regularly update the LDC on disaster operations to enable the LDC to provide briefings of DDC, CEO, Mayor, LDMG Chair, EMQ Officers, and Local Group Members, 10. Ensure operational co-operation and coordination with participating agencies. 11. Ensure the coordination of resources and that adequate resources are available for response operation tasks, and when required requests for external resources / assistance are being made to the LDC and DDC. 12. Liaise and consult with support agencies. Prioritise and review requests for assistance from other response agencies. 13. Manage the compilation and dissemination of situation reports being prepared / issued by the LDCC with the Intelligence Team Leader. 14. Liaise with Media Officer with regard to media releases and information required by the community, such as public health and safety issues. 15. Coordinate briefings to LDCC Staff during LDCC activation including at shift handover and at the stand down of the Centre. 16. Notify all parties of stand-down status, once advised by LDC. |
|----------------|---|

Training Requirements:

Essential:

| | |
|------------------|--|
| EMA | Coordinate Resources within a Multi-Agency Emergency Response. |
| EMQ | Training Courses for the LDC as per EMQ Training Framework |
| Council Training | LDC identified Disaster Management Training |
| AIIMS | AIIMS theory and practical program, 2 day course |
| Exercises | Participate in DDCC& LDCC Exercises. |

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| Duties of Operations Team Leader | |
|----------------------------------|---|
| Responsibility: | Manage and Coordinate the Operations Function within LDCC |
| Sits in: | LDCC Operations Cell |
| Reports to: | Coordination Centre Manager |
| Description | <p>The operations cell maintains and oversees the operational response to the event. This is undertaken by the Operations Cell tasking “jobs” to the Agency Liaison Officers, and monitoring and following up on those jobs. In doing so the Operations Team Leader must be aware of the assets & resources available for the operation, what has been committed as well as an understanding of what may be required as the event unfolds.</p> <p>The operations cell receives all requests and as such maintains the best overall view of the response. The Operations Cell effectively overviews coordination of disaster operations, i.e. the activities being undertaken by the response agencies, who are represented Liaison Officers in the Coordination Centre</p> <p>Excerpt from the Disaster Management Act 2003:</p> <p><i>Disaster operations means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event.</i></p> |
| General Tasks: | <ol style="list-style-type: none"> 1. Manage and supervise all disaster operations activities that are being directed or tasked from the LDCC. 2. Obtain briefings from the Coordination Centre Manager, LDCC Team Leaders and Liaison Officers. 3. Maintain the Operational Log, and report special events, situations or accidents. 4. Receive all requests for assistance coming into the LDCC, evaluate and prioritise requests then forward to Liaison Officers for action. Record all such requests. 5. Follow up on Priority Tasks that have been allocated to Liaison Officers 6. Follow up of any outstanding requests / tasks / jobs that have been allocated to Liaison Officers to ensure all requests are managed and responded to within an appropriate time frame. 7. When advised that a task or request cannot be completed due to resource requirements refer to Logistics Cell for progression 8. Ensure, with Coordination Centre Manager, the coordination of responding resources and that adequate resources are available for disaster response operation tasks, and when additional resources are required for the operation, that requests for external resources are being made to the DDC, via approval of the LDC. Assist with the planning of resource requirements with Coordination Centre Manager and Planning Team Leader. 9. Request regular situation reports from LDCC Team Leaders and Liaison Officers and disseminate information to Intelligence Cell, Planning Team Leader & Coordination Centre Manager. 10. Ensure all information on completed tasks is recorded and available for Intelligence Cell, Planning Cell & Coordination Centre Manager. |

| Duties of Operations Team Leader | |
|----------------------------------|--|
| | <ol style="list-style-type: none"> 11. Assist Planning Team Leader with planning and implementation of evacuation operations 12. Assist Community Support Officer with Evacuation Centre operations. 13. Identify a Deputy when absent from the LDCC. |
| Training Requirements: | |
| Essential: | |
| EMA | Coordinate Resources within a Multi-Agency Emergency Response. |
| EMQ | Relevant Courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as identified by the LDC |
| AIIMS | AIIMS theory and practical program, 2 day course |
| Exercises | Participate in DDCC & LDCC Exercises. |

| Duties of Operations Team | |
|--|--|
| <p>Example of some specific tasks within the operations cell:</p> <p>Note: this is not an exhaustive list.</p> | <ol style="list-style-type: none"> 1. Provide the Coordination Centre Manager, Local Group LDC and Chair with an accurate, timely, clear and a concise picture of the situation as observed from the tasks being undertaken by agencies. 2. Screen the operational information, interpret, prioritise and task requests to agency Liaison Officers and other relevant cells within the LDCC. 3. Ensure information displays are accurate, up to date and easy to read. 4. Forecast other threats and responses that may be required and liaise with the planning cell and intelligence cell. 5. Ensure information flow in the operations section is maintained (where it isn't report issue to Administration Team Leader and Coordination Centre Manager) 6. Maintain an overview of all operations and reduce duplication of effort in the coordination of disaster operations. 7. Monitor the resources available for disaster operations 8. Monitor the tasks assigned to Agency Liaison Officers 9. Consider and forecast requests for assistance with the planning cell e.g. where lots of information is being received about serious flooding in a particular area, you may forecast requests for assistance for evacuations or food supplies. 10. Seek out information from support agencies regarding their tasks, understand what operations are being conducted by agencies. 11. Monitor the overall effectiveness of Disaster Operations 12. Work with and share information about disaster operations with the other cells and the Liaison Officers |

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| Duties of Planning Team Leader | |
|--------------------------------|---|
| Responsibility: | Management and Coordination of LDCC Planning Cell and Planning Activities |
| Sits in: | LDCC Planning Cell |
| Reports to: | Coordination Centre Manager |
| Description: | The planning cell is almost exclusively involved with planning and thinking ahead. The key product produced is an Operation Action Plan (or Incident Action Plan) |
| General Tasks: | <ol style="list-style-type: none"> 1. Be responsible for the evaluation of information about the current event and or predicted events so that future plans for the coordination of disaster operations can be prepared by the LDCC Planning Cell. 2. Analyse and prepare information and plans about the methods to resolve the overall situation for the Coordination Centre Manager, Local Group LDC & DDC for presentation to meetings of the Coordination Centre and Local Group during the event. i.e. Prepare the Operational Action Plan (Incident Action Plan) 3. Responsible for identifying key issues that require resolution and maintaining the issues board. 4. Maintain an understanding of the status of disaster operations 5. Identify required technical staffing support for the Planning Team 6. Lead Evacuation Planning process as identified in the Evacuation Sub Plan. Research, identify and recommend requirements for voluntary and directed evacuations and associated arrangements with the Coordination Centre Manager and Liaison Officers in accordance with the Local Group's Evacuation Sub Plans. 7. Conduct future planning activities. The planning timeframe will be dictated by the nature and complexity of the event, but a guide is to plan for: <ol style="list-style-type: none"> (a) 12 – 24 hrs (b) 24 – 48 hrs (c) 48 – 72 hrs, and (d) 72 hr – 7 days. 8. Work closely with the Intelligence Cell |
| Training Requirements: | |
| Essential: | |
| EMA | Coordinate Resources within a Multi-Agency Emergency Response. |
| EMQ | Relevant Courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as identified by the LDC |
| AIIMS | AIIMS theory and practical program, 2 day course |
| Exercises | Participate in DDCC & LDCC Exercises. |

| Duties of Planning Team | |
|--|--|
| <p>Example of some specific tasks within the planning cell:</p> <p>Note: this is not an exhaustive list.</p> | <ol style="list-style-type: none"> 1. Obtain briefings from the Coordination Centre Manager, LDCC Team Leaders and Liaison Officers. 2. Collect information on the current and projected threat / hazard / event 3. Identify key risk exposures & issues relating to the event 4. Develop and review as necessary an appropriate Communications Plan. 5. Develop the Operation Action Plan (Incident Action Plan) 6. Prepare spatial information products (maps) as appropriate 7. Review and regularly communicate progress against the Operation Action Plan to the Coordination Centre Manager. 8. Consider the transition to Disaster Recovery Operations and what plans may be required. 9. Develop information sharing and transitional arrangements with recovery organisation(s). 10. Undertake a risk analysis of the incident itself and the include the potential control actions in the Operation Action Plan 11. Review and update the Operation Action Plan (Incident Action Plan) as required by the nature of the operation or as directed by the Coordination Centre Manager |

At all times during an active LDCC the Planning Team Leader and Planning Team Officers should consider the following questions:

- What is the current disaster situation?
- What are the key risks exposures (issues) caused by the event?
- What is the predicted disaster situation?
- What is the current status of resources available for disaster operations?
- What are the current incident objectives and strategies being employed or able to be employed?
- If the current objectives and strategies cannot be achieved, what are the alternatives and their associated risks?
- Is the Operation Action Plan appropriate given the current and forecast situation information?
- Are tasks identified in the Operation Action Plan being actioned?
- Is adequate management support being provided to manage the event?
- Are records and personal logs being maintained?
- Is adequate information being collected and disseminated to personnel, other organisations, the media and the public to enable effective coordination of disaster operations?
- How well are the Planning Staff performing?
- Are the current displays of information in the LDCC up to date?
- Which areas of the planning cell need more or fewer resources, more or fewer skills?

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| Duties of Logistics Team Leader | |
|---------------------------------|--|
| Responsibility: | LDCC Logistics Team and activities |
| Sits in: | Logistics Cell |
| Reports to: | Coordination Centre Manager |
| Description: | The logistics function provides support for the control and coordination of disaster operations through the obtaining and maintaining of human and physical resources, facilities, services and materials. |
| General Tasks: | <ol style="list-style-type: none"> 1. Lead, monitor and undertake LDCC logistics cell functions, including coordination of procurement, stores, staging, transportation, and medical arrangements. 2. Ensure all LDCC logistics requests are able to meet the requirements of the NDRRA Guidelines. Be in a position to fully discuss logistics requests to assist the Management Accountant submit NDRRA Claims. 3. On request from Coordination Centre Manager and working with the QPS Liaison Officer, Planning Team Leader, the Operations Officer and Community Support Officer, assist arrange resources necessary for evacuations. 4. On request from Coordination Centre Manager and working with the Planning Team Leader, Operations Officer and Community Support Officer assist with evacuation shelters being opened and readied for evacuees, providing resources for the Community Support Officer to manage & operate evacuation centres, in conjunction with Community Support Sub Group. 5. Responsibility for security of LDCC logistics documents. 6. Responsibility for LDCC Logistics Cell Staff 7. Responsibility for actioning resource requests received by the LDCC, seeking approval from Coordination Centre Manager for large or unusual items. 8. Responsibility for reporting to the Coordination Centre Manager difficulties or problems in obtaining resources, materials and services for the conduct of disaster operations. 9. Establish liaison with other agencies' logistics functions and forward command post logistics functions. 10. Provide logistics advice to Coordination Centre Manager and Operations, Administration and Planning Teams |
| Training Requirements: | |
| Essential: | |
| EMA | Coordinate Resources within a Multi-Agency Emergency Response. |
| EMQ | Relevant Courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training identified by the LDC |
| AIIMS | AIIMS theory and practical program, 2 day course |
| Exercises | Participate in DDCC and LDCC Exercises. |

Duties of Logistics Team

Logistics is concerned with 'activities that provide organisations with the resources, materials and services essential to accomplishing their mission.'

Example of some specific tasks within the logistic cell:

Note: this is not an exhaustive list.

1. Procurement of goods and services required for the conduct of disaster operations.
2. Research into resources that may be suitable for use during the disaster operation.
3. Maintenance of logistical resource capacity during disaster operations e.g. for a fleet of vehicles ensure that they are maintained at the right number of vehicles.
4. Facilitate the establishment and maintenance of staging areas (if required) in support of the Operations Section e.g. find a place suitable where initial goods and services can be sent to prior to being sent out to the areas in need or site of the disaster event.
5. Estimate future service and support requirements (provide such information to planning cell).
6. Provide input into the logistics section's component of the Operation Action Plan.

Duties of Centre Administration Team Leader

Responsibility: LDCC Administration Team and activities

Sits in: Centre Administration Cell

Reports to: Coordination Centre Manager

General Tasks:

1. Prepare and distribute Contact Lists for the LDCC following activation
2. Lead, monitor and undertake LDCC administration support tasks, including LDCC administration, finance, and catering arrangements.
3. Responsibility for answering and logging calls into the LDCC information management system from the Official LDCC Telephone Number.
4. Responsibility for monitoring, logging and forwarding for action emails to the LDCC from the Official LDCC email address.
5. Maintain link with the Council's Customer Contact Centre
6. Maintain all LDCC financial records for NDRRA Claims, with the direction and support of the Management Accountant.
7. Prepare LDCC staff rosters & contacting of staff to fill rosters.
8. Responsibility for providing catering and staff welfare to the LDCC
9. Responsible for coordinating conduct of LDCC Shift Changeovers.
10. Responsibility for security of LDCC documents.
11. Establishment and maintenance of LDCC Security and Access arrangements.
12. Ensure maintenance and cleaning of LDCC.
13. Ensure transport and accommodation arrangements for LDCC workers.
14. Responsibility for LDCC Support Staff and the allocation of staff.
15. Activate and lead the operation of the Guardian Coordination Centre System
16. Provide support to the Coordination Centre Staff in the use of Guardian with the support of the Information Technology Systems Officer.

Duties of Centre Administration Team Leader

| | |
|--|---|
| | <ol style="list-style-type: none"> 17. Responsibility for operation of the LDCC hybrid electronic / paper information system if Guardian System not operational. 18. If the Guardian system is not operational maintain and manage the LDCC Log, and report special events, situations or accidents to the Coordination Centre Manager. 19. Monitor and follow up on items outstanding in the LDCC Log with the Operations Team Leader. 20. Provide Administration advice to Coordination Centre Manager and Operations, Logistics Intelligence and Planning Teams 21. Assist with the closure of the LDCC and the transition to “normal operations” 22. Responsibility for ensuring Information Technology and Communications equipment is working with the support of the IT Support Officer. |
|--|---|

Duties of Centre Administration Team Leader

Training Requirements:

Essential:

| | |
|------------------|---|
| EMA | Coordinate Resources within a Multi-Agency Emergency Response. |
| EMQ | Relevant Courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as identified by the LDC |
| AIIMS | AIIMS theory and practical program, 2 day course |
| EMQ | Introduction to Queensland Disaster Management Arrangements IQDMA |
| Exercises | Participate in annual LDCC Exercises. |

Duties of Centre Administration Team

Administration Team is responsible for:

- People (Coordination Centre staff: rosters, well being and safety)
- Processes (Coordination Centre operating effectively, particularly information management)
- Resources (Coordination Centre requirements, including rooms, meeting spaces, information and communication technology)

Administration is also responsible for Coordination Centre records.

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| Duties of Media Liaison Officer | |
|---------------------------------|--|
| Responsibilities: | Manages and Coordinates LDCC Media Team |
| Description | Coordinate Media Contact and Liaison, Public Information & Customer Contact, Emergency Warnings from the LDCC. Provides media support to the Mayor, LDMG Chair and LDC during disaster and emergency events. |
| Reports to: | LDC |
| General Tasks: | <ol style="list-style-type: none"> 1. Implement Sunshine Coast Local Disaster Management Plan - Public Information and Warnings Sub Plan 2. Prepare and monitor public information, media releases for or about the event. Obtain appropriate review for media releases. 3. Prepare emergency warnings, such Emergency Alert messages for the LDC. Obtain appropriate approvals 4. Provide Customer Contact Unit with appropriate response scripts for callers. 5. Monitor call types and volumes being received to Council or other Customer Contact Centres to enable development of public messaging for the event. 6. Liaise with all media outlets and media contacts about the disaster situation. 7. .Work with and liaise with other Government Disaster Management Agencies including Emergency Services to ensure provision of Public Information is being coordinated. (See http://disaster.qld.gov.au/Disaster%20Resources/Documents/Coordinating_public_information_in_a_crisis.pdf) 8. Monitor broadcast media, television, radio, social media and internet news sites for the purposes of: <ul style="list-style-type: none"> • working with local group agencies to correct reporting inaccuracies; • working with local group agencies to fill emerging information vacuums; • looking for opportunities to present stories about the event; and • ensure that messages to the community are being delivered without inaccuracies by media outlets. 9. Monitor broadcast media, television, radio, social media and internet news sites to stay aware of issues and information / intelligence being supplied by the community. 10. Work with the LDCC Intelligence Cell to ensure situational awareness 11. Make arrangements for media conferences and facilities if required |

| Duties of Media Liaison Officer | |
|--|--|
| Training Requirements: | |
| Essential: | |
| EMA | Coordinate Resources within a Multi-Agency Emergency Response / Manage media requirements at a major incident. |
| EMQ | EMQ Warnings and Alerts Course and other relevant courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as determined by the |
| AIIMS | AIIMS theory and practical program, 2-3 day course |
| Exercises | Participate in DDCC & LDCC Exercises. |

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| Duties of Local Disaster Coordination Centre Administration Support Staff | |
|---|---|
| Sits in: | LDCC |
| Reports to: | Primarily to Administration Team Leader also to LDCC Team Leaders |
| Note: | As the size and complexity of the coordination task increases the requirement for additional administration support staff will also increase. |
| General Tasks: | <ol style="list-style-type: none"> 1. Provide general administration support within the LDCC primarily in the Administration Team. Also provide support to Coordination Centre Manager, Planning Team Leader, Intelligence Team Leader, Operations Team Leader and Logistics Team Leader 2. Assist the Administration Team Leader with the operation of the LDCC Information Management System i.e. either Guardian or the Hybrid electronic / paper system 3. In the event that council's Customer Contact Relationship Management System is inoperable – prepare Message Form recording the details of the call i.e. a request for assistance or referral of information and then pass to Operations Cell for logging and tasking. 4. Monitor / action and or refer LDCC Emails being received to the main SCLDCC Email Account to the correct officer or agency within the LDCC 5. Answer / action and or refer telephone calls to the main SCLDCC Telephone Number 6. Assist with the preparation of materials for the briefing and debriefing sessions 7. Assist with the preparation and processing of operational information. 8. Assist with the provision of LDCC catering and staff welfare 9. Assist with preparation of LDCC staff rosters |
| Specific Tasks | <ol style="list-style-type: none"> 1. Assist with preparation and maintenance of the LDCC Team Leaders Working Logs 2. In the Intelligence Cell assistance with the preparation and distribution of Situation Reports 3. In the Operations Team, assist with preparation and maintenance of the LDCC Operations Log monitoring and follow up on requests for assistance including status and details of actions taken. 4. In the Logistics Cell assist with finance and purchasing for disaster operations. 5. In the Logistics Cell assist with identifying resources for disaster operations 6. In the Planning Cell assist with the preparation of the Operation Action Plan (Incident Action Plan) |

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| Duties of Local Disaster Coordination Centre Administration Support Staff | |
|--|--|
| Training Requirements | |
| Essential: | |
| Emergency Management Queensland | 1/. Queensland Disaster Management Arrangements Course 2/. Work in a Disaster Coordination Centre |
| Council Training | 1/. Guardian Coordination Centre Information Management System 2/. Hybrid Electronic / Paper Information Management System 3/. Disaster Management Training as determined by the LDC or delegate |
| Exercises | Participation in Local Disaster Coordination Centre Exercises. |

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| Council Customer Contact Officers and Customer Contact Unit | |
|--|--|
| Responsibility: | Receive incoming voice, text and email communications about the disaster or emergency situation on behalf of the LDCC. |
| Sits in: | Council's Customer Contact Centre |
| Coordinated by: | Council Customer Contact Manger |
| Note | As the size and complexity of the coordination task increases the requirement for additional administration support staff will also increase. |
| General Tasks of Customer Contact Unit: | <ol style="list-style-type: none"> 1. Council Contact Officers are responsible for receiving and passing on information received by telephone (landline, mobile & sms), fax and email into the LDCC information management system. To do this Contact Officers will complete the Council's standard Request Management process. This will then be sent to either the LDCC or the Field Coordination Centre If not available an email with the request details will be completed and sent to either the LDCC or FCC. 2. Provides public information to callers using scripted responses which have been prepared by Corporate Communications staff. 3. Receive calls for emergency assistance 4. Receive calls which are providing information about the emergency. 5. Highlight or Flag information or requests for assistance which are obviously extremely urgent with Coordination Centre Manager e.g. call through the information. |
| General Tasks of Customer Contact Unit Manager: | <ol style="list-style-type: none"> 1. Monitor call volumes being received and provide advice about those volumes to the LDCC Coordination Centre Manager. 2. Provide advice to Coordination Centre Manager and LDC if / when contact centre capacity limits are likely to be reached. 3. Ensure that extremely urgent information or requests for assistance are passed in person to the Coordination Centre Manager 4. Monitors capacity and continuity of telecommunications and internet connectivity to Public and LDCC. 5. In the case of IT network failure instigates a manual system to pass information & requests to the FCC and the LDCC. 6. Maintain and plan suitable staffing levels for contact centre. 7. Manages roster / fatigue management for call centre staff. |

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| Council Customer Contact Officers and Customer Contact Unit | |
|--|--|
| Training Requirements: | |
| Essential: | |
| EMQ | Queensland Disaster Management Arrangements Course Warnings and Alerts Course |
| Council Training | Council Customer Contact Training Disaster Management Training as determined by the SCLDMG Media Liaison Officer and Council's Customer Contact Centre. |
| Exercises | Participate in Local Disaster Coordination Centre Exercises. |

SC Disaster Management App A Plan

| Duties of Local Group Community Support Officer in LDCC | |
|---|--|
| Controls/ Coordinates: | Community Support Operations |
| Sits with: | Local Disaster Coordination Centre Liaison Officers |
| Reports to: | Coordination Centre Manager and LDC |
| Supported in LDCC by | Deputy Community Support Officer / Australian Red Cross Officer |
| General Tasks: | <p>Report to Coordination Centre Manager on activation of LDCC.</p> <ol style="list-style-type: none"> 1. Arrange opening of evacuation centres in safe zones and activation of Evacuation Centre Teams and to provide services at evacuation centres. 2. Monitor the operation of open Evacuation Shelters and report status or any issues to the Coordination Centre Manager 3. Ensure adequate security, supply of adequate resources and goods, and adequate showering, ablutions and laundering facilities to evacuation centres, via use of appropriate service providers. 4. Mobilise, brief and coordinate Community Support Sub Group to assist with providing support and welfare to vulnerable communities and the transition to disaster recovery operations, 5. Ensure supply of adequate resources and goods, and adequate waste management, showering, ablutions and laundering facilities to isolated centres, via use of appropriate service providers. 6. Consider the needs of vulnerable communities and any support services that may be required for those communities 7. Consider the needs of the community for the community recovery process. |
| Training Requirements: | |
| EMA | <ol style="list-style-type: none"> 1/. Course in community-based recovery management 2/. Course in evacuation and recovery centres. 3/. EMA Workshops about Evacuation Centre Management and Community Recovery and Community Resilience |
| EMQ | Relevant courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as determined by the LDC or delegate |
| AIIMS | AIIMS theory and practical program, 2-3 day course |
| Exercises | Participate in DDCC & LDCC Exercises. |
| | |

SC Disaster Management App A Plan

| Duties of Workplace Health and Safety / Training Officer | |
|--|--|
| Responsibility: | Monitor WH&S activities during disaster operations |
| Sits in: | Operations Cell |
| Reports to: | Operations Team Leader |
| General Tasks: | <ol style="list-style-type: none"> 1. Briefs Operations Cell staff with regard to affects of current situation on ability to maintain WH&S standards during tasking & deployment and work to be done by operational field teams. 2. Maintains accident / injury register and at a higher level Investigates accidents / injuries reported, so that alternative work practice strategies can be developed if required. 3. Assist Operations Team Leader as directed. 4. Provide advice to the Planning Team Leader about WH&S matters for the preparation of the Operation Action Plan (Incident Action Plan) |
| Training Requirements: | |
| Essential: | |
| EMQ | Relevant courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as determined by the LDC or delegate |
| AIIMS | AIIMS theory and practical program, 2-3 day course |
| Exercises | Participate in DDCC & LDCC Exercises. |

SC Disaster Management App A Plan

| Duties of Spatial Information Management Officer | |
|--|---|
| Responsibility: | Spatial Information (Mapping) activities |
| Sits in: | Planning Cell |
| Reports to: | Planning Team Leader. Provides support to Intelligence Team |
| Note | As the size and complexity of the coordination task increases the requirement for additional Spatial Information staff will also increase. If only one Officer is in attendance the Officer will work with the Planning Cell. If a second Officer is attending that Officer will work in the Intelligence Cell. |
| General Tasks: | <ol style="list-style-type: none"> 1. Reports to Planning / Intelligence Team Leader 2. Participate and contribute to discussions to enable production of Spatial management information for the LDCC Teams and Coordination Centre Manager 3. Set up displays of required operational datasets using computer equipment or hardcopy methods e.g. Road Closed Mapping. 4. Production of mapping during event to support coordination of disaster operations and situation reporting. 5. Inputs and maintains required information in LDCC version of GIS. 6. Ensures adequate hard copy mapping is available. |
| Training Requirements: | |
| Essential: | |
| EMQ | Relevant courses from the EMQ DM Training Framework |
| Council Training | Disaster Management Training as determined by the LDC or delegate |
| AIIMS | AIIMS theory and practical program, 2-3 day course |
| Exercises | Participate in annual ICC & LDCC Exercises. |

SC Disaster Management App A Plan

| Duties of Agency Liaison Officer | |
|----------------------------------|---|
| Responsibility: | Work as part of the LDCC to coordinate disaster operations |
| Sits in: | Liaison Officer area of LDCC |
| Reports to: | Agency Incident Controller. Works with Coordination Centre Manager and LDCC Team Leaders |
| General Tasks: | <ol style="list-style-type: none"> 1. Acts as the Agency Liaison Officer to the LDCC. 2. Provides input to planning, intelligence, operations and logistics with information and resource requirements 3. Provides input about disaster impact assessment 4. Monitors and reports Agency activity to enable coordination of disaster operations by the LDCC. 5. Reports the disaster response priorities of the Agency to the Coordination Centre Manager 6. Authority to commit resources on behalf of the Agency to disaster operations 7. Accept jobs tasked by the LDCC Operations Officer 8. Request resources from the LDCC Logistics Officer if Agency not able to provide or overwhelmed 9. Reports on any limitations of agency to provide disaster response 10. Refers jobs to other agencies in LDCC |
| Training Requirements: | |
| Essential: | |
| Exercises | Participate in annual ICC and LDCC Exercises. |
| EMQ | Courses from the EMQ DM Training Framework |

SC Disaster Management App A Plan

| Duties of Disaster Management Officer | |
|---------------------------------------|---|
| Coordinates: | LDCC interaction with Queensland Disaster Management System |
| Sits in: | ICC & LDCC |
| Reports to: | LDC |
| General Tasks: | <ol style="list-style-type: none"> 1. First point of contact for requests / information relating to emergencies. 2. Responsible for initial advice to the Local Group Executive Officer, Operations Officer to DDC & Emergency Management Queensland's Duty Officer about events occurring within Region and the initial planning or actions in response to those events. 3. Responsible for escalating LDCC activation in an emergency, in collaboration with Executive Officer. 4. Assist with coordination of council's response during minor emergencies in conjunction with Incident Controller, Chair EOT and Emergency Response Officer. 5. Ensures information is shared during a minor event. 6. Liaison for council with other emergency service agencies, LDMG members and other LDCCs during an event even if LDCC is operational. 7. Preparation and delivery of training for council staff involved in Disaster Management activities, and responsible for establishing training programs, 8. Monitoring and updating plans in readiness for an emergency situation. 9. Ensure LDCC is prepared, maintained and stocked prior to an event including tagging phone lines, equipment, maps and stationery. 10. Ensure relevant staff have keys to access required sites prior to an emergency and / or ensure an adequate accessible inventory of keys during an emergency. 11. Monitor the processes and procedures of the LDCC and council's overall response to an emergency. 12. Arrange hot debrief post event / emergency. 13. Arrange debriefing meeting within 10 days of an emergency with LDCC members as well as operational supervisors and other agencies (if required), including the preparation of a debrief report on the emergency. 14. Ensure processes and procedures are reviewed and updated if required as a result of the analysis of operations after an event. 15. Act as policy advisor to Executive Officer for Local Group. |

SC Disaster Management App A Plan

| Duties of Disaster Management Officer | |
|--|--|
| Training Requirements | |
| Essential: | |
| EMA | All appropriate EMA Courses |
| EMQ | All appropriate EMQ Courses and Training |
| Council Training | All appropriate Council training for Disaster Management |
| AIIMS | AIIMS theory and practical program, 2-3 day course |
| Exercises | Coordinate and participate in annual Local Group and District Group Exercises. |
| Desired: | Attendance at Disaster Management Conferences & Seminars |

Check List of Tasks for Local Disaster Coordination Centre Administration Staff

| | |
|---------------------|--|
| Task: | LDCC Administration |
| Person Responsible: | Administration Team Leader with Administration Support Staff |
| General Tasks: | <p>On Activation:</p> <ol style="list-style-type: none"> 1. Contact members in LDCC team to advise activation and check if staff require assistance to attend the LDCC. 2. Notify security provider that the Council building will be used as an LDCC and that LDCC staff will be arriving at the building. 3. Turn on the LDCC room air-conditioning. 4. Issue LDCC identification cards, name tags and access cards / keys, and complete the Card Register. 5. Keep a record of visitors, and issue visitor tags to any other person requiring access to the area. They are to be signed in, escorted within the LDCC & signed out 6. Create a record of all LDCC staff on duty with names, position, and contact numbers, including LDCC phone number and mobile. Date and time the written document. Give copies to the LDCC Logistics Team Leader, Planning Team Leader and Coordination Centre Manager and any other staff that may require it. Write contact numbers on the whiteboard or contact list. 7. Classified Waste Disposal. If no shredder is available, use a secure recycling bin marked 'LDCC Classified Waste'. Whilst the LDCC is operational, all waste is to be placed in the secure bin. 8. Organise catering. Arrange access for Catering staff. <p>During the Disaster Emergency:</p> <ol style="list-style-type: none"> 9. Admin Team Leader organise shifts and breaks – prefer that each shift is 8 hours long. Organise meal breaks for the shift. Catering support to include healthy food, and mid-shift meals of light refreshments. 10. Document Protection: Store files and records that are not required for current operations in a lockable container in the LDCC cabinet. 11. Check that the printer is regularly stocked for paper 12. Ensure a copy of the Operations Log is printed every 15 minutes and filed in the record folder. 13. Record all expenditure incurred by using the Cost Centre Code for the LDCC advised by the Management Accountant. 14. Arrange for staff of the next shift to be notified that LDCC active and assist with transport requirements for the next shift to the LDCC. 15. Provide a record of the names, position, and contact numbers of all LDCC staff on duty, to aid preparation of LDCC shift roster (if required). Confirm that the on-coming LDCC Admin Team maintains the roster. |

Check List of Tasks for Local Disaster Coordination Centre Administration Staff

On Stand-Down:

16. Appropriately restock all stationery and materials. If they cannot be fully restocked and new equipment needs to be ordered, provide a list of required equipment to the Disaster Management Project Officer.
17. Classified Waste Disposal. Arrange for the Secure Recycling Bin to be collected.
18. Complete the Card Register to record staff who have returned their identification and access cards (and follow-up any missing cards which were distributed earlier in the shift).
19. Document Protection: Once the LDCC is stood down (deactivated), archive any files and records under the direction of the LDC and Coordination Centre Manager.
20. At the completion of Stand Down process, ensure that all LDCC areas are tidied and closed. Arrange additional cleaning if required.
21. Arrange repair or replacement of any equipment which failed during the LDCC activation. E.g. Audiovisual and remote control equipment.

A10 Resource Checklists

A10.1 The LDCC, when set up, may contain:

- (a) Tables arranged in Pods with chairs;
- (b) 5 x status boards; White Boards
- (c) Maps of local and regional area;
- (d) 1 x 24hr clock established beside the data projector screen;
- (e) Access to photocopier; printers;
- (f) 2 x facsimile machines (1 for outgoing & 1 for incoming);
- (g) Data projector/s as required for display of GIS and other information;
- (h) TV/s; Electronic Display Board/s; Internet / Intranet Access
- (i) Laptops, Notebooks, iPads, PDA's, Mobile Phones;
- (j) Spare USB / memory or 'data sticks';
- (k) Landline Telephone handsets; TIPT and Old Style
- (l) Document shredder for classified waste; Secure Recycling Bin
- (m) Full set of printed forms;
- (n) Stamps: File (red), Copy (blue/black), Faxed (blue/black), Completed (red), Confidential, Received time/date, and Draft;
- (o) Name tags /badges / plates for desks, staff and liaison officers;
- (p) Stationery; and
- (q) Tabards for LDCC Personnel.

A10.2 LDCC Cabinet Stores List

The LDCC Cabinets contain a series of Kit (equipment) boxes for Functional Cells and Positions within the LDCC. Equipment boxes are provided for:

- LDCC Kit Boxes List
- Access Card / Keys
- Local Plan & Operational Plans SCLDCC Sub Plan Handbook
- LDCC Identity Cards / Name Tags / Desk Plates
- Stationery and Pre-printed forms
- Identity Tabard

SC Disaster Management App A Plan

LDCC Cabinet Stores List

- Notepads / Post-it notes
- Clipboards x 12
- In / out trays x 12
- White board pens (black, blue, red)
- Black, blue and red biros
- Butchers paper
- White & Yellow Pages
- Key for cabinet
- Name tags
- Laptop Computers, switch & cables
- Landline telephones for each functional cell and liaison officers
- A4 Folders and Dividers
- Pre-printed LDCC forms including:
 - Logs
 - Record of conversation
 - Message In / Out
 - Incident report
 - Action Distribution sheets
 - SITREPS
 - Check lists / aide memoirs
 - Contact Lists
- This Operational Plan x 10
- 2 x hole punch
- 4 x staplers
- Rulers & rubbers

A11 Operational Checklists

The LDCC checklists are to be utilised by the Coordination Centre Manager or delegate.

Each Local Plan Operational Plan contains a Checklist relevant to that Plan and should be referenced when the LDCC is at a status of Standby or Active.

LDCC Operational Plan Checklist – Activation of Local Disaster Management Group

| Task | Date/Time Commenced | Responsibility | Contact | Status |
|---|---------------------|---|--------------------|--------|
| Receive initial information regarding the situation | | Organisation: Council Officer: Disaster Management | Ph Mob Email | |
| Confirm the information from a different source | | Organisation: Council Officer: Disaster Management | Ph Mob Email | |
| Notify the Chair of the Local Disaster Management Group | | Organisation: Council Officer: Executive Officer | Ph Mob Email | |
| Activate the Local Disaster Management Group (Executive members & Lead Agency only) | | Organisation: Council Officer: Executive Officer | Ph Mob Email | |
| Activate the Local Disaster Management Group (Full Group) | | Organisation: Council Officer: Executive Officer | Ph Mob Email | |
| Implement Local Disaster Management Plan | | Organisation: LDMG Officer: Executive Officer | Ph Mob Email | |
| Activate the LDCC Operational Plan | | Organisation: Council Officer: Executive Officer | Ph Mob Email | |

SC Disaster Management App A Plan

LDCC Sub Plan Checklist - Activation of Local Disaster Coordination Centre

| Task | Date/Time Commenced | Responsibility | Contact | Status |
|---|---------------------|--|--------------------|--------|
| LDCC prepared for activation | | Organisation: Council Officer: DMO | Ph Mob Email | |
| LDCC activated | | Organisation: Council Officer: LDC | Ph Mob Email | |
| Physically open & set up the facility | | Organisation: Council Officer: DMO | Ph Mob Email | |
| Install Computer and Telephone Equipment | | Organisation: Council Officer: DMO, Administration Team Leader & IT Support Officer | Ph Mob Email | |
| Arrange other administrative equipment e. g printers | | Organisation: Council Officer: DMO | Ph Mob Email | |
| Provide telecommunications facilities to the LDCC | | Organisation: Council Officer: Administration Team Leader & IT Support Officer | Ph Mob Email | |
| Consider emergency (back-up) telecommunications facilities | | Organisation: Council Officer: IT Support Officer | Ph Mob Email | |
| Maintain IT & Communications network | | Organisation: Council Officer: IT Support Officer | Ph Mob Email | |
| Provide communications capability between the LDCC and the various headquarters of participating agencies | | Organisation: SCLDMG Members Officer: Member Agency LO's | Ph Mob Email | |
| Test technology in LDCC | | Organisation: Council Officer: DMO | Ph Mob Email | |
| Repair or replace any defective items | | Organisation: Council Officer: DMO | Ph Mob Email | |

SC Disaster Management App A Plan

| Task | Date/Time Commenced | Responsibility | Contact | Status |
|---|---------------------|---|--------------------|--------|
| Staff the LDCC to appropriate level | | Organisation: Council Officer: Coordination Centre Manager | Ph Mob Email | |
| Provide Position Description or similar tasking responsibility information to staff | | Organisation: Council Officer: Coordination Centre Manager | Ph Mob Email | |
| Ensure security of LDCC | | Organisation: Council Officer: Admin Team Leader | Ph Mob Email | |
| Ensure appropriate agency liaison officers attend the LDCC | | Organisation: Council Officer: Operations Team Leader | Ph Mob Email | |
| Ensure information displays are available | | Organisation: Council Officer: Intelligence Team Leader | Ph Mob Email | |
| Ensure that appropriate plans and other documents are sourced and available for reference | | Organisation: Council Officer: Planning Team Leader | Ph Mob Email | |
| Develop a media release & public information timetable | | Organisation: Council Officer: SCLDMG Media Officer | Ph Mob Email | |
| Extended operations – develop personnel roster | | Organisation: Council Officer: Admin Team Leader | Ph Mob Email | |
| Extended operations – provide appropriate, meal and rest areas | | Organisation: Council Officer: Admin Team Leader | Ph Mob Email | |
| Ensure the provision of adequate catering | | Organisation: Council Officer: Admin Team Leader | Ph Mob Email | |
| In conjunction with the LDC, develop an disaster operations reporting timetable | | Organisation: Council Officer: Coordination Centre Manager | Ph Mob Email | |

SC Disaster Management App A Plan

A12 Disaster Coordination Centre Message Form

(FOR CHECKLIST See Over)

Log No.

| | | | |
|---|--|-------------------------|-----------------|
| Message Type: | Request / Offer / Sitrep / Information / Other (Note): _____ | | |
| Method Received: | Radio / Phone / SMS / Facsimile / Email / Runner. | Number / Address Detail | |
| Message To: | | From: | |
| Date: | Time: | Urgent: | Routine: |
| Message: | | | |
| Message Taken By | | Date: | Time Taken |
| 1) Action Required or Action Taken - Immediate: | | | |
| 2) Action that will be Required or Action to be Taken - Future: | | | |
| Actioned By Signature: | | Date: | Time of Action: |

A12.1 LDCC Message Checklist

Log /

Incident Report No: ... Insert Number (e.g. 18/05)

From: Who is providing the information?

Date / Time: Date/Time of the occurrence

Location: Location - needs to be clear and specific

Message Details:

- Provide sufficient detail to allow the message recipient to clearly understand what occurred or is required.
- What was or is the nature of the incident or situation?
- Are there impacts on the message provider
- What are the impacts on the local area e.g. business / traffic flow?
- What are the community impacts?
- Detail any injuries or significant losses.

Action by Agency:

- What elements of the agency and others were / are involved?
- Who is in charge – what are their contact details?
- What is being done to recover the situation?
- Is there a requirement for action?
- Is there a requirement for additional assistance by another agency?
- What is the immediate short-term plan of action?

Action by LDCC

- What action is required to ensure the incident is being resolved by the LDCC or by another Agency?

Signature block: Name, position and contact details for the officer recording the actions

Time of Action: What time was the action completed?

A13 Situation Report

Situation Report

Sunshine Coast Local Disaster Coordination Centre

SCLDCC Telephone 07 54xx xxxx – SCLDCC Email: scldcc@sunshinecoast.qld.gov.au

Name of Event:

Disaster / Emergency Type

Daily Sitrep No: 001 Date: 00/00/2011 Timing of Next SitRep: (as advised from DDCC)

To: Sunshine Coast District Disaster Coordinator

Circulate Copy:

Sunshine Coast District Disaster Coordination Centre / Sunshine Coast Local Disaster Coordination Centre Staff / Sunshine Coast Local Disaster Management Group / Sunshine Coast Council Mayor, Council CEO

From: Sunshine Coast LDC

Coordination Centre Activation Status: Alert / Lean Forward / Stand up / Stand Down

Situation overview

1. Weather (Local observations)

2. Damage Assessment Overview (Include brief summary of effects)

3. Media Issues (Include brief details of any media related issues)

Report

4. LDCC Summary of Disaster Operations for Past 24 Hours
(Include brief details of operations, issues, declarations, visits, etc.)

SC Disaster Management App A Plan

5. Projected Operations For Next 24/48 Hours
 (Identify Major operational activities, priorities, issues or problems for next 24/48 hours. Any anticipated resource requirements from District or State, e.g. re-supply)

Social

6. Population

| | |
|---------------------|--|
| Injured | |
| Missing or Deceased | |

7a. Evacuations - general

| | |
|--|--|
| Requirement for Evacuation: Voluntary: Describe Directed: Describe | |
| Evacuation Centre's activated (include location and commencement date) | |
| Number registered at Centres (include progressive total, and current registries') | |
| Number staying in Centre's (include progressive total and current number of persons previous night) | |
| Issues (include comments relating to public safety, support services and resources where applicable) | |

7b. Medical and other evacuation information

| | |
|--|--|
| Number of persons evacuated for medical reasons (e.g. from nursing home or hospital to another location – include details of place of origin and place evacuated to) | |
|--|--|

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| | |
|---|--|
| Number of persons evacuated to another town or city (include details of place of origin and place evacuated to) | |
|---|--|

8. Community Recovery Centres / Community Recovery Outreach

| | |
|---------------------------|--|
| Locations: | |
| Opening hours: | |
| Numbers utilising centre: | |
| Issues: | |

9. Health

| | |
|----------------|--|
| Public health: | |
| Mental health: | |

Infrastructure

10. Transport (If roads, airstrips etc closed, include estimated time of re-opening)

| | |
|-----------|--|
| Aviation: | |
| Rail: | |
| Road: | |
| Marine: | |
| Other: | |

11. Structures affected (note: cumulative figures will, in most cases peak, and numbers will begin to fall. When this occurs, the peak number should remain as the cumulative total) daily / cumulative

| | | |
|----------------------------|--|---|
| Residences – water impact: | Number with water in yard | / |
| | Number with water under house but not affecting living areas | / |
| | Number with water in living areas | / |

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| | | |
|---|---|---|
| Residences – all type of damage, including water impact: Note: These figures will include figures of residences impacted by water in previous table. | Number with minor damage – habitable | / |
| | Number with damage rendering house un-inhabitable | / |
| | Number fully destroyed | / |
| | Number with roof damage requiring tarpaulin/s | / |

| | | |
|--|--|---|
| Business premises – water impact from flood/storm surge: | Number with water in premises – no significant effect to business activity | / |
| | Number with water in premises – causing cessation of business activity | / |

| | | |
|--|---|---|
| Business premises - all type of damage, including water impact: Note: These figures will include figures of residences impacted by water in previous table. | Number with minor damage – no significant effect to business activity | / |
| | Number with damage causing cessation of business activity | / |
| | Number fully destroyed | / |
| | Number with roof damage requiring tarpaulin/s | / |

| | |
|---------------------|--|
| Council: | |
| Government Offices: | |
| Schools: | |
| Hospitals: | |
| Dams: | |
| Streets | |

12. Services

| | |
|--|--|
| Communications: (If communications out, include estimated time of re-connection) | |
| Telephone network: | |

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| | | |
|----------------------------|---|---------------------|
| Mobile telephone network: | | |
| Radio (2-way): | | |
| Internet network: | | |
| Broadcast radio / TV: | | |
| Power: | | |
| Mains power: | Number of customers without power | daily / cumulative/ |
| | What is being done to progress reconnection, including estimation of timeframes | |
| Auxiliary power: | Number of customers on auxiliary power | |
| Public Transport: | | |
| Bus | | |
| Rail | | |
| Other | | |
| Water: | | |
| Impacted? Locations? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Still operational? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| If yes, to what capacity? | | |
| If no, what is being done? | | |
| Sewerage: | | |
| Impacted? Locations? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Still operational? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |

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| | |
|---|--|
| If yes, to what capacity? | |
| If no, what is being done? | |
| Gas: | |
| Impacted? Locations? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Still operational? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If yes, to what capacity? | |
| If no, what is being done? | |
| Waste Management: Impacted? Locations? Collections still operational? Waste Volume / Type? e.g. debris green waste | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Economic

13. INDUSTRY

| | |
|----------|--|
| Tourism | |
| Sector: | |
| Finance: | |

Environment

14. Environmental Impact (including foreshore erosion from storm surge)

| |
|--|
| |
|--|

LOCAL ARRANGEMENTS

15. Updates to Key District/Local Contacts

| | |
|----------------------|--|
| Changes to contacts: | |
|----------------------|--|

16. Re-Supply Operations

| | |
|----------------------|--|
| Number and location: | |
|----------------------|--|

SC Disaster Management App A Plan

17. Report Approval

LDCC Manager: Date: Time: LDC: Date: Time:

Signature

Signature

Time of Next SitRep:



SUNSHINE COAST LDCC SITUATION REPORT (SITREP)

Short Form Version

| | | |
|----------------------------------|---------------------------|----------------|
| Time & Date : | SCLDCC Activation Status: | SITREP Number: |
| From | | |
| To: | | |
| Circulate Copy: | | |
| Disaster / Emergency Name / Type | | |

1 Summary & Overview of Situation

This section should provide information about the type of disaster or emergency. Include here any effects of the weather on the situation or forecasts of how the weather may affect the situation.

| | |
|-----------------------|--|
| Affected Communities: | |
| Weather: | |

2 Summary of Operations to Date

This section provides current operational response information (i.e. numbers and facts) actions taken by Local Groups including the LDCC, functional lead agencies, declarations requested or in place)

2.2 Media Reporting / Public Information Issues / Warnings and Alerts

3 Projected Operations for Next Reporting Period

(Identify Major operational activities, priorities, issues or problems for next 24/48 hours. Any anticipated resource requirements from District or State

SC Disaster Management App A Plan

4 Current Issues & Damage Assessment Overview

This section should detail current information and facts relating to the operation including damage and operational costs, tasks being undertaken at Local levels and matters referred to the District.

4.1 Infrastructure Lifelines - Impacts / Projected duration of disruption / Projected reopening

| | |
|---|---|
| Roads, Bridges, Rail, Marine | Impact: Projected Opening / Closure: |
| Electricity Supply | Impact: |
| Telecommunications: | Impact: |
| Water / Sewerage | Impact: |
| Gas / Fuel | Impact: |
| Waste, Debris, Green waste, Perishable, Other | Impact: |

4.2 Transport Services & Modes (Identify Impact or Disruption to Services)

| | |
|------------------------------------|--|
| Public Transport: Bus / Rail / Air | |
|------------------------------------|--|

4.3 Damage to Property

| Property Damage Number (including for Flooding) | Damage Assessment | | Totals | |
|---|-------------------|----------|--------|----------|
| | Minor | Moderate | Major | Assessed |
| Residential / Rural Properties | | | | |
| Commercial Property (e.g. Business) | | | | |
| Hospitals or Aged Care Facility | | | | |
| Schools & Other Community Facilities | | | | |

Minor / Moderate / Major are terms used in the QFRS Rapid Damage Assessment.

5 Social & Community Issues

5.1 Population

| | |
|------------------------------|--|
| Deceased / Missing / Injured | |
|------------------------------|--|

5.2 Community Care Facilities - Impacts & Disruptions

Includes aged care, hospital, special needs, child care:

| | |
|-----------------|--|
| Care Facilities | |
|-----------------|--|

5.3 Economic - Commercial & Business

| | |
|----------------------|--|
| Key Issues / Effects | |
|----------------------|--|

5.4 Education - Impacts and Disruptions, Open / Closed

| | |
|--|--|
| | |
|--|--|

5.5 Environment - Natural Environment

| | |
|-------------------------|--|
| Areas affected / Impact | |
|-------------------------|--|

5.6 Government Services Impacts / Projected Duration of Disruption / Projected Re-start of Services

| | |
|------------------------------|--|
| Council / Qld Gov / Aust Gov | |
|------------------------------|--|

5.7 Health Areas Affected & Impacts

| | |
|-------------------------------|--|
| Public Health / Mental health | |
|-------------------------------|--|

SC Disaster Management App A Plan

6 Operational Information

| | | | | | |
|----------------------|---------|-----|-----|------|-------|
| 6.1 Job Report | Council | SES | QPS | QFRS | Other |
| Total number of jobs | | | | | |
| Other | | | | | |

6.2 Evacuations

6.2.1 Evacuations

| | | | | | |
|---|--|--|--|--|--|
| People Evacuated From / Total Evacuated | | | | | |
|---|--|--|--|--|--|

6.2.2 Evacuation Centre Report

| Evacuation Centres Activated | Centre Opened Time | Number Registered at Centre | Numbers Staying at Centre | Managed and Supported by | Centre Closed Time |
|------------------------------|--------------------|-----------------------------|---------------------------|--------------------------|--------------------|
| | | | | | |
| | | | | | |

7 Next SitRep

| | |
|---------------------|-------------|
| Time of Next Sitrep | 00:00 Hours |
|---------------------|-------------|

8 Report Approval

| | | | | | |
|---------------|-------|-------|-----------|-------|-------|
| LDCC Manager: | Date: | Time: | LDC: | Date: | Time: |
| Signature | | | Signature | | |

A14 Shift Handover Brief

| | |
|---|--|
| Briefing No. | Names of Outgoing LDCC Management Team |
| Date: / / Time | Coordination Centre Manager: |
| | Deputy Coordination Centre Manager |
| | Planning Officer: |
| | Intelligence Officer |
| | Operations Officer: |
| | Administration Officer |
| | Logistics Officer: |
| 1 Overview of Current Activities | |
| Last Sitrep/New Sitrep Due | |
| Urgent Matters | |
| Status of Essential Services | |
| Other Agencies | |
| Evacuations | |
| Transport/Road Issues | |
| Reported Damage | |

SC Disaster Management App A Plan

| | |
|---|--|
| 2 Feedback from Last Shift | |
| What Worked Well / What didn't work | |
| 3 Future Operations | |
| Coordination of Disaster Operations – Priorities / Issues | |
| LDCC Operations | |
| 4 Weather Update / Other Predictions | |
| | |
| 5 Media / Public Information / Warnings and Alerts | |
| | |

SC Disaster Management App A Plan

| | |
|--------------------------------|--|
| 6 Administration of LDCC | |
| Information Technology Systems | |
| Catering/Welfare | |
| Records/General Information | |
| Visitors | |
| 7 General Business | |
| | |

8 Report Approval

| | | |
|---------------|-------|------|
| LDCC Manager: | Date: | Time |
| Signature | | |

| | | |
|-----------|-------|------|
| LDC: | Date: | Time |
| Signature | | |

A17 Visitors Brief

| | |
|---|-----------------------|
| Event Name: | |
| DATE: ____/____/____ | TIME :____:____ hours |
| Responsible Officer: | |
| 1) Greetings & Introductions | |
| Formally greet visitors and introduce to LDC & Coordination Centre Manager Introduce other LDCC staff as appropriate. | |
| 2) Provide Overview of LDCC | |
| Describe LDCC layout and flow of information Comment on Liaison Officers present and which organisations they represent Take visitors to LDC's Room (Meeting Room) | |
| 3) Event Update | |
| Describe the major occurrences/events in the reporting period, actions taken and resources deployed. Include an overall assessment of the situation from council's perspective. | |
| 4) Planning in Progress | |
| Describe actions planned for the next reporting period including staffing and resources; and mid-longer term intentions for the coordination of disaster operations / transition to disaster recovery operations. | |
| 5) Major Issues | |
| Highlight any issues that may impact on the LDC and LDCC achieving its desired outcomes; that may attract attention e.g. (media); or that are likely to have major community consequences. | |

A19 Briefing Procedure

The purpose of a briefing procedure is to ensure pertinent and timely information is communicated to personnel involved in operational and support roles at an emergency incident. It is an important process and ensures all the necessary information is covered.

SMEACS Briefing Procedure

Supervisors at all levels of the incident management system should use the briefing format identified by the acronym SMEACS when briefing personnel under their control or direction.

The SMEACS acronym stands for:

- Situation;
- Mission;
- Execution;
- Administration (and logistics);
- Command, Control and Communications; and
- Safety.

Situation

Identification of the past, present and predicted situation including the following points:

- The incident,
- Life and property,
- Location,
- Weather details,
- Resource deployment,
- Constraints, and
- General safety considerations.

Mission

Identification of the mission statement:

- In some situations it may also be necessary to identify the objectives specific to particular units/groups within the LDCC structure.

Execution

Identify the means of achieving the incident objective including:

- Name geographic sectors and their roles.
- The general strategies and tactics which will be utilised in each sector.
- The allocation, composition and status of resources at the incident including council resources, support agencies, specialist resources, aircraft.

- Specific strategies and tactics assigned to single resources, strike teams, task forces and sectors, and critical time frames and milestones for operations.
- Locations of control points, operations points, the LDCC, staging areas, and other facilities established to manage the incident, personnel and resources.
- The method of movement to, from, and around the incident area, including transport routes and any barriers and restriction to travel, and the locations of access points, helicopter landing grounds, hazard areas and safety zones, egress points and escape routes.
- Availability of maps and local guides.
- Timings for travel and deployment, the arrival of resources and equipment, the return of resources and equipment.
- Changeover arrangements, including timing location and method, transport arrangements, pre and post changeover requirements.
- Personnel and resource safety issues resulting from extremes and changes in weather patterns and known and anticipated hazards created by slope, fuel loads, barriers, hot spots, flooding, downed power lines and exposure.
- Dress standards, including requirements for protective clothing and personal protective equipment.

Administration and Logistics

Identification of administrative and logistical support arrangements including;

- Locations and roles of administrative and support centres.
- Catering arrangements.
- Supply and resupply arrangements.
- Dress requirements, including protective clothing, personal protective equipment, ancillary clothing, personal requisites.
- Service arrangements and locations.
- Location and arrangements for mechanical maintenance and refuelling services.
- First aid and medical arrangements.
- Administrative requirements, including use of registration booklets and time keeping records, authorisation for expenditure, accounting requirements.

Command Control and Communications

Communications Plan:

- LDCC Communications Plan
- Radio networks and channel allocation,
- Telephone networks and important numbers,
- Interagency communications,
- Communications equipment and
- Maintenance arrangements.

Safety

- Identification of critical safety issues including:
- Weather,
- Known and anticipated hazards,
- Access,
- Welfare requirements,
- Dress standards,
- Personnel trained and suitably experienced to undertake tasks,
- Identified hazards to personnel and resources and
- Use of anchor points.

Reinforcement of Critical Issues

Briefings are to end with a short question and answer session. This will allow personnel who have been briefed to check their understanding of any points and allow the person who has delivered the briefing to confirm critical issues identified during the briefing have been fully understood.

Mapping and Documentation for Briefings

When practicable, briefings should be delivered using notes, summary displays and mapping prepared with reference to the incident control plan and current situation reports. Briefing notes, display material and maps used for this purpose should indicate the date and time of preparation.

Delegations/Responsibilities

The number of people being briefed at one time must be kept to a manageable size to ensure the briefing is delivered efficiently and that information being communicated is understood.

- Briefings should be conducted using a process of delegation, with supervisors at every level in the management structure being responsible for briefing personnel under their control or direction.

A20 Communications List for Liaison Officer Operations

| | |
|-----------------------------|-----------------------------------|
| Disaster Emergency: | Date: |
| Operational Period From: | To: |
| | |
| Staging Area Contact No's: | Staging Area Contact Person Name: |
| Crew: | Crew: |
| Supervisor: | Supervisor: |
| VHF Channel: | VHF Channel: |
| Mobile: | Mobile: |
| Crew: | Crew: |
| Supervisor: | Supervisor: |
| VHF Channel: | VHF Channel: |
| Mobile: | Mobile: |
| Crew: | Crew: |

SC Disaster Management App A Plan

A21 Example Daily LDCC Schedule Of Events

Note: This example can be adjusted to suit local needs for LDMG or regular briefings for radio / TV and other media. It serves as a guide on how to establish a routine in which people can function in order to deliver products and briefings accurately and on time. The aim is to enable better decision making, therefore better control disaster response and recovery. This example is based on 24 hour operations using three eight hour shifts.

| | Date/ Time | Event | Responsible Officer | Key Attendees | Comments |
|----|---------------|---|--|---|---|
| 1 | 0545- 0630 | Shift Handover & Changeover | - Handover for key LDCC pers | All Shift Staff | |
| 2 | 0600 | Brief / Update | Coordination Centre Manager | LDCC Staff Ops, Plans, Intel, Log, Admin | Shifts starting and ending attend |
| 3 | 0700 | SITREPS posted to LDCC Web Portal Email sent from LDCC to notify of posting | Admin Officer | | SITREP approved by LDCC Coordinator to release |
| 4 | 0730 | Media Brief prepared for LDC & Mayor | Media Officer | Key staff as required | For action & dissemination e.g. via Web |
| 5 | 0800 | Ops/Plans Working Group | Plans Officer | LDCC Staff | Develop plan to support LDCC tasks |
| 6 | 1000 | Brief/Update (on direction of disaster operations - dependant on intensity of event) | Coordination Centre Manager | LDCC Staff | |
| 7 | 1345- 1430 | Shift Handover & Changeover | Ops Officer - Handover for key LDCC pers | All Shift Staff | |
| 8 | 1400 | Brief / Update | LDC & Coordination Centre Manager | LDCC Staff | |
| 9 | 1500 | SITREPS posted to LDCC Web Portal Email sent from LDCC to notify of posting | Admin Officer | | SITREP approved by LDCC Coordinator to release |
| 10 | 1530 | Media Brief prepared for Ex Officer & Mayor | Media Officer | Key staff as required | For action & dissemination e.g. via Web |
| 11 | 2145- 2230 | Shift Change over | Ops Officer | All Shift Staff | |

SC Disaster Management App A Plan

| | Date/ Time | Event | Responsible Officer | Key Attendees | Comments |
|----|---------------|--|--------------------------------|------------------|---|
| 12 | 2200 | Brief/Update (on direction -dependant on intensity of event) | Coordination Centre Manager | LDCC Staff | |
| 13 | 2300 | Email sent from LDCC to notify of posting | Admin Officer | | SITREP approved by LDCC Coordinator to release |

A22 Disaster & Emergency Coordination Centre Contact Listing & Details

| | | | | |
|--------------------------------------|----------------------------|-------------------|-------------------|---------------|
| Disaster / Emergency: | | Date: | Location of LDCC: | |
| Operational Period: | From: | To: | Updated by: | Last Updated: |
| LDCC Phone No: | LDCC Alternative Phone No: | LDCC Mobile | LDCC Web Portal: | LDCC E-mail: |
| Position | Name | Landline Phone No | Mobile Phone No | Email Address |
| Executive Officer Local Group | | | | |
| Coordination Centre Manager | | | | |
| LDCC Administration & Team Leader | | | | |
| LDCC Operations Officer | | | | |
| Planning Team Leader | | | | |
| Intelligence Team Leader | | | | |
| Logistics Team Leader | | | | |
| Community Support Coordinator | | | | |
| Deputy Community Support Coordinator | | | | |
| Local Group Media Officer | | | | |
| EMQ SES IM Team Liaison | | | | |

SC Disaster Management App A Plan

| | | | | |
|---|---------------|------------|--------------------------|-------------|
| Disaster / Emergency: | | Date: | Location of LDCC: | |
| QPS Liaison Officer | | | | |
| QAS Liaison Officer | | | | |
| EMQ Liaison Officer | | | | |
| BoM Key Contacts | | | | |
| District Disaster Coordinator | | | | |
| Operations Officer to the District Disaster Coordinator | | | | |
| QFRS Liaison Officer | | | | |
| Catering Company Name | | | | |
| State Teleconference Contacts | | | | |
| Other Agencies: | | | | |
| Incident Coordination Centre / FCC | ICC Phone No: | ICC Mobile | Lead Agency Web Address: | ICC E-mail: |
| | | | | |
| ICC Incident Controller | | | | |
| LDCC Liaison Officer at the ICC / FCC | | | | |

SECTION B. OPERATIONAL SUB PLANS

B1. Financial Management Sub Plan

B1.1 Purpose

To outline the responding and supporting agency internal financial arrangements in support of a disaster event, and the subsequent process to recoup funds.

B1.2 Functional Responsibility

All participating agencies are individually responsible for their own Financial Management.

B1.3 Introduction, Context & Assumptions of this Plan

Financial management procedures must be maintained by all agencies during a disaster, subject to the exceptions provided for in the legislation. The LDC undertakes consultation with and may make recommendations to Council's senior management, the DDC and Chair Local Group about any major outlay.

- (a) Disaster related budget amounts are not normally included in the annual budgetary processes of responding agencies. Disaster events happen however, and may require the allocation of substantial funds as a consequence.
- (b) Due to the nature of many disaster situations, finance operations will often be carried out within compressed time frames and other pressures, necessitating the use of non-routine procedures; this in no way lessens the requirement for sound financial management and accountability.
- (c) Each agency is responsible for costs incurred within that agency's area of responsibility and operation.
- (d) It is important to remember that a Declaration of a Disaster Situation (DM Act) is not a pre-requisite for the activation of NDRRA arrangements to allow for the funding and reimbursement of eligible expenditure.

B1.4 Support Agencies

Each support agency is responsible for providing its own financial services and support to its response operations in the field

B1.5 Delegation of Authority for Contracts & Authorisation of Expenditure of Funds

The LDC is able to authorise financial expenditure within the delegated authority provided to the LDC, as per the Council's normal schedule of Delegation of Authority for Contracts and Authorisation of Expenditure.

B1.6 Recording of Expenses

When an incident occurs, each participating agency or department should immediately begin accounting for personnel and equipment costs relating to the disaster response.

It is recommended that separate recording be maintained of disaster-related funding / expenditure by accounting records, operations logs and file copies of expenditures to provide clear and reasonable accountability and justification for reimbursement.

As an example, Sunshine Coast Council has established a dedicated cost centre code for disaster/emergency event related expenditure in its Financial Accounting Systems. When an event occurs the Council will begin to account for costs (i.e. employee, materials & services, plant hire and equipment) relating to the disaster response in this dedicated cost centre.

Whilst innovative and expeditious means of procurement are called for during times of disaster events, it is still expected that proper procurement principles and accounting practices will be employed in order to safeguard the use of public funds from the potential of fraud, waste or abuse.

B1.7 Natural Disaster Relief & Recovery Arrangements

Provided the Minister for Emergency Services has approved the activation of the Commonwealth / State Natural Disaster Relief & Recovery Arrangements (NDRRA) the Agency can submit a claim reimbursement of eligible for costs incurred responding and recovering from a disaster event.

Refer to the booklet: "Natural Disaster Financial Assistance Arrangements within Queensland" which provides an overview of financial arrangements for the activation and delivery of natural disaster relief and assistance within Queensland. The publication can be found at web site: <http://www.disaster.qld.gov.au>

The NDRRA Trigger Point for Sunshine Coast Regional Council is outlined in this booklet.

B1.8 NDRRA - Recouping of Funds

Extreme care and attention to detail is required throughout the disaster response period to maintain logs, formal accounting records and file copies of all expenditures (including personnel time sheets) in order to provide clear and reasonable accountability and justification for future NDRRA reimbursement requests. Reimbursement from other agencies or through NDRRA is not an automatic process, and requires evidence of disaster-related expenditure.

Refer to the booklet: "Natural Disaster Financial Assistance Arrangements within Queensland" to determine which costs are eligible for reimbursement.

NDRRA claims for reimbursement of funds relating to:

- disaster operational expenses are to be addressed to the Area Director, Emergency Management Queensland.
- public assets are to be addressed to the Department Local Government and Planning.

During or following an event, if uncertainty arises about how NDRRA operates in practice, The LDC should request assistance from EMQ staff.

SC Disaster Management App A Plan

Financial Management Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF OPERATIONAL PLAN)

| Determine authorisation for expenditure of council funds during a major event | Commenced | Responsible Organisation Sunshine Coast Council Responsible Officer Executive Director | Contact Numbers Ph Mob Email | Status |
|--|-----------|---|---|--------|
| Instigate a management process which will expeditiously authorise specific officers or a class of officers to expend funds to a stipulated limit | Commenced | Responsible Organisation All agencies Responsible Officer LDCs | Contact Numbers Ph Mob Email | |
| Determine the limit of expenditure permitted without further reference to senior management | Commenced | Responsible Organisation All agencies Responsible Officer LDC | Contact Numbers Ph Mob Email | |
| Establish and maintain a specific cost centre for disaster or emergency event expenditure | Commenced | Responsible Organisation All agencies Responsible Officer Finance Officers | Contact Numbers Ph Mob Email | |

SC Disaster Management App A Plan

Financial Management Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF OPERATIONAL PLAN)

| | | | | |
|---|-----------|---|---------------------------------------|--|
| Develop a discrete recording system for disaster or emergency event related expenditure, to expedite the payment of appropriate claims post event | Commenced | Responsible Organisation All agencies Responsible Officer Finance Officers | Contact Numbers Ph Mob Email | |
| Maintain all financial records in relation to the event | Commenced | Responsible Organisation All Agencies Responsible Officer LDC & Finance Officers | Contact Numbers Ph Mob Email | |
| Prepare and submit NDRRA financial claims in relation to counter disaster operational expenses to EMQ | Commenced | Responsible Organisation All agencies Responsible Officer Finance Officers | Contact Numbers Ph Mob Email | |
| Prepare and submit NDRRA financial claims in relation to public assets to the Department of Local Government & Planning | Commenced | Responsible Organisation Sunshine Coast Council Responsible Officer LDC & LDCC Finance Officer | Contact Numbers Ph Mob Email | |

Appendix A

B2 Community Support Sub Plan

B2.1 Purpose

The provision of immediate and continuing care of disaster affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated and the maintenance of health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.

The Department of Communities is the Queensland Government agency responsible for Recovery during and following a disaster / emergency event. The Sunshine Coast District Disaster Recovery Committee can provide assistance to the Department during the recovery process.

B2.2 Context & Assumption of this Plan

This Operational Plan addresses short term sustenance, health and well-being. Longer term disaster recovery issues are managed at the District level of the disaster management system, through the Sunshine Coast District Disaster Recovery Committee.

A level of resilience is expected from most communities, via their preparedness for major events. The Sunshine Coast District Community Recovery Committee (SCCRC) Council, and EMQ public awareness programs help communities to be prepared and to be self-sufficient for a number of days in relation to food, water, etc.

The involvement of community groups, such as those listed as support agencies, is invaluable in this area. This Sub Plan seeks to harness the efforts of these organisations into an efficient, coordinated community support system during events which may have a major impact on the community.

B2.3 Introduction

The Community Support Operational Plan details the requirements necessary to support and maintain contact with vulnerable people in their place of residence within our community in times of an emergency/disaster situation. The plan will be scaled up or down as necessary to provide support for members of the community involved in major or minor operations.

Functional Responsibility

The Sunshine Coast Local Disaster Management Group Community Support Coordinator has functional responsibility for Community Support.

When the LDCC is at Stand Up Level, the Community Support Coordinator will be in attendance at the LDCC and is responsible for the coordination of community support operations, including evacuation facilities within the region. The coordination of community support will ideally be supported by a Deputy Coordinator and a staff of two (depending upon scale of event) for communication and administration support duties. The Community Support Coordinator will work closely with Australian Red Cross and the Qld Government Department of Communities Officers.

B2.4 Evacuation Means

When danger to the community and property is expected to be for an extended period, residents may be removed from the disaster area or potential disaster area and relocated in an evacuation centre with access to personal and community support facilities. An Evacuation Centre may also be commercial accommodation for extended periods. (See A.6 Evacuation Centre Management Sub Plan).

B2.5 Temporary Relocation Means

When danger to people and property is expected to be of a short duration, residents may be temporarily removed from the area of immediate danger to a safe assembly point until danger has passed. Only minimum support facilities may be required.

B2.6 Support Agencies

B2.6.1 Support Agencies for this Plan

Community support agencies include:

- Sunshine Coast Regional Council
- Queensland Police Service
- State Emergency Service
- Emergency Management Queensland
- Queensland Ambulance Service
- St John Ambulance
- Public and private transportation providers
- Media outlets for the provision of advice to the Community
- Department of Communities (including Lifeline Sunshine Coast)
- Queensland Health – Sunshine Coast Health District
- Queensland Transport

Local Group Community Support team members including:

- Australian Red Cross
- Blue Care
- Meals on Wheels
- St Vincent de Paul

In accordance with best practice it is anticipated that memorandums of understandings will be developed between Local Group and the support agencies.

B2.7 Operational Areas

For the implementation of this Community Support Sub Plan the Region will be divided into sectors as required to enable efficient coordination of disaster operations. This will be determined by the LDC with input from the Coordination Centre manager and Local Group Community Support Officer.

B2.8 Public Awareness of the Community Support Function

The use of existing Sunshine Coast Regional Council groups including CALM, Community Safety and Neighbourhood Watch (NHW) are to be utilised to increase public awareness of the emergency Community Support function.

B2.8.1 Publication of Point of Contact for the Public

When required during emergency / disaster situations, Section 5.6 of the Sunshine Coast Local Disaster Management Plan details the process for public education, media releases, warnings and contact numbers for assistance and evacuation or temporary relocation centre locations. Also refer to A.10 Public Information and Warnings Sub Plan.

B2.9 Community Information / Reporting System

The Queensland Police Service in conjunction with other appropriate available personnel shall if required during an event, undertake a requirement to carry out door to door checks or public awareness dissemination about the event.

Local Group Support Agencies such as Red Cross, Blue Care and Meals on Wheels and other agencies including Integrated Family & Youth Service, Queensland Health and ENERGEX may be able to assist with compiling a record of community members requiring assistance which can then be given to the Community Support Coordinator.

Refer to special needs sub-heading in A.5 Evacuation Operational Plan.

B2.10 Outreach Teams – Emergency Response / Impact Assessment

The Sunshine Coast District Community Recovery Committee can assist the Local Group to form multi-disciplinary teams to enter the affected area post-impact, to assess the needs of the disaster affected community. This action is designed to assist all agencies in developing appropriate responses to a disaster situation and will be a multi agency approach.

The operation of RECOVERY OPERATIONS shall be under the guidance of the Department of Communities SUNSHINE COAST.

The Department of Communities has pre-prepared forms for use by Outreach Teams assessing requests for personal assistance.

The operation of community Impact assessment operations may be led by the Sunshine Coast Council coordinated at the LDCC by the Community Support Officer

The Sunshine Coast District Community Recovery Committee can also provide post impact information regarding needs of the affected community (linked with impact assessment teams looking after damage).

B2.11 Mental Health & Counselling

The Community Support Sub Group, through outreach teams and the core business of its participating agencies, may identify the need for and the coordination of initial counselling services, in conjunction with the provisions of Local Plan Appendix A8 Medical Services Operational Plan, where appropriate. The primary contact is Lifeline who will provide psychological First Aid to those in need.

Queensland Health coordinates mental health and counselling services to people evacuated and other sections of the community as required. This assistance is to be accessed through the LDCC.

SC Disaster Management App A Plan

| Community Support Sub Plan OPERATIONAL CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
|--|-----------|---|--|--------|
| Prepare and release media advisories regarding the function of community support | Commenced | Responsible Organisation LDCC Responsible Officer: Media Liaison Officer | Contact Numbers Ph: Mob: Fax: | Status |
| Prepare and release media advisories regarding the public assistance available | Commenced | Responsible Organisation LDCC Responsible Officer Media Liaison Officer | Contact Numbers Ph: Mob: Fax: | |
| Activate outreach teams and instigate a reporting timetable | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |

| Community Support Sub Plan | | | | |
|---|-----------|--|--|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Provide logistic support to outreach teams | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide logistic support to operational Community Support personnel, both in the field and at the LDCC | Commenced | Responsible Organisation LDCC Responsible Officer LDCC Logistics Officer / Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide Community Support personnel personal protective equipment or appropriate workplace health and safety information to operational personnel | Commenced | Responsible Organisation LDCC Responsible Officer LDCC Logistics Officer / Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |

| Community Support Sub Plan | | | | |
|--|-----------|---|--|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Collect information about and report on, members of the community in need of personal hardship assistance. | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Maintain ongoing link with the Sunshine Coast District Community Recovery Committee. | Commenced | Responsible Organisation LDCC & SCCRC Responsible Officer LDC & Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide emergency temporary accommodation post impact | Commenced | Responsible Organisation Local Group Responsible Officer LDC & Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |

SC Disaster Management App A Plan

B3 Evacuation Sub Plan

B3.1 Introduction

Evacuation is defined as the planned movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return. Evacuations may be:

- Voluntary- the LDC may advise people in exposed areas to evacuate voluntarily before a Directed Evacuation is required.
- Directed - the DDC issues a Directed Evacuation Order with powers supported by a Declaration of a Disaster Situation in accordance with Section 64 of the *Disaster Management Act 2003*. The issue of an Evacuation Advisory Notice for people in designated exposed areas to evacuate will be required.

This Sub Plan notes that a successful Evacuation needs a well informed and engaged community.

This Evacuation Sub-Plan has been developed in conjunction with the Sunshine Coast Evacuation Planning Working Document. The Evacuation Planning Working Document has been prepared as a reference document for use by the LDC and members of the Local Disaster Management Group and is not for public distribution.

B3.2 Administration and Governance

B3.2.1 Purpose of the Evacuation Sub-Plan

The purpose of this Evacuation Sub Plan is to:

- ensure the safety and sustainability of the local community;
- reduce or eliminate risk to the community;
- be consistent with best practice evacuation planning and preparedness;
- promote effective coordination between the Local Groups members and other agencies involved in evacuation planning and implementation; and
- ensure compliance with the *Disaster Management Act 2003*.

B3.2.2 Evacuation Sub- Plan - Key Objectives

The key objectives of the Evacuation Sub Plan are to:

- provide guidance for evacuation planning and implementation;
- broadly outline the process for authorising an evacuation of all or part of the region;
- broadly outline procedures governing the conduct of an evacuation;
- broadly list the agreed roles and responsibilities of lead and support agencies during evacuation operations; and
- provide guidance for the selection and establishment of suitable evacuation accommodation centres.

B3.3 Evacuation Strategies

The two main broad categories of public protective measures that can be implemented to safeguard the community when a threat or potential threat arises are Shelter in Place and Evacuation.

B3.3.1 Shelter In Place

Shelter In Place provides the most viable survival strategy to be used on the Sunshine Coast during most types of emergencies. Evacuations should only occur when the risk of sheltering in place is greater than the risks associated with leaving.

B3.3.2 Evacuation

The following factors should be considered when planning evacuations.

- Decision time - The time required to make an informed decision to evacuate. This calculation should include mobilisation and deployment of resources.
- Warning time - The time taken to advise the community of the evacuation. This warning time would effectively overlap into the withdrawal phase as public messages continue to be conveyed. Also consider the time required to develop and implement any Emergency Alert campaigns during the 'warning' phase.
- Withdrawal time - The time taken for at risk persons to travel to a safer location. The withdrawal time is the total of the leave time, the travel time and time past-a-point.
 - Leave time - The time people take to secure the home and prepare to leave.
 - Travel time - The time taken by a person or vehicle to travel from the evacuation zone to the shelter zone.
 - Clearance Time - Time past-a-point - The time taken for all people being evacuated to pass a point on the evacuation route. For consistency, assume average vehicle occupancy of two (2) people per vehicle.
 - Shelter time - Time for people and response crew to take shelter at a safer location.

B3.3.3 Evacuation Concepts

The following are the general concepts for evacuation for the following Hazards:

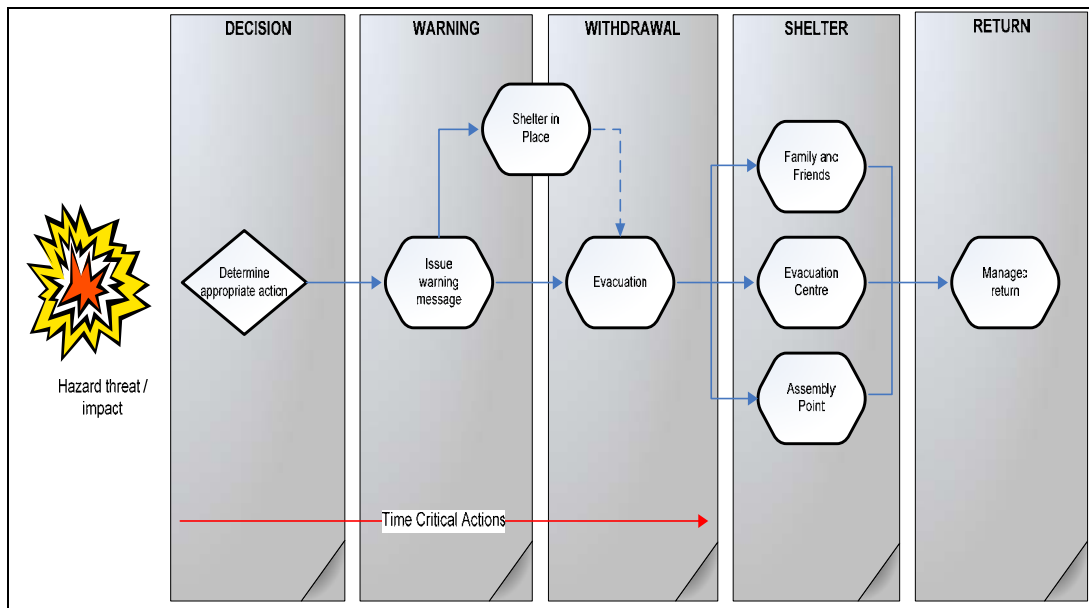
- Cyclone/Storm Tide- Run from Water - Shelter from Wind
- Flooding- Stay with Friends in High Places
- Bushfire- If you are going to Leave - Leave Early
- Dam Release- Get out and seek higher ground
- Tsunami - Go Inland 1 Km and or go up 10 meters
- Hazmat - Stay up-wind or Stay indoors

Assisted evacuation for people without their own transport or who cannot evacuate with friends and relatives may be required for all evacuation strategies.

During the Lean Forward or Stand Up phases of an event evacuation timelines should be developed at the LDCC to determine the time it may take to evacuate an exposed population and determine the latest time an evacuation can start. This will involve those self evacuating in their own vehicles and those requiring assistance in an evacuation including those who do not own or drive cars and special needs such as the disabled.

Timelines for each hazard differ due to the speed of onset or arrival of the hazard. Timelines are to be developed early when conducting operational evacuation planning.

B3.4 Evacuation Stages



B3.4.1 Decision and Authority to Evacuate

- Voluntary Evacuation. The Chair of the Local Group or the LDC may recommend the community voluntarily evacuates an area but they do not have the authority to initiate a Directed Evacuation.
- Directed Evacuation. A Directed Evacuation can only be initiated after the declaration of a Disaster Situation by the District Disaster Coordinator, in accordance with the DM Act.

B3.5 Evacuation Decision Considerations

B3.5.1 Risk factors

- Which area(s) of the community is/are at risk?
- Is there sufficient time to evaluate the risk?
- What risk mitigation processes are in place?
- What other hazards may result from this risk?
- What risks are apparent for the evacuees and/or emergency services personnel?
- Quality of information
- Level of Evacuation Required
- Evacuation Information for the Community

B3.5.2 Emergency Situation

An emergency situation is declared under Part Two sub section five and six of the *Public Safety Preservation Act (PSPA)* and can be used in response to small scale localised situations such as a chemical spill or explosion. An evacuation conducted under an emergency situation is likely to be an immediate response managed by QPS using local resources.

B3.5.3 Declaration of a Disaster Situation

For the DDC to gain the authority to issue a Directed Evacuation Order the DDC will require a Declaration of a Disaster Situation. A Declaration may be declared by a DDC with approval of the Minister or by the Minister and the Premier, which then gives the DDC and declared disaster officers the powers under the *Disaster Management Act 2003* Part 4 Paragraphs 64–79 & 107

The LDC, in consultation with the LDMG, may recommend to the DDC that the need for additional powers exists which can generally only be obtained from a Declaration of a Disaster Situation.

B3.5.4 Warning Stage

Standardised Messages to the Public

The Broadcast Media (Radio & TV) are likely to be the primary method to distribute an emergency warning. Warnings issued via broadcast media will be supported with warnings on the lead agency and Council websites and social media sites.

The public will be advised through a series of generic preparedness messages throughout the disaster season including preparing for evacuations. Messages will be issued under the authority of the LDC and the DDC where appropriate. The Bureau of Meteorology is responsible for issuing advisory and warning messages for Flood, Cyclone, Storm Tide, and Tsunami. When an Information Bulletin has been issued public messages relating to evacuation will be more targeted and specific.

Use of SEWS

The Standard Emergency Warning Signal (SEWS) may be used to precede important messages to the public during the evacuation. The use of SEWS will require discussion between the LDC and DDC and will require input for the LDCC Media Officer regarding message construction and format.

Emergency Alert Telephone Messaging

Emergency Alert is Australia's national telephone emergency alert system. It is a web GIS based product accessed by authorised persons from EMQ and QFRS. The area under threat is indicated on a map and a message is developed to be sent to that area. The system then targets telephone numbers that are registered to addresses found in that designated area.

B3.5.5 Withdrawal Stage

This stage involves the safe and efficient process of relocating community members from hazardous or potentially hazardous environments to designated safe evacuation areas.

District and State Support

It is anticipated that an evacuation to areas outside of the Sunshine Coast region would be coordinated jointly at Local/District Coordination Centre and may involve State level involvement. Most people will transport themselves in their own vehicles; however, some individuals and groups in the community will require assistance. Early liaison with the SDCC via the DDMG should be initiated early as positioning of state resources may take several hours to days to occur.

Transport Management Plan

The conduct of the Directed Evacuation will be based primarily upon the development and implementation of an event specific Evacuation Transport Management Plan to account for self evacuees and those requiring assisted evacuation. QPS are responsible for security and traffic control on evacuation routes. Sunshine Coast Regional Council and DMR shall assist QPS with

advice on the condition of routes. It is important that advice about the condition of evacuation routes is provided in a regular manner from the LDCC to the public.

Transit Centres/Shuttles to Evacuation Centres

Evacuees requiring transportation could be transported to one of the four Transit Centres on the coast using existing bus services and could then be shuttled by bus to designated Evacuation Centres as advised by the Community Support Officer. The Transit Centres being:

- Noosa Junction,
- Sunshine Plaza,
- Caloundra Bus Transit Centre,
- Nambour Bus Station,

Special Needs Support Group

The Community Support Coordinator, or their delegate, are to establish links with community based organisations through a Special Needs Support Group, that have responsibilities in providing support to disabled special needs persons. The group will provide the Community Support Officer with the latest information on what special needs persons may require assistance during the evacuation.

B3.5.6 Shelter Stage

Sheltering Concept

The concept for the shelter of at risk persons during an evacuation includes:

- Shelter In Place,
- Sheltering in Evacuation Centres located in the Sunshine Coast region, and
- Out of Area sheltering. Due to the nature of the hazard or the suitability of Sunshine Coast Evacuation Centres it is more appropriate to shelter outside the Sunshine Coast region; and
- Reception and accommodation of Evacuees from another locality

Evacuee Support and Accommodation

The provision of ongoing evacuee support is primarily through Evacuation Centres. Evacuation centres are classified as

- Level 1- Council Operated,
- Level 2- Community Centres,
- Level 3- Commercial Facilities,
- Level Four- Education Facilities.

Specific details of Evacuation Centres for the Sunshine Coast are held by the LDC and LDMG Community Support Coordinator. Evacuation centres can provide only basic needs for evacuees including:

- food and clean water,
- showering and toilet facilities if available, (these may be limited,)
- personal hygiene items, limited access to clothing and bedding,
- baby needs such as nappies and formula, and
- access to other support agencies.

Out of Area Accommodation Arrangements

Evacuees transported to Brisbane for sheltering would need to be accommodated under modified Brisbane Reception Plan arrangements managed by the Brisbane Disaster District and Brisbane City Local Disaster Management Group.

Security and Crime Prevention

Police are responsible for the security of evacuated areas including the security of any damaged premises. Police are responsible for establishing any road blocks of evacuated areas. TMR, Council and private Traffic Controllers may be required to assist with this task through the provision of signs.

Evacuees transiting through the Sunshine Coast

Events occurring outside the Sunshine Coast may result in a passage of a large number of evacuees through the region. This could include moving south along the Bruce Hwy following a cyclone in Central Qld. The SCLDMG may be requested to provide assistance for these evacuees: This could include:

- Providing feeding at Rest stops,
- Additional Fuel supplies, and
- Opening of Evacuation Centres.

Reception and Accommodation of Evacuees from another Locality

Adjacent localities implementing evacuations and may request the Sunshine Coast to host evacuees. Liaison will likely be initiated by the impacted Council seeking assistance from the Sunshine Coast. This could result in a large influx of evacuees. Where possible they should be directed to local tourist accommodation however in some cases Evacuation Centres may need to be opened.

Requests for evacuation accommodation will be initially be considered by the LDC and a decision to Stand Up' the LDCC will be taken based on the number and expected duration hosted evacuees may need to be accommodated. In severe disasters this may be for a number of weeks, however alternative accommodation should be considered.

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The decision to return evacuees to their homes will be considered after the impacts of the disaster have lessened or stopped completely. The following will be considered when assessing whether or not to return evacuees:

- hazardous nature of the area,
- possibility of the hazard or threat returning,
- safety of structures including accommodation, utilities, and transport facilities,
- suitable management of public health issues and secondary threats i.e. mosquito infestations,
- security within the affected areas,
- availability of suitable facilities including accommodation, utilities and hygiene facilities, and availability of services to support the community.

The return of the community to their homes will be conducted in phases for ease of control. Public communication will be a key tool used to advise the local community of what is happening.

Prior to evacuees returning it is necessary to:

- quickly evaluate and assess the immediate human needs (food, water, health/medical, and housing) and the operational status of vital community infrastructure (transportation, communications, and utility systems);
- restore essential services; and
- plan for and implement the return of evacuees to their homes.

Operational Issues

In Preparing for a directed evacuation the following operational issues need to be considered;

- Evacuation Route Signage
- Educational Institutions
- Animal Management
- Tourism Accommodation & Shopping Centres

Evacuation Planning Maps

The LDC and the Local Disaster Management Group has access to a series of maps for disaster management planning that have been developed to support this Evacuation Sub Plan. The maps are supported by population data using bureau of statistic and council data. Evacuation maps have been developed to indicate four inundation levels for Storm Tide and Riverine Flooding, and two levels for Tsunami inundation.

Evacuation Planning Check list

Define the Evacuation Problem

- What is the hazard?
- When and where is it likely to impact?
- How many people may it affect?
- How much time do we have to Evacuate or Shelter in Place?
- When must the evacuation be completed by?

Decision to Evacuate

- Who is going to make it?
- If an Evacuation is likely has the Local Disaster Coordination Centre Team commenced planning for the evacuation?
- What is the latest time they can make the decision to evacuate to allow the evacuation to be completed before impact of hazard?

Warning

- What are we going to advise the exposed population- what do we want them to do?
- How are we going to advise them?
- Who is going to advise them?
- When are we going to advise them?

Withdrawal

- What are the Protective measures?
 - Shelter in Place
 - Evacuate
- Shelter In Place
 - Who needs to be sheltered?
 - What information are we going to advise them?
 - How are they to be advised?
 - Who will advise them?
- Evacuation- Voluntary or Directed?
 - Self Evacuation- the majority of Evacuees
 - What population needs to self evacuate?(Which Evac Zones)
 - Where do we want them to go?
 - What evacuation routes are available?
 - When should they go?
 - Assisted Evacuation- Those requiring transport assistance
 - What population needs assisted evacuation?
 - What special transport do we need?
- Transport Management? (Who is in the LDCC Planning Cell's- Transport Management Sub Cell)
- Traffic Control of Evacuees? (Traffic Control Teams and TCPs)
- Security of Evacuated areas?

Shelter

- What population needs to be sheltered – how many?
- Which Evacuations Centres will we open and what are their capacities?
- Pets – Which Evacuation Centres are pet friendly?
- Special Needs- which shelters/facilities are available/do we accommodate them out of the Sunshine Coast region?
- When will the Evacuation Centre Open/Close?
- Will we shelter evacuees Out of Area- where?

Return

- What triggers can assist the LDC determine if it is safe to return?
- Who will be allowed to return - can it be phased?
- How will evacuees be advised?
- How can evacuees return- Self transport/Transport Assistance/Special Needs?

B4. Evacuation Centre Management Sub Plan

B4.1 Purpose

To provide for the management of facilities which provide affected people with basic human needs including accommodation, food and water, and community personal support processes. The size and number of evacuation facilities available will depend upon the scale and extent of the emergency/disaster situation.

This Sub Plan has considered the:

- Recommendations of Interim Report of the Queensland Floods Commission of Inquiry, 1 August 2011.
- Queensland Evacuation Guidelines for Disaster Management Groups, Version one, August 2011.

Version control

| Version | Reason/ Trigger | Change (Y/N) | Endorsed/ Reviewed by | Date |
|---------|---|--------------|--|----------------|
| 1.0 | New Local Plan for Sunshine Coast | Yes | Sunshine Coast Local Disaster Management Group | Nov 2009 |
| 2.0 | Review of Evac Centres meet requirements Queensland Evacuation Guidelines | Yes | Peter Mann | 4 October 2011 |

B4.2 Functional Responsibility

The Sunshine Coast Local Disaster Management Group is responsible for the management of Evacuation Centres.

The Community Support Coordinator will have responsibility for ensuring the logistical and operational running and provision of support services for the effective operation of evacuation centres.

The Community Support Coordinator will report to the Sunshine Coast Local Disaster Management Group / Local Disaster Coordination Centre on all matters relating to the functional operation of Evacuation Centres.

Sunshine Coast Council and Australian Red Cross have entered into a Memorandum of Understanding about the operation of Evacuation Centres.

B4.3 Context and Assumptions of this Plan

That a disaster / emergency situation has occurred or is likely to occur which requires members of the community to be temporarily sheltered in a safer place for an unknown period. To clearly identify the role of evacuation centre management in the operation of an evacuation centre. To note the role Evacuation Shelters in the transition to disaster recovery.

This Sub Plan assumes that Staff or Agencies that are involved in the management of an Evacuation Centre have the required skills and resources to do so.

This Sub Plan is to be read in conjunction with Appendix A5 Evacuation Sub Plan. The Evacuation Sub Plan identifies that there are five stages of evacuation:

1. Decision to evacuate – Decision makers analyse event intelligence and make an assessment on the necessity to evacuate persons exposed to a range of hazards
2. Warning – Notification of event conditions and appropriate actions required are conveyed to the public
3. Withdrawal – The movement of exposed persons from a dangerous or potentially dangerous area to a safer location
4. Shelter – The provision of refuge and basic needs for evacuees in a safer location
5. Return – Assessment of the disaster area and managed and planned return of evacuees

This sub plan is dealing principally with Shelter but has linkages to the other five stages.

This Sub Plan notes that there may be specific requirements during an evacuation to manage the needs of Aged Care facilities and Retirement Villages

B4.4 Introduction

This Plan details the requirements necessary to establish and manage Evacuation Centres in the event of a disaster / emergency for an unknown period. The provision of shelter for short duration evacuations (e.g. up to 48 hours) may be readily facilitated but longer duration operations of more than 48 hours will require additional planning and resourcing.

The Community Support Coordinator with the assistance of Australian Red Cross and the Department of Communities may consider what type of facility is most appropriate for the event, and may consider alternatives such as placing evacuees in commercial overnight accommodation, such as motel / hotel type facilities.

B4.5 Support Agencies

The following Sunshine Coast Local Disaster Management Group agencies provide support as required in the management and operation of Evacuation Centres:

- Sunshine Coast Regional Council
- Australian Red Cross
- Queensland Police Service
- State Emergency Service & WICEN
- Queensland Ambulance Service
- Public and private transportation providers
- Blue Care
- Department of Communities / Lifeline Sunshine Coast
- Meals on Wheels
- St Vincent de Paul
- St. John Ambulance
- Sunshine Coast Division of General Practitioners Ltd

The following Sunshine Coast District Disaster Management Group agencies may provide support as required in the management and operation of Evacuation Centres:

- Queensland Health – Sunshine Coast Health District
- Queensland Transport

B4.6 Operational Areas

For this Sub Plan the Region is divided into sectors as required for the efficient conduct of operations. The LDC, Coordination Centre Manager with the Community Support Coordinator will determine the sectors.

B4.7 Management and Coordination of Evacuation Centres,

Regional Management and Co-ordination of Centres

Where more than one evacuation centre is operating, the central coordination of the Evacuation Centres shall be established at Sunshine Coast Council Offices in or nearby to the Sunshine Coast Local Disaster Coordination Centre (LDCC).

The Community Support Coordinator will be in attendance at the LDCC and is responsible for the coordination of community support operations, including evacuation facilities within the region.

Depending upon the scale of operations the Community Support Coordinator may delegate the task to Officer to be the overall Coordinator of Evacuation Centres. This person, reporting to the Community Support Coordinator, shall sit in the LDCC or in a Council Office with easy access to the LDCC

The Coordinator of Evacuation Centres is likely to be a Sunshine Coast Council employee.

Management and Operation of individual Centres

The Community Support Coordinator or delegate will appoint an Evacuation Centre Coordinator to each established evacuation centre. It will be the role of the Evacuation Centre Coordinator to run all aspects of the centre, including liaison with other key agencies engaged in the operations of the Centre.

An Evacuation Centre Coordinator is likely to be a Sunshine Coast Regional Council employee (if available). Australian Red Cross Officers may assist with the operations of a Centre.

B4.8 Briefings and Debriefings

The Community Support Coordinator will ensure that the LDC and Coordination Centre Manager is aware of all situations relevant to the management and welfare of an evacuation centre.

The Community Support Coordinator is to ensure that Evacuation Centre Coordinator of each facility has received a briefing about Evacuation Centre operations. Briefings for all facilities may be held at a single Evacuation Centre or at the LDCC.

If more practical, these may be conducted by teleconference or other electronic means depending upon the circumstances of the event.

The senior representative of each support agency is to attend briefings and debriefings conducted by the Evacuation Centre Coordinator at each facility. Centre briefings and debriefings will be held as determined by the Evacuation Centre Coordinator; there will be at least a daily briefing for the duration of operations.

Each organisation shall be responsible for its own internal briefings and debriefings.

B4.9 Identification of Centres

There are four (4) types of evacuation centres for use during disasters / emergencies

- Type 1 (Blue): Rapid response evacuation centres – These will be council owned and operated centres which can be activated across the region on short notice
- Type 2 (Green): Community evacuation centres – These will be identified with at least one (1) community facility available for each of the 44 localities
- Type 3 (Purple): Commercial evacuation centres - These will be large commercial operations / facilities and include locations such as RSL clubs, with the capacity for catering and maintenance for large numbers of people for extended periods
- Type 4 (Grey): Education evacuation centres – These will include school facilities suitable for evacuation, including public and private schools

The Type 1 evacuation centres will be considered for activation prior to activation of other types of centres. A comprehensive working document list of potential Evacuation and Temporary Relocation Centres including identified Council facilities is held by the LDC and the Local Group Community Support Coordinator.

The listed centres are colour identified to match with the colours identified in the evacuation centre mapping.

If during an evacuation Public and Private Hospitals are unavailable, an alternative primary centre for medical high needs evacuees, is the University of the Sunshine Coast medical ward.

B4.10 Function and Layout of Evacuation Centres

The layout and function of a typical Evacuation Centre is outlined in Annexure C to this Sub Plan.

B4.11 Responsibilities within the Evacuation Centre

The following Groups may be required to assist and be responsible for specific jobs within an Evacuation Centre. Refer to Annexure A of this Sub Plan for a comprehensive list of responsibilities:

- Evacuation Centre Coordinator (a Council employee)
- Council Officers
- Australian Red Cross
- St Vincent de Paul
- Salvation Army
- State Emergency Service
- Queensland Police Service
- Department of Communities

The deployment of other agencies to assist will be at the operational discretion of the Community Support Coordinator, upon advice from the Evacuation Centre Coordinator.

B4.12 Safer Location

The LDC in consultation with the Community Support Coordinator shall ensure that a prospective Evacuation Centre is in an area unaffected or not likely of being affected by the disaster. Mapping held by the Sunshine Coast Local Disaster Management Group assists with this task.

Safer Locations concepts are outlined in the Queensland Evacuation Guidelines August 2011 at page 40 – 46 and further discussed in Appendix A5 Evacuation Sub Plan.

B4.13 Logistics

The Community Support Coordinator is responsible for the acquisition of resources for Evacuation Centres and response personnel as required. Assistance with this task is to be sought through the LDCC Logistics Officer

B4.14 Length of Stay Capability and Facilities

Facility capabilities for all prospective Evacuation Centres are identified.

B4.15 Medical Support

The Community Support Coordinator is to make the LDC aware of any requirements for support by Medical personnel at an Evacuation Centre, other than basic first aid.

Sunshine Coast Division of General Practice can be a primary supplier of medical support in an evacuation centre. Contact should be made when the LDCC is at Lean Forward Status and it is likely that Evacuation Centres are to be opened.

Requirements for prescription medication may arise in Evacuation Centres and consideration will be required for how necessary medication can be accessed. The Evacuation Centre Coordinator is to give consideration to medication storage and associated administrative processes for people

that arrive at a centre with medication. It is noted that some medications may require refrigeration. Further some evacuees may require assistance taking their medication such as elderly, disabled and person with limited English.

Further levels of medical support are to be requested by the LDC through the Sunshine Coast District Disaster Management Group to Qld Health.

In the event of a health emergency the Evacuation Centre Coordinator or delegate will call for an ambulance by calling Triple Zero (000).

B4.16 Toilets and Bathing

Available toilet and bathing facilities are listed in Annexure B to this Operational Plan.

Where additional Toilet capacity is required e.g. portaloos, the Community Support Coordinator through the LDCC Logistics Officer will make arrangements for the delivery of temporary facilities.

B4.17 Kitchen Facilities

The Community Support Coordinator is to be aware of all kitchen and catering facilities available in the intended Evacuation Centre and to ensure meals and or food stocks are available as required.

B4.18 Refuse Collection

Sunshine Coast Council is responsible for the disposal and storage of refuse produced by an Evacuation Centre. The Evacuation Centre Coordinator will ensure waste removal is undertaken to avoid overflow of waste bins or health risk.

B4.19 Vehicular Access

Sealed driveway access especially during rainy periods for all Evacuation Centres is desirable and the driveway / parking area should also be wide enough to permit entry and exit by buses.

B4.20 Access for People with Mobility Impairments

A full list of specialist Evacuation Centres with wheelchair access has been identified and this listing is held by the Community Support Coordinator. The Council facilities listed as Evacuation Centres all have access for mobility

Where required, specialist centres may be activated that provide additional assistance to people with impaired mobility.

B4.21 Pets

Those facilities that have suitable areas available for pets / service animals are listed in the listing of centres held by the Community Support Coordinator. The Community Support Coordinator will ensure that facilities are available to the relocation of pets or other animals.

The Community Support Coordinator with the Council's Response Service, Manager will ensure refuge facilities are available for animals.

B4.22 Vehicle Parking

Each of the major centres has appropriate parking. The majority of the Evacuation Centres listed only have sufficient parking spaces for essential vehicles.

The Sunshine Coast Local Disaster Management Group Community Support Coordinator shall nominate suitable assembly areas when required that have sufficient parking facilities for the anticipated number of evacuees.

B4.23 Security and Social Considerations

The security and good order of an Evacuation Centre is the responsibility of the Evacuation Centre Coordinator and security services should be employed as required.

The Evacuation Centre Coordinator shall nominate (if available) changing / nursing spaces / facilities for mothers with infants. All Evacuation Centres must have visible and clear evacuation plans in the event of a fire or other emergency situation, and evacuees are to be advised of these plans by the Evacuation Centre Coordinator.

Community Support Coordinator will ensure that Evacuation Centre procedures address Culturally and Linguistic Diverse community needs. These procedures may incorporate all or any requirements of culturally and linguistically diverse evacuees.

B4.24 Entertainment

Provision of a range of entertainment will help maintain a positive mood at an Evacuation Centre. Attempts are to be made by Evacuation Centre Coordinators to provide television / DVD / video / radio facilities for evacuees. Newspapers, magazines and books will be provided if available. Special attention is to be given to identifying suitable activities for children.

B4.25 Public Information

The Evacuation Centre Coordinator shall provide, when available, regular disaster related and general information for evacuees at the Centre. The provision of television / and radio facilities for use by evacuees will assist with this task.

B4.26 Management Processes

The Evacuation Centre Coordinator shall ensure that all staff members/volunteers are aware of their responsibilities and requirements, refer to Annexure A to this Sub Plan. The Evacuation Centre Coordinator shall institute a staff roster system as soon as possible after the Evacuation Centre has been activated; refer to Annexure A to this Sub Plan.

The SES may assist, following a request through the LDCC with radio communications at an Evacuation Centre. Red Cross personnel and the Police are responsible for the registration of all evacuees at the Centre. Refer to Annexure F to this Operational Plan for example of current registration forms. It is the responsibility of the Evacuation Centre Coordinator to ensure evacuees are registered.

B4.27 Recovery

The Sunshine Coast LDCC is responsible for the recovery / retrieval of the Evacuation Centre following the cessation of the disaster / emergency.

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| Evacuation Centre Management Sub Plan | | | | |
|--|-----------|---|--|--------|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Identify centres appropriate for the event | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Officer | Contact Numbers Ph: Mob: Fax: | Status |
| Provide centre management personnel | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide support personnel for administration, kitchens, cleaning, security | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator/ Evacuation Centre Coordinator | Contact Numbers Ph: Mob: Fax: | |

| | | | | |
|--|-----------|---|--|--|
| Evacuation Centre Management Sub Plan | | | | |
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Provide refuse collection equipment and service | Commenced | Responsible Organisation Council Responsible Officer Community Support Coordinator / Manager Waste Services | Contact Numbers Ph: Mob: Fax: | |
| Provide public information process for evacuees | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator / Evacuation Centre Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide basic entertainment / newspapers / magazines if available for evacuees | Commenced | Responsible Organisation ICC Responsible Officer Evacuation Centre Coordinator | Contact Numbers Ph: Mob Fax: | |

| | | | | |
|--|-----------|---|--|--|
| Evacuation Centre Management Sub Plan OPERATIONAL CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) Page 1 | | | | |
| Provide communications facility to the ICC or LDCC or the appropriate coordinating agency | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator/ Evacuation Centre Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide registration process for people at evacuation centre | Commenced | Responsible Organisation ICC / Red Cross / QPS Responsible Officer Community Support Coordinator / Red Cross | Contact Numbers Ph: Mob: Fax: | |
| In conjunction with ICC, develop operational reporting timetable about Evacuation Centre Management | Commenced | Responsible Organisation LDCC Responsible Officer LDC / Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |

| Evacuation Centre Management Sub Plan | | | | |
|--|-----------|--|--|--------|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 2 | | | | |
| Identify appropriate / required Evacuation Centres from listing in Annexure B to this Operational Plan and activate. | Commenced | Responsible Organisation: Council Responsible Officer LDC & Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | Status |
| Identify Evacuation Centres with the capacity to cater for animals from listing in Annexure B to this Operational Plan | Commenced | Responsible Organisation: LDCC Logistics Cell Responsible Officer Community Support Coordinator & Logistics Officer | Contact Numbers Ph: Mob: Fax: | |
| Commence and maintain a record of numbers of people evacuated to evacuation centres. | Commenced | Responsible Organisation: LDCC Intelligence Cell Responsible Officer: Community Support Coordinator & LDCC Intelligence Officer | Contact Numbers Ph: Mob: Fax: | |

Evacuation Centre Management Sub Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 2

| | | | | |
|---|-----------|--|--|--|
| Assign a liaison person to all evacuation centres, with communications ability to contact the SCLDCC or the ICC | Commenced | Responsible Organisation: LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
|---|-----------|--|--|--|

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ANNEXURE A - Guide to Roles & Responsibilities of Officers and Organisations at an Evacuation Centre

The number of staff and the duties assigned will vary depending upon the size and extent of population that have been evacuated due to the emergency/disaster situation. Contact Details are contained in Sunshine Coast Local Disaster Management Plan Appendix D Contacts and Resources Directory.

| OFFICER / ORGANISATION | DUTIES, ROLES AND RESPONSIBILITIES |
|--|--|
| Evacuation Centre Coordinator (Description of Duties) | Reports to Community Support Coordinator at LDCC. Set up of Evacuation Centre. Establish contact point and notice boards for information Establish sickbay and identifies place for storage of medicines. Coordinates staff and overall operation of centre. Coordinates movement of people through registration area and into rest area. Coordinates catering requirements, distribution of food and refreshment points. Coordinates issue of clothing and blankets (if required) Coordinates the cleaning showers / toilets. Coordinates rubbish disposal. Provision of entertainment (TV/radio / DVD / newspapers/ magazines/ books). Supervises animal compound. Coordinates vehicle control and crowd control. Monitors assembly area control. Registration of Centre staff. Compilation of Situation reports (Sitreps) back to ICC & LDCC. Ensure return of completed registration and enquiry forms to Police. Records movement details of evacuees. Liaison with agencies, briefing and debriefing |

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| OFFICER / ORGANISATION | DUTIES, ROLES AND RESPONSIBILITIES |
|--|---|
| <p>Communications Officer (SES or WICEN)</p> | <p>Reports to Evacuation Centre Coordinator.</p> <p>Staffs telephones.</p> <p>Staffs Radio Comms if available.</p> <p>Keeps Log book of Inward / Outward correspondence, telephone calls, radio messages.</p> <p>Assist with compilation of SitReps</p> |
| <p>Evacuation Centre Workers: Staff and Volunteers</p> | <p>Liaise with Evacuation Centre Coordinator</p> <p>Vehicle Control officer.</p> <p>Assembly area officer.</p> <p>Post Assembly area officer.</p> <p>Unknown number of Centre workers/volunteers.</p> |
| <p>St.John Ambulance</p> | <p>Provide support with First Aid needs at a centre</p> <p>Report requirements for resources to the Evacuation Centre Coordinator</p> <p>Provide personal support to evacuees if invited to do so by Evacuation Centre Coordinator</p> |
| <p>SES Coordinator</p> | <p>Provision of logistical support as requested by Evacuation Centre Coordinator.</p> <p>Traffic control support if necessary</p> |
| <p>Administration Support to Evacuation Centre Coordinator</p> | <p>Reports to Evacuation Centre Coordinator.</p> <p>Assist with registration of personnel including volunteers operating the Evacuation Centre.</p> <p>Maintain Notice Board Information</p> <p>Assist with preparation of news releases within the centre (PA, whiteboard etc).</p> <p>Return of completed registration and enquiry forms to the Police (if required).</p> <p>Record movement details of evacuees.</p> |

SC Disaster Management App A Plan

| OFFICER / ORGANISATION | DUTIES, ROLES AND RESPONSIBILITIES |
|------------------------|---|
| Red Cross Coordinator | <p>The primary function of the Red Cross teams is to ensure the comfort and welfare of all people including agencies engaged in the evacuation centre operations. To provide expert assistance to the Evacuation Centre Coordinator.</p> <p>Assists the Evacuation Centre Coordinator in logistics and welfare</p> <p>Where multiple evacuation centres are required Red Cross may be requested to take on the Centre Coordinator role as required</p> <p>Reports to Evacuation Centre Coordinator</p> <p>Team Leader to register Red Cross workers</p> <p>Take enquiries about missing persons on NRIS enquiry forms</p> <p>Team leader to liaise with other organisations as and when required.</p> <p>Register all evacuees at the centre on NRIS registration forms</p> <p>Provide completed NRIS forms to Police and reports to or Evacuation Centre Coordinator.</p> <p>Report any requirements to Red Cross Operations or Evacuation Centre Coordinator as appropriate</p> <p>Once primary registration role has been completed assist other organisations in providing personal support to evacuees if invited to do so by Evacuation Centre Coordinator.</p> |
| Police | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Provide Law and Order</p> <p>Provide direction and assistance to Red Cross with registration process</p> <p>Missing persons investigations.</p> |
| Meals on Wheels | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Provide assistance with catering to an evacuation centre if required.</p> |
| Salvation Army | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Senior Officer to liaise with other organisations.</p> <p>Reporting requirements for resources to their Senior Officer through the Evacuation Centre Coordinator.</p> <p>Provide assistance with catering to an evacuation centre if required.</p> <p>Provide personal support to evacuees and staff.</p> |

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| OFFICER / ORGANISATION | DUTIES, ROLES AND RESPONSIBILITIES |
|--|--|
| St Vincent de Paul | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Provide assistance and personal support to Centre staff and evacuees.</p> <p>Senior member to liaise with other organisations.</p> <p>Report requirements to their Senior Officer through the evacuation Centre Coordinator.</p> |
| Lifeline | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Senior member to liaise with other organisations.</p> <p>The provision of psychological first aid</p> <p>Provide personal support to people at the evacuation centre.</p> <p>Function as key members in the informal communication between persons and assist them in understanding the situation.</p> <p>Reporting any requirements to their Senior Liaison Officer through the Evacuation Centre Coordinator.</p> |
| Queensland Health - Counselling and Adult Mental Health | <p>The Queensland Health Plan provides for this support and it is accessed through the DDC.</p> |
| Interpreter Aboriginal/Islander liaison officer | <p>Liaise with Evacuation Centre Coordinator.</p> <p>Provide help in communicating and liaising with certain sectors of the community if required.</p> |
| Pet Owners | <p>Service animal and pet owners, with the assistance if necessary of local veterinarians and centre staff, will be responsible for the oversight of pets and animals brought to the Centre.</p> |
| Dept of Communities | <p>Liaise with Evacuation Centre Coordinator</p> <p>Senior member to liaise with other organisations</p> <p>Gather information about the requirement for a Community Recovery operation and any requirements for early activation of recovery.</p> |

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| OFFICER / ORGANISATION | DUTIES, ROLES AND RESPONSIBILITIES |
|--|--|
| Queensland Health - Population Health and Council Environmental Health | <p>Liaise with Centre Coordinator.</p> <p>Ensure Hygiene standards are kept at a safe standard.</p> <p>Provide health advice and assistance.</p> <p>Ensure provision made cleaning of showers / toilets where required.</p> <p>Ensure satisfactory process is in place for clearing of refuse generated by Centre.</p> |

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ANNEXURE B - Evacuation Centre Layout Considerations

| Layout: | Staffing the Evacuation Centre: |
|--|---|
| <p>The Evacuation Centre would normally contain the following elements and be staffed by the relevant service groups:</p> <p>Reception area for arrivals.</p> <p>A registration space staffed by Red Cross and Police.</p> <p>Information Board updated by staff with assistance from Media Liaison.</p> <p>A First Aid Post. / Medicine Storage Area</p> <p>Counselling Room.</p> <p>Quiet / withdrawal Area.</p> <p>Area for children (supervised).</p> <p>Administration area.</p> <p>Sleeping area (if needed).</p> <p>Accessibility for wheelchairs / hospital beds.</p> <p>Parking, large enough for easy access by bus.</p> <p>Privacy – screens, other rooms.</p> <p>Catering / dining area.</p> <p>Secure room – for locking away and protection of valuables.</p> <p>Pets – liaise with vet, may need alternate off-site space.</p> <p>Toilet & shower facilities.</p> <p>Entertainment-TV / DVD, newspapers, magazines.</p> <p>Furniture requirements.</p> <p>Heating / cooling.</p> <p>Alternate power supply. Initial Generator may be sourced from Council or SES if required.</p> | <p>Staffing considerations:</p> <p>On the information available, assess the number of workers required.</p> <p>Number of Council support staff required.</p> <p>Administrative Support staff (Council).</p> <p>Catering – Salvation Army / Council / meals on Wheels</p> <p>Registration- Red Cross.</p> <p>Accommodation –for overnight stay by evacuees at commercial accommodation</p> <p>Blankets / mattresses / clothing / personal kits – St Vincent de Paul.</p> <p>First Aid – St.John Ambulance</p> <p>Counselling – Queensland Health / Lifeline.</p> <p>Child Care – Centre Staff may need to request assistance.</p> <p>Centrelink – Emergency financial assistance.</p> <p>Volunteering officer – registration officer to register and redirect spontaneous volunteers.</p> <p>Rosters are required for all staff and volunteers. It is the responsibility of the participating agency to roster their personnel.</p> <p>Medical – Qld Health through SCDDMG.</p> |

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| | |
|--|--|
| <p>Identification:</p> <p>Name badges for all staff and volunteers.</p> <p>All staff and volunteers to wear their agencies identifying clothing such as Hi Viz Vest and Tabards.</p> <p>Magnetic signs to indicate authorised motor vehicles.</p> <p>Council logos to identify Centre being run by Council.</p> | <p>Communications:</p> <p>Assess communication requirements at a Centre:</p> <p>Quality of mobile phone coverage:</p> <p>Phone landlines:</p> <p>Laptops; email and internet</p> <p>Two – way radios – may be available from Council / SES.</p> |
|--|--|

ANNEXURE C - Evacuation Centre Set Up Kit Inventory

**Large labelled plastic boxes with kit contents detailed below,
one box located at Council venues:**

1. Blue Tack and Masking tape (2packs and 4 rolls respectably).
2. Butchers paper for signs (10 large sheets).
3. Copy of the Sunshine Coast Local Disaster Management Plan (x1).
4. Disposable Name Badges / Stickers (x15).
5. Exercise books (x10).
6. Log books for detailing incoming and outgoing calls (x1).
7. Magnetic signs with Council logo for cars etc. (x2).
8. Note pads (x5).
9. NRIS registration and enquiry forms for evacuees (from Red Cross).
10. Registration forms for Volunteers.
11. Roster Sheets for staff and volunteers (enough for 15 staff).
12. Safety vests (x10).
13. Sheet detailing Centre staff tasks (x1 laminated).
14. Situation report forms.
15. Stationary (marker pens and biros).
16. Table numbers
17. Torches (x2).
18. Clipboards

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ANNEXURE D - Evacuation Centre Forms

Annexure D - Form D.1

This is an example of the National Registration Information System (NRIS) form for registration of evacuees. The Australian Red Cross hold these forms.

PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN

| | | |
|---|---------------------|--|
| NRIS National Registration | | Disaster Code <input style="width: 100px;" type="text"/> |
| Place of Registration | | Date DD / MM / YYYY |
| | | Time 24HR |
| *Family Name <input style="width: 100%;" type="text"/> | | |
| *Given Names | Date of Birth / Age | *Gender M/F |
| | | *Hosp Y/N |
| | | Deceased Y/N |
| Home Address | | |
| *Street | | |
| *Town / Suburb | *State | *Postcode |
| Country (if overseas) | | |
| Phone | Mobile | |
| Destination Address | | |
| *Street | | |
| *Town / Suburb | *State | *Postcode |
| Country (if overseas) | | |
| Phone | Mobile | |
| *Permission to Release Information <input type="checkbox"/> Yes <input type="checkbox"/> No | | Signature <small>(OF PERSON/PERSON REGISTERED)</small> |
| Notes: | | |
| Registration Recorded By | | Registrar's Initials |
| Distribution To State Inquiry Centre: | | Computer Entered (Initials) <input style="width: 100px;" type="text"/> |
| <input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Recom <input type="checkbox"/> Other | | Date <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> |
| | | Time <input style="width: 30px;" 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 |

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Annexure D - Form D.2

This is an example of the National Registration Information System (NRIS) National Inquiry Form for evacuees / persons being sought. The Australian Red Cross hold these forms.

PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN

| | | | |
|---|---|--|---|
| NRIS National Inquiry | | Disaster Code <input style="width: 100%;" type="text"/> | |
| PERSON BEING SOUGHT | | Date DD / MM / YYYY | Time 24HR |
| Is this your first inquiry for the person being sought? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| *Family Name <input style="width: 90%;" type="text"/> | | | |
| Given Names | | Age | Gender (M/F) |
| <input style="width: 90%;" type="text"/> | | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 90%;" type="text"/> | | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 90%;" type="text"/> | | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |
| Home Address <input style="width: 95%;" type="text"/> | | | |
| Town / Suburb | State | Postcode | |
| <input style="width: 90%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | |
| Country <small>(if overseas)</small> <input style="width: 95%;" type="text"/> | | | |
| Phone | Mobile | | |
| <input style="width: 90%;" type="text"/> | <input style="width: 100%;" type="text"/> | | |
| PERSON MAKING INQUIRY | | | |
| *Family Name | Given Name | | |
| <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | | |
| Address <input style="width: 95%;" type="text"/> | | | |
| Town / Suburb | *State | Postcode | |
| <input style="width: 90%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | |
| Country <small>(if overseas)</small> <input style="width: 95%;" type="text"/> | | | |
| *Phone | *Mobile | | |
| <input style="width: 90%;" type="text"/> | <input style="width: 100%;" type="text"/> | | |
| <small>* Enter phone, mobile or both</small> | | | |
| Email Address <input style="width: 95%;" type="text"/> | | | |
| Relationship to Person(s) Being Sought <input style="width: 95%;" type="text"/> | | | |
| Notes: | | | |
| <input style="width: 95%;" type="text"/> | | | |
| <input style="width: 95%;" type="text"/> | | | |
| Inquiry Recorded By <input style="width: 90%;" type="text"/> | | Recorder's Initials <input style="width: 100%;" type="text"/> | |
| Distribution To State Inquiry Centre: <input type="checkbox"/> Fax <input type="checkbox"/> Email | | Computer Entered (Initials) <input style="width: 100%;" type="text"/> | |
| <input type="checkbox"/> RECOM <input type="checkbox"/> In Person <input type="checkbox"/> Phone <input type="checkbox"/> Other | | Date <input style="width: 100%;" type="text"/> | |
| | | Time <input style="width: 100%;" type="text"/> | |
| <small>NRIS National Inquiry Form May 2003</small> | | | |
| * Mandatory Field | | | |

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ANNEXURE D - Form D.3

Use this form for Registration of Volunteers at an Evacuation / Temporary Relocation Centre

| |
|---|
| <p>Evacuation / Temporary Relocation Centre</p> <p>Volunteer Registration for Relocation Centre or Evacuation Centre Helper</p> <p>Volunteer's Position: _____</p> <p>Centre Name: _____ Start Time: _____ Date: / /</p> <p>Appointed by: _____ in capacity as: _____</p> <p>You will report for duty to and work under the direction of: _____</p> <p>Special duties or responsibilities: _____</p> <p>_____</p> <p>Volunteers Details:</p> <p>Name: _____ Age _____ Sex M / F</p> <p>Home Address: _____</p> <p>Home Phone: _____ Work Phone: _____</p> <p>Mobile Phone: _____ Email: _____</p> |
|---|

ANNEXURE D - Form D.4

Use this form for Authorisation of Volunteers at an Evacuation / Temporary Relocation Centre

Evacuation / Temporary Relocation Centre

Volunteer Authorisation

For Relocation Centre or Evacuation Centre Helper

Volunteer name: _____

Volunteer Position: _____

Centre Name: _____ Start Time: _____ Date: / /

Appointed by: _____ in capacity as: _____

You will report for duty to and work under the direction of: _____

Special duties or responsibilities: _____

Conditions of Position:

You will work under the direction of your manager who is a trained volunteer operating under the authority of the Sunshine Coast Regional Council. As a volunteer worker you have need to agree to the following conditions. You must:

Sign in and sign out at Centre Management including the time, date and your name

Follow all directions given by the Centre Management.

Inform the Centre Management if you leave your position or are required elsewhere.

B5 Impact Assessment Sub Plan

B5.1 Purpose

To assist the Sunshine Coast Local Disaster Management Group and Local Disaster Coordination Centre (LDCC) in planning and conducting an impact assessment, this assessment gathers information on the magnitude of the event, and the extent of its impact on the population and private and community infrastructure.

B5.2 Functional Responsibility

The Lead Agency has responsibility for the impact assessment of the incident or event supported by the liaison officers in attendance at the ICC / FCC and LDCC.

B5.3 Context & Assumptions of this Plan

As identified in the hazard analysis process, many events have the potential for causing extensive personal loss, injuries and property and environmental damage. The timely and accurate assessment of the health impact on the community, along with damage to public or private property, with associated implications for business continuity and continuity of government, will be of vital concern following a major event, and will have great bearing upon the manner in which disaster response and recovery operations are conducted.

This Plan assumes that:

- (a) Critical infrastructure has been sufficiently identified in the Sunshine Coast Local Disaster Management Plan.
- (b) The Lead Agency ICC or the LDCC still has the capacity to undertake the impact assessment function despite the overall impact of the situation.
- (c) That there is assistance available to the Lead Agency from other agencies to undertake the impact assessment function e.g. QFRS
- (d) Each member agency of the Local Group will still be in a position to advise effects of the event in relation to its individual resources and operations.
- (e) Comprehensive daily advices are able and will be given to the broadcast media, Mayor and Executive Leadership Team of Sunshine Coast Council, DDC, Local Group members, the ICC and the LDCC.

B5.4 Introduction

This plan provides the ICC and the LDCC with the tools and processes to carry out an initial and then more detailed impact assessment on the effect of the disaster on infrastructure, private property and the people in the community.

B5.5 Support Agencies to be Included in the Impact Assessment Team

All member organisations of the Local Group and others as required. All agencies can play a role in impact assessment. It is important that a complete picture of the situation is available, so multiple sources of information are required.

The State Disaster Management Plan identifies that Queensland Fire and Rescue Service has impact assessment and intelligence gathering role.

The composition of a formal impact assessment team will be dependent upon the availability of personnel following the impact of the event.

Local Plan Appendix A.4 Community Support Sub Plan identifies the role of Outreach Teams in relation to the provision of impact assessment information regarding the well-being of the affected community.

B5.6 Impact Assessment Reporting Format

A Standard Situation Report Template which includes an Impact and Damage Assessment section is contained in Local Plan Appendix A.2 LDCC Operational Plan.

A display board of impact assessment is to be available in the LDCC. Each individual member agency of the Local Group needs to be in a position to provide advice in relation to its own assets.

Impact assessment data recorded on Maps is also to be created and available.

Ideally Impact Assessment Teams will be able to electronically record and report their assessments from the field back to the Local Disaster Coordination Centre.

B5.7 Impact Assessment Team Requirements

Each impact assessment team will require transportation, communications and recording equipment, and this is to be coordinated by the Local Disaster Coordination Centre.

B5.8 System for Impact Assessment Teams

It is essential to develop a sector, grid or locality system for the deployment of impact assessment teams, to ensure maximum coverage without duplication of effort. Typically, this can be achieved by assigning suburbs or street blocks, for instance, to particular teams. The teams shall be provided with a map of their area of activity.

B5.9 Information to be Obtained & Documented

Information obtained by the officer or team carrying out the assessment is to be reported back to the ICC & LDCC to enable a complete strategic impact assessment to be carried out. Recording data obtained in Spatial Management Systems can be used to generate mapping of the impact allowing for a more targeted response. This information is to include:

Area Affected by the Event

- Location and size
- Urban, rural, communities

Population Affected by the Event

- Deceased or Missing
- Injured - Determine or estimate the number of major injuries
- Numbers unwell that may require medical treatment or hospitalisation
- Homeless (as a result of the event)
- Evacuated population including numbers and where to. Refer to Local Plan Appendix A.6 Evacuation Centre Management Operational Plan.

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- Numbers still or likely requiring evacuation. Refer to Local Plan Appendix A.5 Evacuation Operational Plan.
- Members of the community suffering personal hardship and likely to require assistance.
- Members of the community suffering loss of personal possessions and belongings, small or large e.g. clothing / motor vehicles

Characteristics & Condition of the Affected Population

- Resilience of the population – identify sections of the community that are self sufficient and those that require assistance and type of assistance
- Type of community, special care groups, self help groups, aged care facilities that are resilient or require assistance

Emergency Medical, Health, Nutritional, Water, & Sanitation Situation

- Level of services available across the region that are not functioning out of the usually available number..
- Determine the number of medical facilities that are still functioning and the total number of usable beds.
- Determine the number of food outlets or retailers still able to function.
- Identify any issues which may affect the drinking water supply or inability to source potable (drinking) water supply.
- Identify level of assistance required to maintain sustainability.
 - Staffing levels
 - Plant and equipment
 - Supplies
 - Construction materials

Level of Continuing or Emerging Threats (Natural / Human-Caused)

- Identification of secondary hazards, e.g. mosquito or other insect infestations and action to be taken.

Damage to Infrastructure & Critical Facilities

- Water & Sewerage;
 - Identify the condition of water and sewage treatment facilities and of the distribution network.
 - Determine whether water mains are broken. Are leaks in the sewage system contaminating the water supply?
 - Quantify the impact of any water loss on key facilities and on individual users. How quickly can the operator be expected to restore services? Identify facilities and action taken to restore services.
 - Identify and evaluate possible alternative water sources, for example, provision of bottled water.
- Electricity: - Identify the condition of the electricity distribution network and quantify the impact of loss of electricity on residences and business and what action is planned to restore services.

- Telecommunications; - Identify the condition of the telecommunications landline and mobile network and quantify the impact of loss of service on residences and business and what action is planned to restore services.
- Road network: - Identify the condition of the road network and quantify the impact of loss of open roads on residences and business and what action is planned to allow roads to be re-opened.

Damage to Homes & Residences

- Approximate the number of private dwellings damaged or destroyed.
- Approximate the number of private dwellings damaged and uninhabitable.
- Approximate the number of private dwellings damaged beyond repair
- Approximate the number of private dwellings that have damaged or destroyed access i.e. driveways destroyed or blocked.
- Approximate the number of private dwellings that have lost services i.e. water / sewerage / electricity / telephone

Damage to Public Buildings

- Approximate the number of public buildings (schools, churches, hospitals, government buildings) damaged or destroyed.
- Approximate the number of public buildings unusable in the short term.
- Approximate the number of public buildings damaged beyond repair
- Approximate the number public buildings that have damaged or destroyed access i.e. driveways destroyed or blocked.
- Identify any damaged or destroyed buildings which were listed as evacuation centres in Local Plan Appendix A.6 Evacuation Centre Management Operational Plan

Damage to Commercial Premises

- Identify the approximate the number of commercial buildings damaged or destroyed and list / map.

Damage to Agriculture & Food Supply System

- Description of effects on agricultural crops if applicable.
- Description of effects on specific localised agricultural concerns – e.g. dairy industry.

Damage to Economic Resources & Social Organisations

- Damage to industry which may result in long-term economic or social problems.
- Damage to community infrastructure, such as sporting clubs which may result in short and long-term social problems
- Effects on government administration and operational infrastructure.

Level of Response by the Community of the Affected Area & the Identification of Resilience and Capacity to Cope with the Situation

- Is the community capable of looking after itself with minimal assistance? Have they implemented a local community disaster plan? Have recovery processes commenced? Refer also to Local Plan Appendix A.4 Community Support Operational Plan.

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- Is assistance from outside the region or local area required? If the resources of the region are exhausted, outside assistance is to be sought through the DDC by the LDC.
- Type of assistance required, manpower, plant and equipment, construction materials, specialist advice or equipment.
- If reconstruction of public infrastructure delayed how will this affect the community?
- Indicate the urgency of assistance, immediate, days, weeks.
- Identify the number of people requiring urgent personal hardship assistance?
- Have all community members of the affected area received some personal support?

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| Impact Assessment Sub Plan | | | | |
|--|-----------|---|---------------------------------------|-----------|
| CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Preparation | | | | |
| Identify agencies to be included in an impact assessment team | Commenced | Responsible Organisation: LDCC Responsible Officer Coordination Centre Manager | Contact Numbers Ph Mob Email | Completed |
| Develop an impact assessment reporting format and information management system | Commenced | Responsible Organisation: LDCC Responsible Officer LDCC Intelligence Cell | Contact Numbers Ph Mob Email | Completed |
| Identify and provide transport, communications and information recording equipment for impact assessment teams | Commenced | Responsible Organisation: LDCC Responsible Officer SCRDCC Logistics Officer/ Council EOT Liaison Officer | Contact Numbers Ph Mob Email | Completed |
| Determine the area affected by the impact of the event | Commenced | Responsible Organisation: LDCC Responsible Officer LDCC Intelligence Cell | Contact Numbers Ph Mob Email | Completed |

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Impact Assessment Sub Plan

CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 1

| | | | | |
|---|-----------|---|---------------------------------------|-----------|
| Develop a grid or locality system for the deployment of impact assessment teams, to ensure maximum coverage without duplication of effort | Commenced | Responsible Organisation LDCC Responsible Officer SIM Officer / Council EOT Liaison Officer | Contact Numbers Ph Mob Email | Completed |
| Deployment | | | | |
| Determine / Advise the number of fatalities or missing persons | Commenced | Responsible Organisation: Police Responsible Officer Police LDCC Liaison Officer | Contact Numbers Ph Mob Email | Completed |
| Determine the number of seriously injured casualties | Commenced | Responsible Organisation Police & QAS Responsible Officer Police & QAS LDCC Liaison Officers | Contact Numbers Ph Mob Email | Completed |
| Determine the number of ill people (epidemic or pandemic) | Commenced | Responsible Organisation Queensland Health Responsible Officer DDMG Liaison Officer | Contact Numbers Ph Mob Email | Completed |

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| Impact Assessment Sub Plan | | | | |
|---|-----------|---|---------------------------------------|-----------|
| CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Determine the number of persons evacuated | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Coordinator & LDCC Intelligence Officer | Contact Numbers Ph Mob Email | Completed |
| Determine the number of persons that may require evacuation due to infrastructure destruction | Commenced | Responsible Organisation LDCC Responsible Officer Intelligence Cell / Police LDCC Liaison Officer | Contact Numbers Ph Mob Email | Completed |

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Impact Assessment Sub Plan

CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 2

| | | | | |
|---|-----------|--|---------------------------------------|-----------|
| Determine the number of medical facilities which are still operational, and the number of usable beds | Commenced | Responsible Organisation Queensland Health Responsible Officer QH Liaison Officer | Contact Numbers Ph Mob Email | Completed |
| Determine the number of food outlets still able to function. | Commenced | Responsible Organisation Council Responsible Officer Council Healthy Places Officer | Contact Numbers Ph Mob Email | Completed |
| Determine the status of the Region's water treatment and supply | Commenced | Responsible Organisation Council Responsible Officer Unity Water Network Operations Manager | Contact Numbers Ph Mob Email | Completed |
| Determine the status of sewage systems | Commenced | Responsible Organisation Council Responsible Officer Unity Water Network Operations Manager | Contact Numbers Ph Mob Email | Completed |
| Determine the number of private dwellings damaged or destroyed | Commenced | Responsible Organisation LDCC Responsible Officer BSA / Q Build / QFRS | Contact Numbers Ph Mob Email | Completed |

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| Impact Assessment Sub Plan | | | | |
|--|-----------|---|---------------------------------------|-----------|
| CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 2 | | | | |
| Determine the number of public buildings and community facilities damaged or destroyed | Commenced | Responsible Organisation LDCC Responsible Officer BSA / Q Build / QFRS | Contact Numbers Ph Mob Email | Completed |
| Determine the number of commercial premises damaged or destroyed. | Commenced | Responsible Organisation LDCC Responsible Officer BSA / Q Build / QFRS | Contact Numbers Ph Mob Email | Completed |
| Identify any damaged or destroyed buildings which were listed as evacuation centres in the SubPlan | Commenced | Responsible Organisation LDCC Responsible Officer Community Support Officer | Contact Numbers Ph Mob Email | Completed |
| Post Assessment Action | | | | |
| Determine the effects on the power distribution system | Commenced | Responsible Organisation ENERGEX Responsible Officer Principal Asset Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on the communications networks | Commenced | Responsible Organisation TELSTRA Responsible Officer North Coast Manager | Contact Numbers Ph Mob Fax | Completed |

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Impact Assessment Sub Plan

CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 2

| Determine the effects on fuel distribution capacity | Commenced | Responsible Organisation LDCC Responsible Officer LDCC Logistics Officer | Contact Numbers Ph Mob Fax | Completed |
|---|-----------|---|-------------------------------------|-----------|
| | | | | |

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| Impact Assessment Sub Plan | | | | |
|--|-----------|--|-------------------------------------|-----------|
| CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 3 | | | | |
| Determine the effects on gas distribution capacity | Commenced | Responsible Organisation LDCC Responsible Officer LDCC Logistics Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on road transport | Commenced | Responsible Organisation DTMR Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on marine transport | Commenced | Responsible Organisation QT Marine Safety Responsible Officer SC Area Manager | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on rail transport | Commenced | Responsible Organisation Queensland Rail Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on Sunshine Coast Airport & Caloundra Aerodrome | Commenced | Responsible Organisation Council Responsible Officer Manager Airports | Contact Numbers Ph Mob Fax | Completed |

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| Impact Assessment Sub Plan CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
|---|-----------|--|-------------------------------------|-----------|
| Page 3 | | | | |
| Determine the effects on Regions industry | Commenced | Responsible Organisation Council Responsible Officer LDC | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on the City's agricultural sector | Commenced | Responsible Organisation Dept. Primary Industries Responsible Officer DDMG Liaison Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on the region's tourism sector | Commenced | Responsible Organisation Sunshine Coast Tourism Responsible Officer LDCC Intelligence Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on the region's environment | Commenced | Responsible Organisation CCC/ DEH/QNPWS Responsible Officer LDCC Intelligence Officer | Contact Numbers Ph Mob Fax | Completed |
| Determine the effects on the continuity of all levels of government | Commenced | Responsible Organisation Council Responsible Officer Mayor and CEO | Contact Numbers Ph Mob Fax | Completed |

SC Disaster Management App A Plan

| Impact Assessment Sub Plan | | | | |
|--|-----------|---|-------------------------------------|-----------|
| CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 3 | | | | |
| Determine the effects on the local response capacity | Commenced | Responsible Organisation Local Group Responsible Officer LDC & Deputy LDC | Contact Numbers Ph Mob Fax | Completed |
| Utilise the impact assessment information to forecast resource requirements | Commenced | Responsible Organisation Local Group & LDCC Responsible Officer LDC | Contact Numbers Ph Mob Fax | Completed |
| Include details of the impact assessment and forecast resource requirements in SitReps distributed | Commenced | Responsible Organisation LDCC Responsible Officer LDC & Intelligence Officer | Contact Numbers Ph Mob Fax | Completed |

B6. Medical Services Sub Plan

B6.1 Purpose

To provide an outline of the coordination of the health and medical resources needed in responding to medical care needs following a disaster event.

B6.2 Functional Responsibility

This Plan is the functional responsibility of Queensland Health.

B6.3 Context & Assumptions of this Plan

In the more populous areas of Queensland, the normal health resources are usually such that they are either self-sufficient, or within a short distance of alternative services. In the event of a medical health emergency it is expected that Qld Health will activate their District Health Emergency Incident Coordination Centre

B6.4 Introduction

This Medical Services Sub Plan is designed to cover medical emergencies which over short or long term, extend beyond the capabilities of local medical practitioners to handle.

Any disaster in the Sunshine Coast area, which automatically involves Nambour General Hospital, the regional hospital for the Sunshine Coast, becomes a Sunshine Coast District Disaster Management Group (DDMG) issue. Assistance if required will be sought by the Local Group LDC from the Sunshine Coast District Disaster Coordinator.

B6.5 Support Agencies

The following are local support agencies who may be involved in providing assistance a disaster or emergency situation:

- (a) Queensland Health – Sunshine Coast Health Service District.
- (b) Private Medical Practitioners.
- (c) Day surgery facilities.
- (d) Private In-Patient Care Providers (Hospitals, Hospices, Nursing Homes).
- (e) Private Domiciliary Care Providers.
- (f) Queensland Ambulance Service.
- (g) St.John Ambulance Service.
- (h) SES.

B6.6 Coordination

For the purpose of coordination, the Medical Operation Centre is based at Nambour General Hospital. A secondary operations centre is likely to be on site at the incident, co-ordinating with the hospital control headquarters, Queensland Ambulance Service and other agencies such as the Police.

1. The Local Group LDC, on determining the need for activation of the Medical Services Operational Plan, shall alert:
 - a. DDC
 - b. Queensland Ambulance Service Communication Centre
 - c. Emergency Department, Nambour General Hospital.
 - d. Police and;
2. Emergency Department, Nambour General Hospital is to activate the required number of medical personal including Local Medical officers in liaison with the Emergency Departments of other hospitals on the Sunshine Coast. Confirmation that this activation has occurred will be through the LDCC Qld Health Liaison Officer.

It is expected that the Medical Superintendent Nambour General Hospital shall be briefed by senior ambulance officers or police at the earliest opportunity. If Qld Health – Sunshine Coast Health Service District is unable or refuses to respond, the LDC Local Group is to request assistance from the DDC with a recommendation to seek assistance and action from the State Disaster Coordination Centre.

B6.7 Response Capability

Queensland Health operates hospitals at Caloundra, Maleny and Nambour. Noosa Hospital is a private hospital that also provides public hospital services under contract with the Queensland Government.

Other Private Hospitals/day centres are located at:

- Eden Private Healthcare Centre Cooroy;
- Sunshine Coast Private Hospital, Buderim;
- Nambour Selangor Private Hospital, Nambour;
- Sunshine Coast Day Hospital, Cotton Tree;
- Kawana Private Hospital, Birtinya
- Caloundra Private Hospital, Caloundra.

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The following organisations have the allotted roles in assisting with the provision of medical services:

QUEENSLAND AMBULANCE SERVICE is responsible for:

- Primary Triage.
- Site Management – casualties.
- Pre Hospital Emergency Care.
- Casualty Management.
- Coordination of Volunteer First Aiders.
- Coordination of Medical Responses.
- Communications between allied agencies and hospitals.
- Transport of patients / casualties.

QUEENSLAND HEALTH - SUNSHINE COAST WIDE BAY HEALTH SERVICE DISTRICT is responsible for:

- District Health Emergency Incident Coordination Centre
- Overall supervision of doctors and nursing staff involved in the incident.
- Management of the emergency treatment area.
- Provision of advanced emergency medical treatment at the site.
- Allocation of patient destinations and priorities.
- Authorisation of aerial transfer of medical patients.
- Hospital resuscitation equipment.
- Certificate of Death.
- The Senior Medical officer also has the authority, in consultation with the Ambulance Commander for the medical site control of the incident.

QUEENSLAND HEALTH - LOCAL HOSPITALS are responsible for:

Provision of emergency treatment for patients as directed by the Site Medical Officer from the Nambour General Hospital. This may include the provision of a Doctor and a Nurse from one of the local Hospitals (on site Retrieval Team).

- If the Retrieval Team is first at the disaster site, commence management of emergency treatment area and allocate initial patient priorities. If back up support from Nambour General Hospital Medical team is delayed, start allocation of critical patients to destinations.
- Contact Local Medical Officers as required, in liaison with Site Medical Officer.

LOCAL MEDICAL OFFICERS are responsible for:

- Medical Officers are under the control of the site Medical Officer from Nambour General Hospital in liaison with the Emergency Department.
- Secondary Triage.
- Emergency medical treatment on site or at the Sunshine Coast Hospital.
- First Aid.
- Certificate of Death.

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SES can provide assistance with:

- Setting up communications and emergency management areas.
- Stretcher bearers.
- Equipment and stretchers.
- Initial floodlighting of site
- First Aid duties as directed by Ambulance Incident Controller.

MEDIVAC HELICOPTERS are authorised by the Clinical Coordinator Nambour General Hospital - Activated by the Queensland Ambulance Service. Helicopters can be tasked to provide:

- Transport of medical and QAS teams to site.
- Transport of medical supplies.
- Transport of patients as directed by QAS.
- Initial floodlighting of site if not tasked to Medical Team.
- Communications and observation platform.

POLICE are responsible for:

- Security.
- Evacuation.
- Traffic control.
- Overall incident command of accident sites.
- Transport of Medical teams.
- Victim identification.

QUEENSLAND FIRE and RESCUE SERVICE is responsible for:

- Fire control.
- Providing assistance to other Emergency Service agencies within their capability.
- Incident Command of a fire site until declared safe from fire, and /or hazardous substances.
- Urban Search and Rescue

RED CROSS is responsible for:

- Registration of uninjured or evacuated.
- Personal support.

SALVATION ARMY is responsible for:

- Personal support.
- Assistance with catering.

B6.8 Transportation

- It is expected that the Queensland Health Medical Transport Plan will be activated upon a direction by the SCDDMG. It may also be activated internally by Qld Health through the District Health Emergency Incident Coordination Centre.
- Transportation to appropriate medical facilities for definitive treatment is covered in Response Capability above.
- For Special transportation needs see A.13 Transport Operational Plan.
- Aerial support for medical reasons can be called for as required by the Medical Superintendent of Nambour General Hospital.

B6.9 Communications

- Communications between the emergency site and Nambour General Hospital will be the responsibility of the Queensland Ambulance Service.
- Communications with the Medivac helicopter will be through the Queensland Police Service.

B6.10 Special

A register of people with special medical needs e.g. dialysis, may be compiled by the Community Support Coordinator (CSC). The following organisations may assist with information about those people who are confined to their homes and would be in need of support in time of disaster / emergency:

- Blue Care – Sunshine Coast
- Queensland Health Sunshine Coast Health District
- Meals on Wheels, Sunshine Coast
- Integrated Family and Youth Service
- Energex

B6.11 Logical and Counselling Services

These services are provided by Queensland Health, as detailed in Local Plan Appendix A.4 Community Support Operational Plan. Lifeline's Sunshine Coast Community Recovery Team can provide Psychological First Aid assistance as required.

B6.12 Public Health Advice

This is referenced in Local Plan Appendix A.9 Public Health Operational Plan.

B6.13 Alternative Facilities

In the event that the Nambour General Hospital becomes unusable, an alternate facility shall be designated by the District Health Emergency Incident Coordination Centre.

SC Disaster Management App A Plan

B7. Public Health Sub Plan

B7.1 Purpose

To assist in the protection of the community via temporary or preventative health measures to minimise the threats to public health both during and following a disaster.

B7.2 Functional Responsibility

Sunshine Coast Council has the functional responsibility for this Sub Plan.

The LDC supported by the Community Support Officer is responsible for the activation of this Sub Plan during response and recovery. Public Health Officers will provide expert advice and support on public health matters in accordance with their specialist roles.

The Local Group Community Support Officer will provide advice on public health issues to the LDCC and the Sunshine Coast District Human Social Recovery Committee as required.

B7.3 Context & Assumptions

A disaster may cause significant disruption or damage to essential services, posing a range of risks to public health. Water supplies, sewage treatment, refuse disposal, power supply and access to safe food may be compromised. There may be an increased risk of disease for some time after the event.

A level of resilience in communities is encouraged via public awareness of basic hygiene practices during and following a disaster. It is expected that public awareness programs to help communities to be prepared and to be self-sufficient for a number of days in relation to food, water, etc. will be implemented.

This Sub Plan addresses immediate responses to disaster events. Longer term disaster recovery issues are managed in the disaster management system, through the Sunshine Coast District Disaster Recovery Committee and will also include public health information and advice.

B7.4 Introduction

This Sub Plan details the requirements necessary to mitigate public health risks in times of an emergency/disaster situation.

The Plan seeks to harness the efforts of a range of organisations into an efficient, coordinated public health response during disaster events which may have a major impact on public health.

The Plan will be scaled up or down as required to provide operational support on behalf of the ICC or the LDCC.

B7.5 Support Agencies

Working in cooperation with Queensland Health to fulfil shared responsibilities under the Local Plan is a key component of this Sub Plan, in particular the provision of public health advice to the ICC, LDCC, Local Group and the community. The content of public health public information during a disaster will be coordinated by the Queensland Health - Sunshine Coast Public Health Unit.

The support agencies for Public Health include:

- Sunshine Coast Council
- Sunshine Coast Public Health Unit (Queensland Health)
- Australian Red Cross
- Blue Care
- Meals on Wheels

Environmental Health Officers will join multi-disciplinary outreach teams to assess potential public health risks and provide specialist advice to residents following a disaster (see Appendix A.4: Community Support Sub Plan).

Related agencies with an ancillary role in public health that do not have designated responsibility under the Disaster Management arrangements will be identified and brought in by the LDC or the Coordination Centre Manager.

Related agencies may include:

- Unity Water
- Primary Industries and Fisheries / Biosecurity Queensland
- Department Environment and Resource Management
- Licensed water carriers
- Licensed food premises
- Safe Food Qld
- Media outlets for the provision of advice to the community
- QFRS Chemical Services Unit

It is anticipated that Memoranda of Understanding (MOUs) will be developed by the LDC to provide a foundation for the relationship between Local Group and key related agencies.

B7.6 Provision of Safe & Adequate Water

The Local Group Community Support Officer or delegate shall coordinate Environmental Health Officers working in cooperation with water suppliers to facilitate the provision of safe and adequate water supplies.

Issues to be addressed include:

| | |
|------------------------------|---|
| Water quality assessment | Public advice to boil water |
| Safety and control of supply | Water storage |
| Bacterial sampling | Transport and distribution of potable water |
| Water source monitoring | |
| Water treatment | |

B7.7 Shelter

The Local Group Community Support Officer is responsible for the safety and suitability of evacuation centres in terms of public health during an emergency or disaster situation, including:

- Water supply (A.9.6)
- Kitchen facilities & layout (A.9.8)
- Ablution facilities (A.9.9)
- Refuse disposal (A.9.10)
- Disinfection arrangements (A.13)

See A.6: Evacuation Centre Management Operational Plan.

Environmental Health Officers under the direction of the Local Group Community Support Officer shall assess the suitability of dwellings in the affected area for continued human habitation and advise Council's Community Support Officer accordingly.

B7.8 Safe Food & Food-Related Concerns

The Local Group Community Support Officer will ensure the provision to evacuation centres of emergency food supplies which comply with the Food Safety Australia New Zealand (FSANZ) food safety standards.

The Local Group Community Support Officer, in conjunction with the Queensland Health Sunshine Coast Public Health Unit, will coordinate the provision of advice to the community on the consumption and storage of food and monitor the provision of emergency food supplies to residents, including donated foods.

Environmental Health Officers shall inspect kitchen facilities and provide food hygiene guidelines at designated evacuation centres and temporary kitchens or mass feeding centres and shall monitor food handling and sanitation procedures to avoid food poisoning outbreaks and the transmission of disease, including the inspection and disposal of unfit foodstuffs.

Guidelines regarding Media releases and public awareness information program public health risks are found in Appendix A.10: Public Information & Warnings Sub Plan and Section 3.2 of the Sunshine Coast Local Disaster Management Plan.

B7.9 Provision of Emergency Ablution Facilities

Any need for large scale provision of temporary ablation facilities is to be identified by the LDCC Coordination Centre Manager following a review of the damage / impact assessment report for the sewerage network. The LDCC Logistics Cell will initially attempt to secure resources e.g. portaloos for distribution to the affected community.

If additional resources are required a request for assistance will be made by the LDC to the District Disaster Coordinator.

Any need for temporary ablation facilities on private land is to be determined by the Local Group Community Support Officer following impact assessment, supported by the Logistics Cell within the ICC and the LDCC.

The Local Group Community Support Officer will ensure that ablution facilities within all designated evacuation centres are of a safe and acceptable standard and that temporary portable toilet and/or shower facilities are provided to such centres if required.

The need for emergency ablution facilities for operational staff in the field shall be determined by the Local Group & Council's Public Health Officer.

The Local Group Community Support Officer shall work with UnityWater & Council's Waste and Resource Management Branch to determine the safe disposal of both sewage and sullage at evacuation centres and other emergency facilities and control points.

B7.10 Refuse Disposal

The Local Group Community Support Officer will obtain advice from the Council's Waste and Resource Management Branch to identify appropriate emergency landfill sites and to coordinate the collection and transportation of refuse and the removal of putrescible waste. See Local Plan Appendix A.6.18 Evacuation Centres Sub Plan further information on refuse disposal from these facilities.

B7.11 Vermin & Vector Control

The vectors and diseases that may be present in emergency situations are as follows:

| | |
|-------------|--|
| Mosquitoes | Barmah Forest virus, Ross River virus, viral encephalitis |
| Houseflies | Diarrhea, dysentery, conjunctivitis, typhoid fever, trachoma |
| Cockroaches | Diarrhoea, dysentery, salmonellosis, cholera |
| Lice | Pediculosis, Skin irritation. |
| Bedbugs | Severe skin inflammation |
| Ticks | Viral encephalitis, borreliosis |
| Mites | Scrub typhus |
| Fleas | Severe skin inflammation |
| Rodents | Rat bite fever, leptospirosis, salmonellosis, melioidosis |

B. Wisner J. Adams (eds.), Environmental health in emergencies and disasters a practical guide, WHO, 2002, p.159

In emergencies, nuisance control will not be the most important priority, so the general application of pesticides will seldom be justified. However, the Local Group Community Support Officer may authorise the following methods for targeted application to reduce public health risks under advice from Queensland Health, as follows:

| | |
|-------------------------------|---|
| Dusting | Hand-held dusters, manually operated or mechanized. |
| Residual insecticide spraying | Knapsack sprayers with special nozzles. |

| | |
|---------------------------|--|
| Ultra-low volume spraying | Low-dosage applications to large areas from fixed-wing aircraft or helicopters. |
| Larviciding | Application to wetlands from helicopters for mosquito control at predetermined dosages. |
| Place spraying | Interior or exterior applications with pesticide aerosols dispersed under pressure from vaporizers or fogging machines. |
| Impregnation | The treatment of materials such as bedding, clothing and mosquito nets with pesticides. in emulsion or solution (by dipping and drying, or by spraying with knapsack sprayers). |

B. Wisner J. Adams (eds.), Environmental health in emergencies and disasters a practical guide, WHO, 2002, p.159

The Local Group Community Support Officer, through the FCC, may task Council's Pest and Vector Control Coordinator to deploy pest and vector control teams to enter affected area post-impact (including private land) to undertake surveys and treat where required to reduce the risk of transmissible disease.

Public information to residents on reducing mosquito populations and personal protection may include the Council Fact Sheet Mosquito Management on the Sunshine Coast, available on the Council website.

In an emergency, existing Council restrictions on the use of 'fogging' with insecticides to reduce insect numbers in residential areas may be lifted to prevent a public health emergency. Attempts will be made to contact all residents on Council's Chemical Sensitivity Register to advise of any 'fogging' in their vicinity and advised of appropriate protection methods.

The Sunshine Coast District Disaster Recovery Committee & Local Group Community Support Sub Group can provide post impact information regarding personal protection and environmental hygiene to the affected community, linked with post-impact assessment teams.

B7.12 Infectious Disease Control

Immunisation is the responsibility of Queensland Health and any program delivered by Council EHOs shall be undertaken under the guidance of QH personnel.

Environmental Health Officers working under the command of the Local Group Community Support Officer shall:

- Reinforce basic hygiene practices to minimise the spread of disease
- Undertake surveillance and reporting on public health risks
- Provide advice to Queensland Health on any isolation or separation of infected individuals from susceptible groups
- Provide advice and assistance to the Sunshine Coast Public Health Unit in the control of suspected disease outbreaks and instigate preventative control

B7.13 Personal Hygiene

The Local Group Community Support Officer (or delegate) shall facilitate the preparation of advice concerning personal hygiene to:

- Response agency personnel
- Evacuation centre kitchen personnel
- Community and business

Public information shall be distributed in accordance with Appendix A.10 Public Information and Warnings Sub Plan. Technical content is the responsibility of Sunshine Coast Public Health Unit but may be distributed by Council Environmental Health Officers.

The Local Group Community Support Officer (or delegate) may provide assistance to the Department during the Recovery phase with the approval of the Sunshine Coast District Disaster Recovery Committee.

B7.14 Disposal of Dead Stock & Animals

The Local Group Community Support Officer or (delegate) shall obtain and then operate under the advice of Queensland Primary Industries and Fisheries Vets to facilitate:

- The identification of disposal sites
- Appropriate methods of disposal
- Collection, transport and burial procedures
- Inspections on private land based on complaint/information

B7.15 Disinfection of Buildings

Council Environmental Health Officers provide advice on the disinfection of premises, including:

- Commercial food premises
- Homes
- Other facilities (including evacuation centres, mass feeding centres and ablution facilities)

See Local Group Appendix A.6.18 Evacuation Centres Sub Plan for further information.

B7.16 Decontamination

In a chemical emergency LDC will support the Incident Controller work with relevant agencies (Biosecurity Queensland / QFRS / QH) to ensure decontamination facilities and procedures are provided in the field in accordance with workplace health and safety procedures.

B7.17 Provision of Public Information

Information related to the transmission of disease shall be provided to the Sunshine Coast Public Health Unit to ensure a coordinated response.

Verbal or written advice to be given by Environmental Health Officers to residents during outreach visits shall be agreed confirmed with the Incident Controller & Local Group Community Support Officer and noted in writing in advance of the outreach visits.

All public information e.g. pre-formatted public notices or media releases, shall be issued in accordance with Appendix A.10 Public Information & Warnings Sub Plan before distribution.

| Public Health Sub Plan OPERATIONAL CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY SCLDCC DURING ACTIVATION OF SUB PLAN) | | | | |
|--|-----------|--|--|--|
| Prepare and release media advisories regarding the function of public health | Commenced | Responsible Organisation LDCC Public Health Officer: Media Liaison Officer | Contact Numbers Ph: Mob: Fax: | |
| Prepare and release media advisories regarding public health risks | Commenced | Responsible Organisation LDCC Public Health Officer Media Liaison Officer SC Public Health Unit | Contact Numbers Ph: Mob: Fax: | |
| Provide advice on public health risks to the affected community and the ICC / LDCC | Commenced | Responsible Organisation LDCC Public Health Officer Media Liaison Officer | Contact Numbers Ph: Mob: Fax: | |

| | | | | |
|--|-----------|--|--|--|
| Provide logistic support to outreach teams | Commenced | Responsible Organisation LDCC Public Health Officer Community Support Coordinator | Contact Numbers Ph: Mob: Fax: | |
| Provide logistic support to operational Environmental Health personnel, both in the field and at the LDCC. | Commenced | Responsible Organisation LDCC Public Health Officer LDCC Logistics Officer | Contact Numbers Ph: Mob: Fax: | |
| Provide personal protective equipment to Environmental Health personnel and appropriate public health safety information to operational personnel. | Commenced | Responsible Organisation LDCC Public Health Officer Logistics Officer | Contact Numbers Ph: Mob: Fax: | |
| Undertake surveillance and reporting on public health risks and potential public health risks in the affected community. | Commenced | Responsible Organisation LDCC Public Health Officer SC Population Health Unit | Contact Numbers Ph: Mob: Fax: | |

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| | | | | |
|--|-----------|--|--|--|
| Facilitate treatment of public health risks in the affected environment (e.g. vector control, disinfection), including Council facilities. | Commenced | Responsible Organisation LDCC Public Health Officer Media Liaison Officer | Contact Numbers Ph: Mob: Fax: | |
| Maintain ongoing links with the Sunshine Coast District Disaster Recovery Committee. | Commenced | Responsible Organisation LDCC Community Support Officer & Disaster Management Officer | Contact Numbers Ph: Mob: Fax: | |
| Ensure that emergency temporary accommodation post impact has no public health risks. | Commenced | Responsible Organisation LDCC Public Health Officer LDC | Contact Numbers Ph: Mob: Fax: | |

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B8 Public Information & Warnings Sub Plan

B8.1 Purpose

The purpose of this operational plan is to:

- assist in raising community awareness of potential threats;
- educating the public as to how best to respond at an individual, household and neighbourhood level in the event of a disaster
- ensure the dissemination of accurate, useful and timely information and warnings to the public during disasters or emergencies.

It provides the guidelines for the public awareness and education programs to be undertaken by members of the Local Group and also sets out the process and procedures for issuing warnings and providing advice, before, during and after an event.

B8.2 Functional Responsibility

All agencies involved in disaster management on the Sunshine Coast have a responsibility for ensuring their part of this operational plan is implemented. The Local Group Media Liaison officer has the key role in the implementation of this Sub Plan

B8.3 Context & Assumptions of this Plan

- (a) Public Awareness and Education Programs will include material about natural and human caused disasters.
- (b) The Sunshine Coast Disaster Community Awareness and Resilience Strategy Dec 2011 implementation will lay the groundwork in the community for the understanding of public information and warnings during disasters. Refer to Appendix G of this Local Plan
- (c) Public information is information that is given to the public in relation to a current disaster event and will include information about the event, and any recommended actions for the community to take.
- (d) Warnings about threats may emanate from different sources, depending upon the event.
- (e) Broadcast radio & television will be the primary vehicle for public information alerts and warnings in most events, with the Internet, Telephone SMS and Social Media also being used.

B8.4 Support Agencies

- (a) Local Group members
- (b) Electronic and broadcast media.
- (c) Print and Online media.

B8.5 Public Awareness Programs

The Local Group's pre-event public awareness programs aim to provide long-term public education about awareness of the regions hazards, how to plan actions to protect family and friends and steps that can be taken by the community to increase emergency self-help and resilience.

The Sunshine Coast Disaster Community Awareness and Resilience Strategy Dec 2011, prepared as part of the Council's 2011 Natural Disaster Resilience Program Grant provides direction for the actions required to improve disaster community awareness and resilience.

The Queensland Government provides public awareness information on managing in a disaster situation via the website <http://www.disaster.qld.gov.au>

Public awareness programs are to be based on the Queensland Government's Get Ready Guide and will be supported by Local Group activities including:

- (a) SES Group Leader lectures;
- (b) QFRS Bushfire Awareness Program and Website Material;
- (c) EMQ website and disaster preparedness presentations; and
- (d) Sunshine Coast Council website and disaster preparedness presentations.
- (e) Australian Red Cross website materials and disaster preparedness presentations

B8.6 Authorisation of Media Release

The issuing of public information, alerts or warnings on disaster-related issues to the public will be authorised by the Local Group Media Liaison Officer after consultation with the Lead Agency, the LDC, the Mayor of the Sunshine Coast and the Local Group Chair.

After activation of the Sunshine Coast District Disaster Plan, any further media releases issued by the LDCC will be made after consultation with the DDC.

B8.7 Media Liaison Officer

The Sunshine Coast Council Manager Customer Relations has been appointed as the Media Liaison Officer for the Local Group and is a member of the Local Group.

B8.8 Spokespersons

The actual task of speaking about or providing information to the community regarding the disaster / emergency situation and associated threats, will be undertaken by the Officer in Charge of the Lead Agency coordinating the response to the event, the DDC, the Mayor of the Sunshine Coast and / or the Local Group LDC, with the support of the Media Liaison Officer.

B8.9 Information to be Released & Communicated to Community

When a disaster situation threat is increasing and then subsequently during the disaster situation some or all of the following information will need to be communicated to the community:

- Nature of the disaster threat and advice about actual situation
- Advice on what precautions to take and what immediate actions may be required
- Location of the (likely) disaster (area affected)
- Number of people involved
- Continuing hazards
- Environmental impact
- Economic impact
- Agencies involved in response
- Scope of agency involvement and activity and future tasks of agencies
- Extent of estimated public and private damages
- Safety instructions, how to stay safe

- How and where to get personal assistance
- How and where to get information regarding assistance for livestock and companion (pet) animals
- Telephone numbers for donations and methods of donating money

The Local Group is responsible for determining the content of the information to be released except when the DDMG is activated. Upon activation of the DDMG release of public information shall be discussed with the DDC by the Media Liaison Officer and Mayor of the Sunshine Coast.

The Local Group Media Liaison Officer will reference the Australian Government document “Emergency Warnings – Choosing your Words” when preparing Emergency Public Information. This is a national reference document on how to construct emergency warnings for the Australian Community.

B8.10 Regular Information Bulletins

Regular public information bulletins are to be issued to the community, disseminating emergency instructions and protective actions to the public and are to be timed to coincide with electronic media deadlines, unless specific urgent warnings are to be issued. All information bulletins will also be posted on the Lead Agencies website.

B8.11 Information Management

All public information is to be coordinated by the Local Group through the LDCC to ensure the timeliness of the message and message consistency in order to avoid lack of action by the community, panic, fear and or confusion resulting from incorrect information, rumours and hearsay.

B8.12 Documentation

ALL media releases are to be logged, retained and filed with the LDCC records.

B8.13 Media Contact List

The media contact list is held by the Local Group Media Liaison Officer.

B8.14 Emergency Warnings & Alerts

Emergency warnings are intended to achieve two outcomes:

- inform the community of an impending or current threat.
- promote appropriate responsive actions.

In the event of a potential emergency situation a warning may be issued by any agency that maintains monitoring devices or is the designated lead agency in responding to the potential threat, including the Bureau of Meteorology, the Queensland Police Service, the Sunshine Coast Council or any of the Emergency Services.

A National - Standard Emergency Warning Signal (SEWS) can be utilised within Queensland to alert individuals of a warning of major emergency. The activation of SEWS is restricted to authorised users at State or Federal level only.

The Emergency Alert system is a national telephone warning system that provides Australian emergency authorities with an enhanced ability to warn the community in the event of an

emergency. The warning system is another tool available for organisations to issue emergency warnings. Emergency Alerts will be issued via landline and mobile telephones.

The use of the Emergency Alert system by the LDC and the Media Liaison Officer must follow the processes set out in the Emergency Alert Queensland Operational Guidelines V3 Sep 2011. See: <http://disaster.qld.gov.au/Disaster%20Resources/PGF.html>

All agencies issuing emergency warnings should follow the guiding principles outlined in the Australian Government's "Emergency Warnings Choosing Your Words" document. These principles are:

- Don't make assumptions
- It is a dialogue not a command
- Responding to warnings is a process, not a single step
- Recipients of the message will have a need to confirm the message before they are likely to take action
- Consistency is critical
- Accuracy is important
- Be as specific as possible
- Don't leave gaps
- Use benchmarks if possible
- Consider the impact of stress
- Be aware that some people do not speak English as a first language

Multi-lingual releases are not considered to be a high priority requirement on the Sunshine Coast as the region's demographics indicate that for the majority of the community English is their primary language

The Local Group will alert and warn the community prior to, during and post an emergency using any of the following means:

- (a) Media alerts and emergency warnings including the utilisation of Commercial Radio Stations and ABC Local Radio via their Memorandum of Understanding with the Department of Community Safety;
- (b) Personal visit to property by Police, Emergency Services members or Council employees;
- (c) Letter box drops;
- (d) Loud hailer or similar in the street;
- (e) Variable messaging signs (fixed and portable);
- (f) Agencies on the ground: e. g : Lifeguards;
- (g) Internet warnings (additional to other media – see also council web site updates below);
- (h) Social Media
- (i) Emergency Alert System
- (j) Customer Contact Centres; and
- (k) Community Transport Service Operators (e.g. ferry or bus companies) or
- (l) Any other means deemed appropriate.

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The council website will provide public information about the disaster situation or potential emergency situation. The Media Liaison Officer, in conjunction with the Council's Web Administrator, is responsible for editing, where necessary, and lodging the contents of any routine updates or situation reports on the council website. The Council Web Administrator is to ensure the Website has capacity to sustain high levels of site visit traffic.

The Media Liaison Officer is also responsible for the drafting of any messages to be lodged on the website and advising the community of imminent threats, changes to threat states, recommended actions and precautions. These messages (if time permits) are to be reviewed by the Mayor, or the Local Group Chair, or the LDC, prior to lodgement on the website, to ensure consistency.

The Media Liaison Officer, with the support of Local Group members, will develop pre-prepared statements / warning or alert messages to assist in dealing with specific hazards such as:

- Severe Weather (storm, cyclone, storm tide, East Coast low);
- Flood;
- Dam Failure;
- Major Transport Incident (road, air, rail or water);
- Fire (urban/commercial/industrial and rural);
- Hazardous Material Incident;
- Oil Spill at Sea;
- Endemic/Pandemic;
- Emergency Plant/Animal Disease;
- Landslide;
- Tsunami; and
- Earthquake.

Any of these events may result in the need for evacuation and recovery procedures. Specific pre-prepared evacuation messaging is included in Appendix A5 Evacuation Sub Plan.

SC Disaster Management App A Plan

| Public Information & Warnings Sub Plan | | | | |
|---|-----------|---|-------------------------------------|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Develop an disaster / emergency information dissemination plan for the disaster / emergency | Commenced | Responsible Organisation LDCC Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| The key public spokesperson is to be the Mayor of Sunshine Coast Council | Commenced | Responsible Organisation Local Group Responsible Officer Mayor Sunshine Coast | Contact Numbers Ph Mob Fax | |
| Use (in conjunction with relevant member agencies of the Local Group) pre-formatted public information fact sheets regarding various impacts of the event, and recommended community action | Commenced | Responsible Organisation Local Group & Council Responsible Officer Media Liaison Officer and LDC | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| | | | | |
|---|-----------|---|-------------------------------------|--|
| Use pre-printed media information, briefing sheets and web pages | Commenced | Responsible Organisation Council Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Manage relationships with media organisations during the event | Commenced | Responsible Organisation Council Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Determine media release and briefing timetables during disaster and emergency situations | Commenced | Responsible Organisation Local Group Responsible Officer Media Liaison Officer & LDC | Contact Numbers Ph Mob Fax | |
| Establish and maintain liaison with local radio and other media outlets for distribution of community alerts and warnings | Commenced | Responsible Organisation Council Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| | | | | |
|--|-----------|---|-------------------------------------|--|
| Develop draft media releases and briefings. | Commenced | Responsible Organisation Council Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Prepare and Arrange Emergency Alerts messaging | Commenced | Responsible Organisation Council Responsible Officer Media Liaison Officer & LDC | Contact Numbers Ph Mob Fax | |
| Monitor news coverage for accuracy, currency, completeness and report discrepancies to the LDCC. | Commenced | Responsible Organisation LDCC Responsible Officer MLO and LDCC staff | Contact Numbers Ph Mob Fax | |
| Maintain a record of all media releases, contacts and activities for the Event Log. | Commenced | Responsible Organisation LDCC Responsible Officer LDCC Admin. Officer | Contact Numbers Ph Mob Fax | |

Media Contact List;- Held by the Medial Liaison Officer

SC Disaster Management App A Plan

B9 Public Works & Engineering Sub Plan

B9.1 Purpose

To provide for the continuity of service of essential water and sewerage services, building inspections, road, rail, bridge and marine facility damage assessment, maintenance or repair, and demolitions and debris clearing as required.

B9.2 Functional Responsibility

It is the responsibility of Sunshine Coast Council to see that the functions of this Plan are carried out.

B9.3 Context & Assumptions of this Plan

A major event may cause extensive damage to property and infrastructure. Roads, public buildings, bridges, marine structures and other facilities may have to be reinforced or demolished to ensure safety.

Damage assessment of the affected area will be required to determine potential workload.

Debris may make streets, roads and highways impassable. Access to affected areas may require the immediate repair of transportation routes. In many locations, it may be necessary to give debris clearance and emergency road repairs top priority to support immediate lifesaving emergency response activities.

Public utilities may be damaged or be partially or fully inoperable.

Sunshine Coast Disaster Management agencies will have addressed a number of these issues in the planning processes, but for overall coordination purposes, key tasks are identified in this Sub Plan.

B9.4 Introduction

Protection and restoration of infrastructure before, during and after an event is paramount and this Sub Plan identifies key resources and assistance that can be deployed.

B9.5 Support Agencies

The following support agencies will be required to provide assistance with infrastructure assessment, maintenance and repairs as a result of the disaster.

- Department of Transport & Main Roads – Main Roads
- Department of Transport (Maritime Safety Queensland)
- Queensland Rail
- Q Build
- UnityWater

These agencies can be accessed by the LDCC through the DDCC.

B9.6 Damage Surveillance & Assessment

In order for repairs to be effected, information regarding the level of damage to infrastructure must be obtained. The provision of surveillance and reporting systems regarding the extent of damage is addressed in Local Plan Appendix A.7 Impact Assessment Sub Plan.

Central coordinated reporting of the extent of damage is essential, to allow meaningful strategic planning to be undertaken in relation to the coordination of disaster response and recovery operations.

If significant damage has been experienced it is likely that the LDC will need to make a request for assistance to the DDC for the supply of additional qualified personnel e.g. engineers from other local governments through the Council to Council programme.

The early provision of damage repair estimates for NDRRA Claims will be expected, and this can be facilitated by the co-ordination of information in the LDCC. The LDC may determine that additional resources e.g. consultant may be required to assist with progressing this task.

B9.7 Water Supply

The priority for water supply management is:

- (a) Emergency restoration of water supply systems and the provision of water for fire-fighting.
- (b) Continuity of supply to system customers.
- (c) Inspections of water supply facilities.
- (d) Liaison with Public Health officials re safety of supply.
- (e) Water restrictions, if required to maintain a reduced supply.
- (f) Public information / warnings refer to Local Plan Appendix A.10 Public Information and Warnings Sub Plan.

B9.8 Sewerage Services

The priority for sewerage disposal management is:

- (a) Continuity of service.
- (b) Inspections of sewerage facilities.
- (c) Liaison with Public Health officials re public health implications of the loss of service.
- (d) Public information / warnings refer to Local Plan Appendix A.10 Public Information and Warnings Sub Plan.

B9.9 Roads, Rail & Bridges, Marine Structures, etc.

The earliest possible assessment of damage to roads, bridges, traffic control devices, levees, spillways, flood-ways, etc will facilitate the development of a restoration/repair plan. This plan will be cognisant of the response strategies of the FCC and the LDCC.

SC Disaster Management App A Plan

The restoration/repair response plan shall address the following:

- (a) Assessment of damage and emergency repairs to roads, bridges, traffic control devices, marine structures, etc.
- (b) Temporary construction of emergency access routes which may include damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue personnel.
- (c) Restoration of damaged roads, rail and bridges.
- (d) Any requirement to close roads whilst repairs are underway and possible identification of alternative routes.
- (e) Public information/warnings refer to A.10 Public Information and Warnings Sub Plan.
- (f) Assessment of damage to canals, beaches, wharves, piers, jetties, navigation aids, boat ramps.
- (g) Emergency repairs and temporary action to prevent further damage or erosion of beaches that may threaten structures or inundation.
- (h) Restoration of damaged wharves, piers, jetties, navigation aids, boat ramps.
- (i) The need for additional qualified personnel to enable works to be progressed

B9.10 Building Inspections

Priority for building management and inspection are the:

- (a) Inspection of buildings for structural integrity.
- (b) Issue of notices concerning unsafe buildings.
- (c) Barricading of unsafe buildings.
- (d) Identification of authority and processes for legal demolition.
- (e) Identification of buildings requiring demolition or unsafe.
- (f) Stabilization of damaged structures and facilities designated as immediate hazards to the public health and safety.
- (g) Provision of temporary protective measures to abate immediate hazards to the public for health and safety reasons until demolition is accomplished.

B9.11 Debris Clearance of materials and green waste

In a major event, such as a severe storm, flood, cyclone, or a major building collapse, the removal of debris poses a number of problems. Both building materials and green waste will be in abundance, and has to be managed. The following issues are priorities in the clearance of debris:

- (a) Coordination of clearance of debris – a structured approach must be taken, to harness the efforts of all concerned, and to ensure alignment with the response strategies of the FCC and the LDCC.
- (b) Emergency debris clearance for reconnaissance of damage areas and passage of emergency personnel and equipment.
- (c) Implementation of Council's Emergency Storage Facilities for Green, Construction and Demolition Waste Plan
- (d) Identification of emergency landfill areas for debris disposal if the arrangements identified above are unavailable. Refer to Local Plan Appendix A.9 Public Health Sub Plan.

SC Disaster Management App A Plan

- (e) Identification of transport and heavy earthmoving equipment by the FCC Logistics Officer and / or LDCC Logistics Cell in conjunction with Local Plan Appendix A.13 Transport Sub Plan.
- (f) Understanding of issues associated with not removing debris for periods of time and its relationship to the personal recovery process
- (g) Understanding of issues associated with debris that was associated with loss of life
- (h) Resolution of insurance issues associated with debris e.g. cars washed away in a flood
- (i) Provision of protective measures to limit further risks to the community throughout the debris removal process.

Public Works & Engineering Sub Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 1

Water Supply

| | | | | |
|---|-----------|---|-------------------------------------|--|
| Inspections of facilities | Commenced | Responsible Organisation UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |
| Continuity of water supply | Commenced | Responsible Organisation UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |
| Determination of alternative water supply | Commenced | Responsible Organisation LDCC Responsible Officer UnityWater | Contact Numbers Ph Mob Fax | |

| Public Works & Engineering Sub Plan | | | | |
|---|-----------|---|-------------------------------------|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Emergency restoration of water supply systems and the provision of water for fire-fighting. | Commenced | Responsible Organisation ICC & UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |
| Liaison with Public Health officials re safety of supply | Commenced | Responsible Organisation ICC Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |
| Water restrictions to maintain some potable water supply | Commenced | Responsible Organisation ICC & UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |

| Public Works & Engineering Sub Plan | | | | |
|--|-----------|---|-------------------------------------|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Page 1 | | | | |
| Public information / warnings about Water Supply | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Sewerage System & Service | | | | |
| Inspections of facilities | Commenced | Responsible Organisation UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |
| Continuity of sewerage system service | Commenced | Responsible Organisation UnityWater Responsible Officer Network Operations Manager | Contact Numbers Ph Mob Fax | |

Public Works & Engineering Sub Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN)

Page 1

| | | | | |
|---|-----------|--|-------------------------------------|--|
| Liaison with Public Health officials re public health implications of the loss of service | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Community Support Coordinator | Contact Numbers Ph Mob Fax | |
| Public information / warnings about functioning of the sewerage system | Commenced | Responsible Organisation UnityWater Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |

Public Works & Engineering Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF OPERATIONAL PLAN)

Page 2

Roads, Rail & Bridges

| | | | | |
|--|-----------|--|-------------------------------------|--|
| Assessment of damage to roads, bridges, traffic control devices | Commenced | Responsible Organisation Council /DTMR Responsible Officer Manager Civil Works | Contact Numbers Ph Mob Fax | |
| Assessment of damage to rail infrastructure | Commenced | Responsible Organisation Queensland Rail Responsible Officer LDCC QR Liaison Officer | Contact Numbers Ph Mob Fax | |
| Temp construction of emergency access routes including damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue personnel | Commenced | Responsible Organisation Council / DTMR / Q Build Responsible Officer Manager Civil Works / Council EOT / Q Build Liaison Officer | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| | | | | |
|--|-----------|---|-------------------------------------|--|
| Restoration of damaged roads and bridges | Commenced | Responsible Organisation ICC / Council / DTMR Responsible Officer Council EOT Liaison Officer | Contact Numbers Ph Mob Fax | |
| Restoration of damaged rail infrastructure | Commenced | Responsible Organisation Queensland Rail Responsible Officer LDCC QR Liaison Officer | Contact Numbers Ph Mob Fax | |
| Public information/warnings refer to A.10 Public Information and Warnings Operational Plan | Commenced | Responsible Organisation LDCC Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Marine Fixtures | | | | |
| Assessment of damage to wharves, piers, jetties, navigation aids, boat ramps | Commenced | Responsible Organisation Council / DTMR / Maritime Safety Qld Responsible Officer Manager Civil Works/ SC Area Manager | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| | | | | |
|---|-----------|---|---|--|
| Emergency repairs | Commenced | Responsible Organisation Council / DTMR / Maritime Safety Qld Responsible Officer Manager Civil Works / SC Area Manager | Contact Numbers Ph Mob Fax | |
| Restoration of damaged wharves, piers, jetties, navigation aids, boat ramps | Commenced | Responsible Organisation Council / DTMR / QT Marine Safety Responsible Officer Manager Civil Works | Contact Numbers Ph Mob Fax | |

Public Works & Engineering SUB Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF OPERATIONAL PLAN)

Page 3

Buildings

| | | | | |
|--|-----------|---|-------------------------------------|--|
| Inspection of buildings for structural integrity | Commenced | Responsible Organisation Council /Q Build Responsible Officer ICC Liaison Officer | Contact Numbers Ph Mob Fax | |
| Issue of notices concerning unsafe buildings | Commenced | Responsible Organisation SC Council /Q Build Responsible Officer ICC Liaison Officer | Contact Numbers Ph Mob Fax | |
| Barricading of unsafe buildings | Commenced | Responsible Organisation Council Responsible Officer Council FCC | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| | | | | |
|---|-----------|---|-------------------------------------|--|
| Identification of authority and processes for legal demolition | Commenced | Responsible Organisation Council Responsible Officer | Contact Numbers Ph Mob Fax | |
| Identification of buildings requiring demolition | Commenced | Responsible Organisation Council / Q Build Responsible Officer ICC Liaison Officer | Contact Numbers Ph Mob Fax | |
| Stabilisation and/or barricading of damaged structures and facilities designated as immediate hazards to the public health and safety | Commenced | Responsible Organisation Council Responsible Officer Council FCC | Contact Numbers Ph Mob Fax | |

| Debris Clearance | | | | |
|---|-----------|--|-------------------------------------|--|
| Coordination of clearance of debris | Commenced | Responsible Organisation Council Responsible Officer Council IC & EOT | Contact Numbers Ph Mob Fax | |
| Emergency debris clearance for inspection of damage areas and passage of emergency personnel and equipment. | Commenced | Responsible Organisation Council Responsible Officer Council FCC | Contact Numbers Ph Mob Fax | |
| Identification of emergency landfill areas for debris disposal(in conjunction with Local Plan Appendix A.9 Public Health Operational Plan | Commenced | Responsible Organisation Council Responsible Officer Deputy LDC | Contact Numbers Ph Mob Fax | |
| Identification of transport and heavy earthmoving equipment refer to A.13 Transport Operational Plan | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

| Debris Clearance | | | | |
|--|-----------|--|-------------------------------------|--|
| Provision of protective measures to limit further risks to the community throughout the debris removal process | Commenced | Responsible Organisation Council FCC Responsible Officer Council IC | Contact Numbers Ph Mob Fax | |
| Green waste removal program | Commenced | Responsible Organisation Council Responsible Officer Council IC & EOT | Contact Numbers Ph Mob Fax | |

SC Disaster Management App A Plan

B10 Rescue Sub Plan

B10.1 Purpose

Provide support to communities after a disaster event and to co-ordinate the use of resources in search and rescue in response to an actual or potential disaster condition.

B10.2 Functional Responsibility

Search coordination is the responsibility of the Queensland Police Service.

B10.3 Context & Assumptions of this Plan

Rescue is a function which is addressed on a daily basis by a number of organisations. Rescue as a function of disaster response is an extension of that daily role, and while the intensity and magnitude of the activities may be substantially increased during a major event, the basic principles do not change.

- (a) The **State Rescue Policy** outlines Queensland's rescue service, and their specific areas of expertise and responsibility.
- (b) All rescue arrangements in place at individual agency level, and agencies in combination, where appropriate, are as outlined in the Policy.
- (c) These rescue arrangements are guided by standard operating procedures, and are regularly tested both by activation and by exercise.

B10.4 Introduction

During a major event, circumstances may require the rescue of people and the support rescue agencies and their activation procedure is identified in this plan.

Other isolated situations not related to a specific major event but where land search is required for missing or lost persons.

B10.5 Support Agencies

The support agencies for rescue include:

- Australian Maritime Safety Authority (Rescue Coordination Centre)
- Emergency Management Queensland - Helicopter Rescue
- Queensland Ambulance Service
- Queensland Fire & Rescue Service
- Queensland Police Service
- State Emergency Service
- Sunshine Coast Helicopter Rescue Service (AGL Action Rescue Service)
- Sunshine Coast Regional Council Lifeguard Service
- Surf Life Saving Queensland
- Volunteer Marine Rescue - Coast Guard

SC Disaster Management App A Plan

B11 Transport Sub Plan

B11.1 Purpose

To coordinate the use of transportation resources to support the needs of the agencies of the Sunshine Coast Disaster Management System, and other community support groups to enable them to adequately perform their emergency response, recovery and assistance missions.

B11.2 Functional Responsibility

Passenger Transport coordination is a functional responsibility of Qld Department of Transport and Main Roads (DTMR) at the District level. Coordination of transport for localised evacuations is the responsibility of the Local Group through the LDCC Logistics Officer working with the LDCC Planning Officer and the Community Support Officer.

Coordination of transport for other purposes e.g. freight is the responsibility of the LDCC Logistics Officer.

B11.3 Support Agencies

The following are the support organisations that may be called upon in the event of a disaster or emergency situation:

- (a) Public Transport Contractors
- (b) Private bus lines
- (c) Private transport contractors
- (d) Public sector agencies with suitable heavy vehicles
- (e) Private companies with suitable heavy vehicles
- (f) Taxi Network
- (g) Voluntary agencies with transportation available
- (h) Queensland Rail (QR)

B11.4 Context and Assumptions of this Plan

The provision of transport resources in response to an event requires the maintenance of information about the resources available locally. Information about transport resources included in this section will be developed by the Local Group in liaison with DTMR.

Provision of available passenger transport resources by the LDCC will be made in conjunction with and through the support of DTMR. The assistance and direction of DTMR working at the LDCC will be necessary to coordinate the allocation of public transport resources during a disaster / emergency situation

B11.5 Introduction

The mass transport of sections of the community may be required in the event of a disaster / emergency situation. To deal with this requirement the LDCC may need to access local and state transport capabilities.

B11.6 Maintenance of Information

The Local Group will work closely with DTMR to maintain current information about available passenger transport resources.

DTMR will be responsible for maintaining a listing of local passenger transport that is shared at a regular interval with the LDC.

The LDCC Logistics Officer is to source information about transport freight resources when the LDCC is at Lean Forward or Stand Up Level.

B11.7 Mass Movement of People

In conjunction with SCLDMP Appendix A.5 Evacuation Sub Plan the identification of evacuation routes will be undertaken by the LDCC Planning Cell.

The maintenance of those routes will need to be undertaken by Council, DTMR, and Police.

Transportation of work teams into and out of the disaster-affected area will be carried out by respective agencies under the direction of their respective incident controller in liaison with the ICC and the LDCC.

B11.8 Fuel Supplies

The ICC Logistics Officer and the LDCC Plotting and Logistics Officers, during a disaster / emergency situation, will maintain information regarding the state of available fuel. The ability to supply fuel may be limited if there is a power failure.

In preparation for an emergency / disaster event all the agencies of the Sunshine Coast Disaster Management System are recommended to refuel their vehicles and plant when the Local Group is placed on standby and plant.

| Transport Operational Plan OPERATIONAL CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF OPERATIONAL PLAN) | | | | |
|---|-----------|--|--|--|
| Prepare and maintain a database of available transport resources, including road and rail | Commenced | Responsible Organisation: DTMR Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Prepare and maintain a database of bulk fuel suppliers. | Commenced | Responsible Organisation: ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph: Mob: Fax: | |
| Ensure that the ICC and the LDCC are aware of the current situation in relation to fuel availability. | Commenced | Responsible Organisation LDCC Responsible Officer Logistics Officer | Contact Numbers Ph: Mob: Fax: | |
| Identify routes suitable for mass evacuation, and determine maximum traffic capacities. | Commenced | Responsible Organisation: LDCC Responsible Officer Police Liaison Officer / LDCC Planning Cell | Contact Numbers Ph Mob Fax | |
| Co-ordinate the provision of transport resources as required for mass evacuation (land based) | Commenced | Responsible Organisation: LDCC Responsible Officer LDCC Planning Cell & Logistics Officer | Contact Numbers Ph: Mob: Fax: | |

SC Disaster Management App A Plan

B12 Logistics Sub Plan

B12.1 Purpose

To develop a process to manage the receipt and delivery of the appropriate supplies, in good condition, in the quantities required, and at the places and time that they are needed.

B12.2 Functional Responsibility

Sunshine Coast Council is responsible for the implementation of this Sub Plan.

B12.3 Context & Assumptions of this Plan

Resource management, particularly of material resources, is an area which can cause extreme problems in the response to a major event, unless processes are developed to manage the issue.

'Convergence' will occur – this is the situation where resources, both requested and those pushed forward, will start to arrive en masse in the affected area. In smaller events, the issue may be adequately addressed via the Sunshine Coast Council's normal stores procedures, but larger events will require specific logistics planning and processes to be employed. Donations from the community to assist with the recovery effort will be requested as money donations and donations of goods will be discouraged. It is expected though that there will be donations of goods which will require logistical management effort.

B12.4 Introduction

The proper and timely acquisition of supplies during a disaster is critical to the efficient response to and recovery from the event.

B12.5 Support Agencies & Enterprises

The support agencies include:

- (a) Emergency Management Queensland
- (b) State Emergency Service
- (c) Q Build
- (d) Local and national charity organisations and service clubs
- (e) Transport operators
- (f) Private enterprise suppliers
- (g) Queensland Department of Transport and Main Roads

B12.6 Management of Logistics

The management of logistics during a disaster event ideally shall be conducted as an extension of Council's procurement and stores role. In major events, however consideration should be given to out-sourcing the management of logistics, because of the magnitude of the issues involved.

Logistics management must have a firm link with the ICC / FCC and the LDCC operational priorities for resource supply (e.g. the provision of generators for fuel distribution, cold stores, etc).

Specialist logistics / stores personnel will be required (often for extended periods) to manage the situation. Both management and warehouse staff will be required, possibly to maintain a 24 hours, 7 days per week service, for a limited period.

B12.7 Warehousing - Identification of Suitable Premises in the Sunshine Coast Area

The following criteria are to be applied when investigating premises for use as logistics warehousing facilities:

- (a) Accessibility: Are the premises outside the impacted area?
- (b) Availability: Can the premises be diverted from normal use?
- (c) Security: Consider the provision of a 24 hour security presence.
- (d) Capacity:
 - a. covered, secure area for the storage of materials
 - b. open, secure area for the placement of containers, gas cylinders, etc
 - c. large enough hard standing area for ease of movement of heavy vehicles
 - d. cold storage area for food (may require refrigerated trailers if cold room capacity is insufficient)
- (e) Office space: Space to conduct administration support duties.
- (f) Information and Communications Technology (ICT) capacity
 - a. telephone, fax, computer systems, two-way radio links to SCRDC and transport operators
- (g) Alternative power supply or fittings for generator connection.
- (h) Identification of satellite distribution points.

B12.8 Premises Suitable for Use

Premises that are possibly suitable for use are yet to be investigated. Until such premises are identified a depot of the Council will be used initially.

B12.9 Resource Recording / Tracking

The Guardian Control information management system is used by the LDCC to address the recording and tracking of assets, including items donated. The system can address:

- Resources on hand
- Resources ordered
- Current location of resources
- Anticipated delivery times (for resources received and dispatched)
- Planned use and requirement for the resources

This system may initially be an excel spreadsheet.

B12.10 Transportation of Freight & Resources

The ICC / FCC Logistics Officer and the LDCC Logistics Officer can utilise their Pre-Qualified Supplier listing and other information sources (e.g. Yellow Pages / Google) to identify suitable transport providers, including:

- Identification of freight vehicles with self-contained lifting capacity for loading and unloading
- Provision of forklifts, elevated work platforms for the loading, unloading and internal movement of materials

B12.11 Fuel

Priority fuel provision for transport vehicles involved in disaster response is required, which may require specific coordination & management of the fuel supply in the region by the ICC / FCC and the LDCC.

Fuel trucks with metered output are likely to be required for the maintenance of fuel supplies to large generators.

| Logistics Sub Plan OPERATIONAL CHECKLIST (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
|---|-----------|--|-------------------------------------|--|
| Develop Logistics Management Plan | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |
| Identify personnel to operate disaster logistics centres | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |
| Identify premises suitable for use as disaster logistics warehousing facilities | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |

| Logistics Sub Plan | | | | |
|---|-----------|--|-------------------------------------|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Develop/implement information management system to record and track movement of resources | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |
| Identify specific transport resources – forklifts, elevated work platforms | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |
| Identify specific transport resources – heavy trucks with self-contained lifting capacity | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |

| Logistics Sub Plan | | | | |
|---|-----------|--|-------------------------------------|--|
| OPERATIONAL CHECKLIST | | | | |
| (RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF SUB PLAN) | | | | |
| Instigate priority fuel supply planning to ensure continuation of service | Commenced | Responsible Organisation ICC & LDCC Responsible Officer Logistics Officer | Contact Numbers Ph Mob Fax | |

APPENDIX B - THREAT SPECIFIC SUB PLANS

| | | |
|--------|---|------|
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B.1 Wildfire Threat Specific Sub Plan

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- Australasian Fire and Emergency Service Authorities Council Wildfire Glossary, December 2010
- Australasian Inter-Service Incident Management System (AIIMS) Manual 2004
- Australian Emergency Manuals Series – Manual 11: Evacuation Planning
- Australian Emergency Manuals Series – Manual 43: Emergency Planning
- Caloundra City Bushfire Management Strategy April 2005
- Disaster Management Act 2003
- Fire and Rescue Service Act 1990
- Local Disaster Management Planning Guidelines, EMQ 2005
- Maroochy Shire Bushfire Management Strategy, April 2005
- Natural Hazards and the Risk they pose to South East Queensland, AGSO, 2001
- QFRS North Coast Region Operations Management Wildfire Readiness Plan
- Queensland State-wide Natural Hazard Risk Assessment, March 2011, Risk Frontiers & DCS
- SCC Climate Change Background Study – Climate Change and Peak Oil Strategy 2010-2020
- State Planning Policy 1/03 – Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

B.1.2 Purpose

This threat specific plan covers the preparation, response and recovery actions associated with wildfires occurring within or directly impacting on the Sunshine Coast.

B.1.3 Scope

For the purpose of this plan, a wildfire is simply defined as a 'fire in vegetation'.

Urban and industrial fires are not considered in this plan.

Wildfire management generally covers all activities directed to prevention, detection, damage mitigation, and suppression of wildfires. This includes wildfire legislation, policy, administration, law enforcement, community education, training of fire fighters, planning, communications systems, equipment, research, and the multitude of field operations undertaken by land managers and emergency services personnel relating to wildfire control.

This plan is focused on Sunshine Coast Disaster Management arrangements supporting the response to and minimising the impact of a major wildfire.

B.1.4 Audience

This plan has been prepared for the Local Group, Council Business Units, and key external stakeholders.

B.1.5 Context

Wildfires are endemic to Australia and may occur whenever conditions of high fuel loads, extreme weather and ignition coincide. On occasions, they cause significant loss of life and may destroy entire communities as evidenced most recently in the February 2009 “Black Saturday” wildfires in Victoria.

Historically, the wildfire risk is relatively low in Queensland, with only 0.2% of national recorded house equivalents lost to wildfire since 1900. This equates to approximately one house destroyed every four years compared to the national average of 105 per year.

Whilst the general conditions for the Sunshine Coast indicate a lower risk of wildfire than is evident in Victoria and New South Wales, the region is not immune with the fire history indicating wildfires have been a regular event in modern times.

In September 1991 a severe-to-extreme fire season was experienced with large fires in the Sunshine Coast hinterland (Bald Knob, Landsborough, Mapleton) claiming the life of a volunteer fire fighter. In September and November of 1994, several fires occurred across the region resulting in 3000 people being evacuated, nine fire fighters injured, twenty-three houses destroyed, farm buildings, fences and livestock damages and a significant loss of plantation timber from the Beerburrum State Forest.

The State-wide Natural Hazard Risk Assessment for Queensland completed in early 2011 uses the number of houses (residential addresses) within 100m of bushland as an indicator of exposure to wildfire risk. This follows research suggesting 80 - 90% of destroyed buildings were located within 100m of bushland.

The incidence and severity of fire is closely linked to the occurrence of episodes of consecutive days with low humidity (below 25%), high temperatures (above 30°C) and sustained winds of more than 25 km/hr. An analysis of South East Queensland meteorological records indicates that severe fire weather conditions occur, on average, about once every ten years. September to December is the period in which incidents of fire weather are most common.

The most common source of wildfire ignition has historically been lightning strike but in recent times, non-natural sources including, power line failure and human carelessness or criminality have emerged as the more likely cause. These sources tend to be concentrated near power supply easements, roads, tracks and the urban-bush interface. There also appears to be an increase in incidents at periods publicised as having a ‘high fire danger’ and during school and public holidays.

Based on available projections for climate change, the proportion of days per year with temperatures above 35°C in the Sunshine Coast is likely to increase. Compared to 1990 temperatures, the Sunshine Coast is expected to experience an additional seven days of extreme temperatures by 2050 and at least an additional 14 days of extreme temperatures by 2075. This projection indicates a likelihood of wildfire conducive conditions being more apparent in coming years and consequently, the risk of wildfire is likely to increase.

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The areas within the Sunshine Coast identified through research and the disaster risk workshop process as being at increased risk of wildfire include:

| | |
|----------------------------------|--------------------------------|
| Belli Park | Maleny |
| Black Mountain | Mapleton |
| Conondale | Mapleton Forest Reserve (QPWS) |
| Cooloolabin | Mons |
| Doonan | Montville |
| Eudlo | Noosa National Park |
| Eumundi | Noosa North Shore |
| Gherulla | Palmwoods |
| HQ Plantations Qld Forest Assets | Pelican Waters |
| Ilkley | Peregian Springs |
| Kenilworth | Ringtail Creek |
| Kin Kin | Tanawha |
| Landsborough | Teewah |

QFRS maintain detailed fire risk maps based on modelling of vegetation type and density, fuel availability and the terrain. These products present the hazard risk at a point in time at the local level and provide additional resources for planning and responding to incidents.

Overall, there is generally a low risk of wildfire damage in urban areas; however, the risk in rural and rural interface areas is broadly assessed as medium for the period January to August and high for the period September to December each year.

B.1.6 Planning Assumptions

The following planning assumptions have been made:

- (a) The Sunshine Coast's smaller communities have finite resources (Volunteer Rural Fire Brigade crews and appliances and SES volunteer members) to deal directly with the immediate threat of wildfire and will be reliant on regional or external resources for any prolonged or widespread wildfire;
- (b) The Bureau of Meteorology and QFRS will provide timely warnings and alerts for wildfire conditions and events;
- (c) The Local Group and the LDCC will be activated in accordance with established triggers and protocols and will play a supporting role to QFRS who are the lead agency for wildfire events.

B.1.7 Planning Principles

The key principles for wildfire management include:

- (a) QFRS Lead Agency. Unlike severe storm or flooding, Local Government is not the lead response agency for fire. As legislated by the Fire and Rescue Service Act 1990, QFRS is the lead response agency for fire events.
- (b) Council Supporting Role. Under the Disaster Management Act, Council has the primary responsibility for disaster management within its boundaries. Consequently, Council supports QFRS in coordination of disaster operations, response operations and may assume a coordination function for disaster recovery activities.
- (c) Landowners Role. Landowners have responsibility for the prevention, mitigation and initial suppression of a fire on land for which they are responsible.
- (d) Effective information flow. Timely and accurate information (including alerts, warnings and situation updates) is critical in enabling effective decision making during a major wildfire.
- (e) Flexibility. Maintaining agility and adaptability in order to readily adjust to changing circumstances.
- (f) Cooperation. Cooperation requires a partnership approach between all participants that is focused on achieving the best outcomes for the community, regardless of circumstances or the risks.

B.1.8 Mission

B.1.8.1 Sunshine Coast Regional Council

In accordance with the Disaster Management Act Council should primarily be responsible for managing events in its local government area. As such the QFRS member of the Local Group should make contact with the LDC when an event is happening or likely to happen.

This will allow the LDC to activate the LDMP in accordance with Local Plan Appendix A.1 and the LDCC in accordance with Local Plan Appendix A.2. The resumption of normal services and community activity as swiftly as possible, can be aided by the coordination of disaster operations by the LDC in support of the QFRS Incident Coordination Centre.

Sunshine Coast Council also can be tasked during a wildfire event to support QFRS response operations through the provision of resources e.g. Plant and Equipment. Council may assume a control or coordination role in the recovery phase depending on the community consequences of the wildfire.

B.1.8.2 Local Disaster Coordination Centre (LDCC)

The LDCC role during a wildfire event is to coordinate disaster operations in order to minimise the impact on life, property, infrastructure, the economy, the community and the environment.

The LDCC, on behalf of the Local Group, is the coordination mechanism for disaster management support during wildfire events.

The degree of activation of the LDCC will be dictated by the nature and scale of the wildfire and the impact on the community and the level of support required by QFRS.

B.1.9 Objectives

The Local Group will strive to achieve the following outcomes during a major wildfire event:

- (a) No loss of life or serious injury;
- (b) No impact on critical infrastructure or essential services;
- (c) Limit and contain any impact on the environment;
- (d) Effective and responsive coordination of response by QFRS as the lead agency;
- (e) No impact on Local Group member agencies through effective business continuity planning;
- (f) Effective communication with relevant agencies at all levels at all times;
- (g) Information is disseminated to the public permitting informed and proactive decision making on individual and family responses to wildfire risks and events; and
- (h) Restoration of disrupted services as rapidly as possible.

B.1.10 Critical Vulnerabilities

The following critical vulnerabilities should be taken into consideration when implementing a response to a fire event:

- (a) Remote or Isolated Communities. It is likely that during a major wildfire, people and assets throughout the Sunshine Coast region will be subject to isolation. Communicating the risks and warnings to the population and providing a timely response to rapid onset wildfires for these communities may be difficult.
- (b) Strategic Routes. With a small number of strategic land transport corridors into and through the region, the denial or restricted use of any strategic routes may have a significant impact on accessibility for external support. This may be generated through physical damage by fire or the creation of secondary hazards such as smoke haze. Consequential impacts on adjacent regions or other parts of the State may also occur.
- (c) Intra-Region Mobility. It is possible that the conditions associated with a major wildfire (smoke haze, trees blocking roads etc) will reduce mobility within the region. This may impact on the capacity to deploy some resources.
- (d) Population. The transient nature of a significant portion of the population during the high risk period for wildfires (September to December) may decrease the ability to deliver messages and coordinate actions, including evacuations.

B.1.11 Critical Information Requirements

The critical information requirements to support the effective management of a major wildfire include:

- (a) Current and Forecast Meteorological Conditions
 - a. When and where are SEVERE/EXTREME/CATASTROPHIC wildfire conditions likely to occur within or adjacent to the Sunshine Coast region;
 - b. What are the likely impacts of the wildfire for disaster planning and response operations (route closures, warning times, evacuation centres, etc)?
- (b) Resource Availability
 - a. What resources are required to contribute to the response and recovery efforts?
 - b. What internal resources are available to support disaster operations (location, type, capacity)?

- c. What external resources need to be requested, how will they be deployed and supported?
- d. What Sunshine Coast resources may be required to mutually support adjacent regions?

(c) Evacuations

- a. What are the triggers for initiation of formal evacuations and establishment of evacuation centres?
- b. What is the most appropriate risk based timeline for evacuation decision points (issuing alerts, activating evacuation centres and routes, moving vulnerable segments of the population)
- c. What internal and external assets will be required to execute the evacuation?

B.1.12 Concept of Operations

The Sunshine Coast response to a wildfire will be relative to the location, nature and scale of the fire and the associated impacts.

The LDCC will support QFRS response operations. This will be achieved through the coordination and provision of resources, as required to support operations.

Initially, the SCLDCC will interface with QFRS ICC through a Liaison Officer positioned at the QFRS ICC established for wildfire response. This officer will usually be Council's EOT representative.

Should the scale of the fire or the likely impacts on the community require it, the Local Group and LDCC will be activated to provide a coordination point for regional disaster management functions. These functions may include facilitating evacuations, establishing evacuation or recovery centres, contributing to protection of critical infrastructure and activating SES resources in support of the operation. Once the LDCC has been established, QFRS will provide a Liaison Officer to the LDCC and the EOT representative will remain at the ICC.

Designated Liaison Officers (LO's) to the LDCC will provide the mechanism for information flows, task management and situational awareness. All stakeholders and the public will be given access to appropriate, timely and accurate information wherever possible.

The overall concept for managing a wildfire event is premised on the community being responsible for and taking decisive action early, critical infrastructure and essential services being protected and emergency services resources being positioned for rapid response.

B.1.13 Command and Control

B.1.13.1 Definitions

Control is the overall direction of emergency management activities in an emergency situation such as a flood. Authority for control is established in legislation and may be included in an emergency plan. It carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.

Command is the internal direction of the members and resources of an agency in the performance of the organisation's roles and tasks, by agreement and in accordance with relevant legislation. Command operates vertically within an organisation.

Coordination is the bringing together of organisations and other resources to support a response operation such as a flood operation. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency.

B.1.13.2 Sunshine Coast Command and Control Arrangements

QFRS has control over the response to a wildfire and as such, is designated the lead agency. As per the QFRS North Coast Region Operations Management Wildfire Readiness Plan an Incident Coordination Centre will be activated in accordance with Triggers.

The LDCC has a coordination role when supporting wildfire response operations. Coordination is executed by the LDC through the LDCC when activated. The Local Group remains part of the State level structures for Disaster Management and may receive direction from the DDC.

The LDMG will set strategic priorities and provide direction to the LDC on wildfire response and initial recovery operations. The LDCC is responsible for coordinating disaster operations.

The LDCC is to be prepared to assume control of disaster recovery operations if control is transitioned from QFRS at the completion of initial response activities.

Sunshine Coast SES will remain under the command of EMQ unless clearly documented changes to command arrangements are made.

Council staff and assets will remain under the command of their respective business units unless approved and documented amendments to arrangements are made, joint teams, secondments or attachments to other organisations, e.g. light attack vehicles seconded to QFRS.

B.1.14 Roles and Responsibilities

Council, through the Local Group, has two core roles during a wildfire event:

- (a) Supporting QFRS through the provision of available internal resources; and
- (b) Coordinating disaster management for the region should the actual or possible consequences require a regional response.

B.1.14.1 Preparation Phase

Council

Key responsibilities of Council in preparing for wildfire include:

- (a) Maintain the internal fire fighting capability as a first response for wildfires on Council land
- (b) Monitoring and dissemination of fire warnings from QFRS
- (c) Maintain Council's Wildfire Management Strategy and Plans
- (d) Maintaining key operational plans such as the Local Plan Appendix A.5 Evacuation Plan
- (e) Increasing community awareness through engagement and education
- (f) Activating internal business continuity plans as appropriate
- (g) Coordinate fuel reduction activities with QFRS and other relevant authorities (DEHP)
- (h) Maintaining Local Group/LDCC administration (contact lists, rosters)

Local Group

Key responsibilities of the Local Group in preparing for a wildfire include:

- (a) Maintain situational awareness of the developing wildfire situation
- (b) Implementing actions in accordance with the Sunshine Coast Local Disaster Management Plan **Appendix A.1** Activation Sub Plan
- (c) Be prepared for partial or full activation in support of regional planning and response activities.

LDC and LDCC

The responsibilities of the LDC and LDCC in preparing for wildfires include:

- (a) Active monitoring of fire warnings from QFRS and meteorological conditions through the BoM
- (b) Implementing actions in accordance with the Sunshine Coast LDMP **Appendix A.1** Activation Sub Plan, which are appropriate to the issued Fire Danger rating
- (c) Conducting an appreciation of the conditions and likely outcomes of the wildfire and coordinate recovery resource pre-positioning and requests within existing authorities

B.1.14.2 Response Phase

Local Group

Key responsibilities of the Local Group (when activated) in the response phase include:

- (a) Provide assistance to QFRS in combating the fire with Council and other agency assets when requested
- (b) Deploy a Liaison Officer to the Incident Control Centre to provide the interface between QFRS and SCLDCC
- (c) Assist with providing immediate relief for persons affected by the fire
- (d) Provision of response and recovery strategies, priorities and directions to internal SCC business units and the LDCC
- (e) Initiate Recovery Phase planning and prepare to activate recovery structures in anticipation of a transition of responsibility from QFRS for the recovery phase.

LDC and LDCC

The responsibilities of the LDC and LDCC in the response phase include:

- (a) Continued monitoring of forecasts and situation updates
- (b) Implementation of actions in accordance with the Sunshine Coast Local Disaster Management Plan Appendix A.1 Activation
- (c) Implement Local Plan Appendix A.2 SCLDCC Sub Plan
- (d) Provide input to the protection, maintenance and repair of critical infrastructure and essential services throughout the region through working with QFRS and the owners and operators of the infrastructure (health services, water, electricity, gas, telecommunications, transport)
- (e) Facilitate evacuations if requested by QPS or QFRS and provide for immediate evacuee welfare through establishment and operation of evacuation centres
- (f) Coordinate the deployment of Council internal fire fighting capabilities and SES units in support of QFRS as required
- (g) Support the provision of essential items and services to isolated communities
- (h) Maintain Liaison Officer network and communications protocols appropriate to wildfire scale and locations
- (i) Escalate requests to the DDC if required
- (j) Prepare Situation Reports to ensure that the DDC is kept informed of the events
- (k) Coordinate rapid damage assessment
- (l) Plan the transition to the Recovery Phase

B.1.14.3 Recovery Phase

Local Group

Key responsibilities of the Local Group in the recovery phase include:

- (a) Implement recovery structures and supporting resource management mechanisms
- (b) Facilitate formal requests for external support (financial, materiel, philanthropic) as appropriate for the recovery effort
- (c) Management of resource reconstitution and conduct a review of recovery operations.

LDC and LDCC

The responsibilities of the LDC and LDCC in the recovery phase include:

- (a) Support the establishment of a Local Recovery Committee
- (b) Assist the Department of Communities provide emergency assistance to people affected by the fire
- (c) Restore community services as quickly as possible
- (d) Continued monitoring of situation updates from QFRS, BoM and local data sources
- (e) Coordination of evacuation centre closures and re-occupation of public facilities as appropriate
- (f) Facilitate handover of any recovery or residual response activities to appropriate agencies

Supporting Agencies

Additional agencies and organisation may have a role in the recovery phase depending on the nature and scale of the damage. These may include:

- (a) State Government Departments and Authorities;
- (b) Insurance Industry;
- (c) Building Industry;
- (d) Strategic humanitarian, aid and charity organisations.

B.1.15 Tasking Matrix

The allocation of key tasks associated with a major wildfire is attached at Attachment A.

B.1.16 Decision Points

A number of decision points are associated with a major wildfire response. These are captured in the Decision Support Tool at Attachment B to this plan.

B.1.17 Public Information

The key messages for a wildfire will vary between phases. The key messages outlined below align with the messaging identified in the Local Plan's Appendix A10 Public Information and Warnings Plan & Appendix G Community Resilience Strategy and are supported by multiple public awareness initiatives.

B.1.17.1 Preparation Phase

- (a) Know if you are at risk of wildfire and prepare evacuation kits and plans leveraging the QFRS 'Prepare Act Survive' initiative
- (b) Actively monitor QFRS community messaging including advice, watch and act, emergency warnings, alerts and situation updates
- (c) Check on neighbours and family members and offer support to those less prepared
- (d) Prepare your property for the fire as best as possible to minimise risks
- (e) Any pre-emptive actions that may impact on mobility for residents (airport, port, railway or road closures)

B.1.17.2 Response Phase

- (a) What actions to take in response to the actual occurrence on the ground;
- (b) Locations of evacuation centres and what evacuees will need to bring with them.
- (c) Likely timeframes for fire impacts such as road closures etc;
- (d) Any emerging safety or security issues associated with the wildfire; and
- (e) Where to go for further information or assistance.

B.1.17.3 Recovery Phase

- (a) What the impact of the wildfire was on the region or particular areas including degraded infrastructure or essential services;
- (b) What actions authorities are undertaking to address the impacts and what the priorities are;
- (c) Likely timeframes for recovery of infrastructure and essential services;
- (d) Any no-go areas or transport corridors that are unavailable; and
- (e) Identify recovery processes and how the community can obtain help or additional information.

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B.1.18 Attachment A - WILDFIRE TASKING MATRIX

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--|------------------------------|---|--|--|
| Sunshine Coast Local Disaster Management Group | LDMG | | <ul style="list-style-type: none"> • Manage and coordinate support to QFRS. • Provide strategic direction to the LDC. • Provide direction LDCC during the coordination of disaster operations. • Maintain situational awareness of the wildfire event through the LDCC. • Provide situation reports to the DDC. | <ul style="list-style-type: none"> • LDMG Establishment • LDCC Activation • LDCC Stand Down • Transition between phases |
| | Recovery Committee | Dept of Communities | <ul style="list-style-type: none"> • Convene Recovery Committee as soon as practical if community impact dictates. • Coordinate community recovery activities (Recovery Centres / Community Outreach) and resources including; information, personal support, specialist counselling, mental health and community services. • Restoration of infrastructure as soon as practical to allow resumption of normal operations for the community as soon as practical. • Coordinate recovery efforts with District and State recovery mechanisms. • Liaise with external stakeholders to determine recovery priorities, resourcing and coordination. | <ul style="list-style-type: none"> • Recovery Committee activation • Recovery committee de-activation • Recovery Coordination Centre start / operation / close down |
| | SCLDMG Media Liaison Officer | Council Media & Public Relations / Marketing & Communication / Web Teams | <ul style="list-style-type: none"> • Activate Disaster Communications Plan • Provide a single point of contact for media queries. • Support the Mayor's Office in providing situational awareness to the community and wider public through preparation of media statements, talking points and supporting products. • Assist the LDCC to source and disseminate information. • Coordinate the use of social media for dissemination of factual information and direction to members of the public. • Assist the LDCC in communicating quickly and consistently with internal Council Stakeholders and employees. | <ul style="list-style-type: none"> • Disaster Communications Plan Activation following LDC approval. • Release of public information following LDC approval. |
| | QPS | | <ul style="list-style-type: none"> • Maintain law and order. • Provide Emergency Response. • Direct and conduct evacuations. | |

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| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|---------------------|--|--|---------------|
| | QFRS | | <ul style="list-style-type: none"> • Lead Agency for Wildfire response operations. • Emergency response. • Conduct evacuations. • Damage assessment. • Provide public information and situation updates to relevant stakeholders. | |
| | Dept of Communities | Council | <ul style="list-style-type: none"> • Plan and conduct recovery operations. | |
| | Unity Water | Energex, DEHP, Queensland Health | <ul style="list-style-type: none"> • Maintain water quality and supply. • Prepare and issue public information for residents in isolated communities to manage sewerage and potable water related issues if infrastructure is damaged during the wildfire. | |
| | Energex | | <ul style="list-style-type: none"> • Protect and repair power infrastructure and restore power to affected areas. • Provide situation updates to LDMG and LDCC to assist with recovery planning. | |
| | Telstra | Other telecommunications providers | <ul style="list-style-type: none"> • Protect and repair key communication assets • Provide situation updates to LDMG and LDCC to assist with recovery planning. • | |

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| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|-------------------------------|--|--|---|
| LDCC | LDCC | SCC / QFRS / QPS / SES / EMQ / DTMR / UnityWater / Energex | <ul style="list-style-type: none"> • Coordinate disaster operations. • Facilitate alerts and warnings to members of the public. • Coordinate additional fire fighting resource support to QFRS • Support QPS and QFRS directed evacuations • Establish liaison linkages with the ICC and key organisations including relevant authorities, agencies, NGO's and businesses. • Maintain situational awareness of the wildfire event and prepare Situation Reports. • Support public safety activities (road closures, door knocks etc.) as directed by QFRS or QPS. • Support the protection of critical infrastructure in the region. • Provide transport in support of evacuation operations. • Relocate buses and essential resources to safe areas as required. • Capture lessons identified and costs associated with the event. • Implement the SCLDMP Community Support Sub Plan as directed by LDC. • Implement the SCLDMP Evacuation Sub Plan as directed by LDC. • Implement the SCLDMP Evacuation Centre Management Sub Plan as directed by LDC. • Maintain passenger transport services as required. • Coordinate logistics, procurement and contracting arrangements (Logistics Officer). • Prepare and issue public information for residents in isolated communities to manage power, potable water and sewerage related issues • Liaise with Queensland Health regarding public health warnings. • Monitor water quality. | <ul style="list-style-type: none"> • Release of alerts and warnings to the public. • Resource allocation. • Evacuation Plan Activation. • Evacuation Centre Management Plan Activation • Recovery Coordination Centre establishment. |
| EMQ | State Emergency Service (SES) | QPS / QFRS | <ul style="list-style-type: none"> • Provide advice and support to the LDC and LDCC during the coordination of disaster operations • Support QFRS as directed in the response phase • Support evacuation operations in accordance with LDCC and QPS direction. • Support protection of critical infrastructure. • Support traffic management. | <ul style="list-style-type: none"> • Activation of plans and resources in support of LDCC operations. |
| BoM | BoM | QFRS | <ul style="list-style-type: none"> • Provide fire weather warnings and weather forecast to QFRS and LDCC. | |

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| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|--|---------------------|---|--|
| Council | Emergency Operations Team (All Council Business Units including SC Airport) | | <ul style="list-style-type: none"> • Team responsible for Council response and recovery activities. • Activate Business Continuity Plans to minimise disruption to services. • Pre-position critical resources as directed by the LDC for response and recovery operations. • Protect and repair Council infrastructure to minimise impact on operations and the community. • Provide personnel to LDCC and to the Council FCC to enable conduct of disaster operations. • Maintain health and safety of Council employees including fatigue management. • Ensure Council employees are aware of the situation, impacts and priorities. • Maintain work as usual as best as possible. | <ul style="list-style-type: none"> • BCP Activation. |
| | Infrastructure Services Department | DTMR / QPS / QFRS | <ul style="list-style-type: none"> • Activate and Operate Field Coordination Centre (FCC) • Traffic Management in support of QPS and QFRS • Support activation of Evacuation routes, Emergency Service routes and alternate routes for the public in line with QPS and QFRS direction. • Provide public information on road status and closures. • Protect internal assets – fleet, depots and buildings. • Provide advice to LDMG and LDC regarding risks to Council operations. • Manage and capture finances related to the wildfire event. • Support NDRRA applications and claims. | <ul style="list-style-type: none"> • Road closures. • Alternate route designation. |
| | Civil Works Services Branch | | <ul style="list-style-type: none"> • Source heavy plant equipment at the request of QFRS • Repair or make safe to the public any area impacted by the wildfire. • Stockpile the following in preparation for emergency deployment: barricades, A-Frames, star pickets, road hazard signage, flash lights. • Coordinate at FCC contractors in support of Community Response tasks. • Support road closures through the provision of field teams. • Support debris and tree clean up (ground work only). • Provide barricades and equipment for response and traffic operations. • Provide materials for recovery operations. | <ul style="list-style-type: none"> • Allocation of resources to recovery operations. |

SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|-------------------------------|--|---|---|
| | Parks & Gardens | | <ul style="list-style-type: none"> • Support debris and tree clean up (ground work only). • Manage public safety through park evacuations and closures. • | |
| | Waste & Resources Management | DEHP | <ul style="list-style-type: none"> • Establish liaison with waste management contractors. • Be prepared to open and manage emergency waste / dumping locations. • Maintain information flows to the public on waste related issues. | <ul style="list-style-type: none"> • Open/Close of temporary dump sites. |
| | Environmental Operations | Energex, DEHP, Queensland Health | <ul style="list-style-type: none"> • Manage and coordinate fuel reduction activities in coordination with QFRS and DEHP • Provide 6 x fire response vehicles at the request of QFRS | |
| | Customer Relations Team | | <ul style="list-style-type: none"> • Maintain liaison with LDC and LDCC to coordinate information updates and prioritisation of incoming requests for support. • Obtain scripting from Media Liaison Team to enable provision of information to the public on approved talking points and issues. • Provide situation briefings to the LDCC on call volumes, nature of requests and any capability issues. | |
| | IT Services | Council Spatial Information Management | <ul style="list-style-type: none"> • Prepare and publish Spatial Information • Provide resources to the LDCC Planning / Intelligence Cells • Provide Spatial Information to QFRS | |
| | Community Services Department | Community Response | <ul style="list-style-type: none"> • Establish emergency animal shelters in line with the Evacuation Plan. | |

B.1.19 Appendix B - Wildfire Decision Support

QFRS decision making during wildfire events is undertaken by the use of a comprehensive system known as Operations Doctrine. Refer to:

https://www.fire.qld.gov.au/about/pdf/qfrs_strategic_doctrine.pdf

QFRS decision making at the local level is supported through the operations of Incident Control Centres (ICC's), by activation of the Regional Operations Centre (ROC), and further support at State level through the operations of the State Operations Centre (SOC).

During peak events the Sunshine Coast LDMG provide an extended decision support mechanism to assist with the management of large scale wildfire response and recovery activities.

Major events may trigger the activation of the Sunshine Coast DDMG for additional decision support.

B.2 Cyclone, East Coast Low & Severe Storm Threat Specific Sub Plan

B.2.1 Aim

To coordinate the activities of organisations involved in preparing for and combating the effects of cyclone, east coast low or severe storm on the Sunshine Coast.

B.2.2 Scope

This sub plan applies to the effects of a cyclone, east coast low, or severe storm occurring within the region particularly those events which are beyond the normal operations of the Council and other emergency services to adequately deal with on an individual basis.

B.2.3 Potential Areas of Operation

The potential for the most significant effects of cyclones and east coast lows within the region is most prevalent in the coastal areas of the Sunshine Coast.

The whole of the Sunshine Coast is at risk for the potential for effects of severe thunderstorms.

B.2.4 Lead & Support Agency for Response

B.2.4.1 Lead Agency

Sunshine Coast Council is the lead agency for cyclone, east coast low, or severe storm.

B.2.4.2 Key Support Agencies

- Emergency Management Queensland
- SES Units and Groups on the Sunshine Coast
- Queensland Police Service

B.2.5 Coordination Centres

The primary location for the SCLDCC to coordinate disaster operations will be at Sunshine Coast Council's Nambour Office. Alternative locations are at Caloundra or Tewantin.

Incident Coordination Centres / Field Coordination Centre will operate using the AIIMS methodology.

The Council Field Coordination Centre (FCC) will be established in accordance with the Council Emergency Response Plan. The main Council FCC will be located at the Council's Maroochydore Depot. Large Depots are also located at Caloundra, Nambour, and Noosa.

A Forward Command Post (FCP) may also be established and may be a field headquarters on or as near as practical to any incident, most likely located at a Council depot or a QFRS Fire Station.

B.2.6 Communication

Communication will be in accordance with the council's normal methods until the ability to do so is lost. Each Coordination Centre has the ability to use two way radios. Distribution of situation reports will be via email / the internet until the ability to do so is lost.

B.2.7 Public Information and Warnings

Upon the activation of the LDCC, all public information & warnings will be distributed to the local media outlets via the Media Liaison Officer following approval of the LDC.

The LDC will activate Local Plan Appendix A.10 Public Information and Warnings Operational Plan.

B.2.8 Aerial Support

Aerial support for all impact assessment operations will be coordinated by the LDCC.

B.2.9 Media

- The LDC will be supported by a Media Liaison Officer to assist with any enquiries from media representatives and arrange any briefings.
- Control of media access to hazardous sites is to be considered by the Media Liaison Officer and with the Police Liaison Officer at the LDCC.
- Media releases are to be authorised by the LDC.

B.2.10 Concept of Operations

1. The LDC or delegate will maintain ongoing Watch for cyclone, east coast low or severe storm events that may cause an effect on the Sunshine Coast community.
2. The LDC on receipt of advice that an event is likely to occur or has occurred, which may require the coordination of disaster operations and coordination of responding agencies, will consider the activation of the LDCC in accordance with the Local Plan Appendix A.1 Activation Sub Plan. Initially the LDC may activate the LDCC to Alert or Lean Forward level.
3. Following a decision to activate the SCLDCC to Stand Up level, the Local Disaster Coordinator or delegate will advise other Sunshine Coast disaster and emergency management organisations that the Liaison Officers are required at the LDCC. The LDC is to also contact the DDC and any other organisations where necessary.
4. If the LDC activates the LDCC to Stand Up level, the Council FCC should also activate to Stand Up level.
5. The key task of the LDC and the LDCC is to coordinate disaster operations. The LDC will appoint a Coordination Centre Room Manager and may delegate the task of coordinating disaster operations to the Coordination Centre Room Manager. The size of the LDC is to be determined in consultation with the Coordination Centre Room Manager.
6. The LDC will determine with the Chair of the Local Group the requirement to hold Extraordinary Local Group meetings. A key task of these meetings is to determine and to provide strategic direction to the LDC and LDCC.
7. The LDC and LDCC's priority during the coordination of disaster operations is the safety and preservation of human life.

B.2.11 Requests for Assistance

All requests for assistance from participating agencies will be initially dealt with by the LDCC. The LDC is responsible for forwarding any requests to the DDC.

B.2.12 Protracted Operations

BRIEFING

The LDC or delegate will institute briefings as deemed necessary at the LDCC for the purpose of maintaining coordination and establishing operational priorities.

When Extraordinary Meetings of the Local Group are held the LDC or delegate will provide a briefing to the Local Group for the purpose of enabling strategic decisions about disaster operations to be made.

DEBRIEFING

As soon as practical, after the conclusion of the operation, relevant organisations should conduct a de brief. Following this, senior representatives in consultation with planning sub group members should also meet. It is the LDC's responsibility to call this meeting.

DEBRIEF ANALYSIS

A comprehensive report should be furnished at the conclusion of such debrief to the LDMG. Any problems found during the operation would then allow this group to change necessary parts of this sub plan to rectify such problems.

B.3 Flood Threat Specific Sub Plan

B.3.1 References

- Australian Emergency Manuals Series – Manual 11: Evacuation Planning
- Australian Emergency Manuals Series – Manual 19: Managing the Floodplain
- Australian Emergency Manuals Series – Manual 20: Flood Preparedness
- Australian Emergency Manuals Series – Manual 22: Flood Response
- Disaster Management Act 2003, Revision 2D November 2010
- Disaster Management Planning Guidelines
- Queensland Floods Commission of Inquiry Final Report 2012:
<http://www.floodcommission.qld.gov.au/publications/final-report>
- State Planning Policy 1/03 – Mitigating the Adverse Impacts of Flood, Wildfire and Landslide
- Sunshine Coast Flooding and Storm Water Management Discussions Paper October 2009

B.3.2 Purpose

This threat specific plan covers the preparation, response and recovery actions associated with flood events directly impacting on the Sunshine Coast.

B.3.3 Scope

For the purpose of this plan, the following flood definitions apply:

- (a) Minor flooding: Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.
- (b) Moderate flooding: In addition to the above, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock.
- (c) Major flooding: In addition to the above, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required.

In considering this plan, flood events may include:

- (a) Storm Water Network Flooding: May occur anywhere that rainfall intensities and runoff volumes exceed the capacity of the local stormwater network. It may be exacerbated by flat terrain where water is not conveyed away quickly but may still occur in well graded terrain with poor conveyance. Local stormwater flooding is more common from short duration, high intensity rainfall events such as thunderstorms. Local stormwater flooding can be independent of creek or river flooding conditions. This type of flooding typically occurs quickly and dissipates as fast as the drainage network allows.
- (b) Catchment Flooding: Most of the coastal catchments on the Sunshine Coast are characterised by relatively steep headwaters which discharge onto wide flat floodplains that extend towards the coastline. Catchment flooding occurs from rainfall over an entire catchment for an extended period of time which provides runoff volumes in excess of the in-bank capacity of the local creek or waterway leading to flooding that may persist for hours or even days.
- (c) River Flooding: Occurs from the combined inflows of contributing catchments exceeding the in bank capacity of major river systems. River flooding typically occurs over longer durations of rainfall events depending on the contributing catchment size.
- (d) Storm Tides: Occur as increased sea level resulting from low air pressure, high wind speed and increased wave energy generally associated with major storm events such as cyclones

and east coast lows. Storm tides are often accompanied by large seas and damaging surf. The combination of storm tides, wave action and dune erosion may result in flooding in vulnerable coastal areas. Storm tides may or may not occur simultaneously with rainfall flooding.

- (e) Tsunami: A deep-ocean borne wave resulting from undersea volcanic or seismic activity. The probability of such an event impacting upon the Sunshine Coast has not been determined although it is expected to be extremely rare. However, exposure to the open-ocean and geographic proximity to fault lines off the coast of New Zealand and volcanic activity in some of the southern pacific islands means there is a need to be cognisant of the threat and to consider an appropriate level of response.

Flood mitigation preventative measures including critical infrastructure works or amendments to development regulations and building codes are outside the scope of this plan.

B.3.4 Audience

This plan has been prepared for the Local Group and Council.

B.3.5 Context

Living close to water means living with the risk of flooding. Many of the early settlements and more recent developments of the Sunshine Coast have followed a traditional pattern of being established in close proximity to the water with creeks, rivers and the coastline attracting communities and industries alike. Inherently these natural assets will at some point in time, threaten those same communities.

Significant flooding events have occurred periodically throughout the recorded settlement of the Sunshine Coast. Rainfall records and some anecdotal records for as far back as late 1800's provide some insight into the potential for flooding. In more recent decades, a series of cyclones, generating flood events, were recorded in the early to mid -1970's; however, coastal populations at this time were sparse.

The last significant flood to occur across the whole of the Sunshine Coast occurred in February 1992 and we have also witnessed the potential severity of extreme weather in the April 2009 floods in Kin Kin and the May 2009 flood in Caloundra. Major flooding impacting on areas of the region occurred in December 2010 to March 2012 following periods of sustained heavy rainfall. These events caused flash flooding, extensive damage and distress to affected residents.

Many flooding events in the Sunshine Coast are isolated, with little or no rainfall being recorded in other areas of the Sunshine Coast. This demonstrates the potential volatility and variability of extreme weather events in a coastal sub-tropical region.

The risks of flooding on the Sunshine Coast can be expressed as a combination of the likelihood of a flood occurring and the resulting consequence of a flood. Historical rainfall and flood height records show that the Sunshine Coast is susceptible to extreme weather events that cause floods and hence the likelihood of the residents of coast and the hinterland being affected by a flood in some way is likely for key periods of the year. The degree to which the region is impacted by any given flood event is difficult to predict but for an ARI 1:100 year flood event, the consequence is assessed as major.

Key river and creek systems susceptible to flooding include:

- Bells Creek
- Coochin Creek
- Maroochy River
- Mary River
- Mooloolah River
- Noosa River
- Paynter Creek
- Six Mile Creek
- Yandina Creek

Townships deemed to be subject to significant exposure to risk of flooding include:

- Beerwah
- Boreen Point
- Conondale
- Golden Beach
- Kenilworth
- Kin Kin
- Maroochydore
- Mooloolaba
- Nambour
- Noosaville
- Twin Waters

B.3.6 Planning Assumptions

The following planning assumptions have been made:

- (a) Many of the coast's current residents, visitors and tourists remain unfamiliar with the region's widespread susceptibility to flooding;
- (b) Strategic land transport corridors (Road and Rail) and regional airports are key dependencies for Sunshine Coast and adjacent regions social and economic prosperity;
- (c) The Bureau of Meteorology and the Australian Joint Tsunami Warning Centre will provide timely warnings and alerts for flood events;
- (d) The Local Disaster Coordination Centre (LDCC) will be activated in accordance with established triggers and protocols;
- (e) Council will continue to maintain accurate flood mapping and associated data and this will be available to all relevant stakeholders;
- (f) All stakeholder agencies and Council business units have in place effective business continuity plans, redundancy plans and standard operating procedures that enable them to effectively respond in support of this plan;
- (g) All stakeholder agencies and Council business units have sufficient trained, equipped and available personnel to perform the roles and responsibilities identified in the plan;

B.3.7 Planning Principles

The key principles for flood event management include:

- (a) Decentralised control and centralised coordination. Responsibility for response and recovery actions remains at the lowest possible level and the deployment and coordination of the right resources to the right places at the right time is achieved centrally through the LDCC.
- (b) Effective information flow. Timely and accurate information (including alerts, warnings and situation updates), is received, processed and disseminated to relevant stakeholders and members of the public, enabling effective decision making.
- (c) Flexibility. Maintaining agility, responsiveness, and adaptability in order to readily adjust to changing circumstances.
- (d) Cooperation. Cooperation requires a partnership approach between all stakeholders that is focused on achieving the best possible outcomes for the community, regardless of circumstances or the risks.
- (e) Sustainability. Resources and effort applied to flood event management should be sustainable over an extended period and capable of responding to concurrent or consecutive disaster events.

B.3.8 Lead Agency

B.3.8.1 Sunshine Coast Regional Council (SCC)

Sunshine Coast Regional Council will be the lead agency for responding to and recovering from moderate and major floods.

The Sunshine Coast Council mission during a flood event, through the Local Disaster Management Group, is to manage flood response and recovery operations in order to achieve the resumption of normal services, operations and community activity as swiftly as possible.

B.3.8.2 Local Disaster Coordination Centre (LDCC)

The LDCC, on behalf of the LDMG, is the primary coordination mechanism for flood response operations.

The LDCC mission during a flood event is to coordinate the deployment of internal and external resources in order to minimise the impact on life, property, infrastructure, the economy, the community and the environment.

B.3.9 Objectives

Council and the LDMG will strive to achieve the following outcomes during a declared flood event:

- (a) No loss of life or serious injury;
- (b) No impact on Critical Infrastructure or Essential Services;
- (c) Limit and contain any impact on the environment;
- (d) No impact on Council services through an effective business continuity program;
- (e) Effective communication and liaison and between and within support agencies at all levels at all times;
- (f) Timely and accurate information is disseminated to the public permitting informed and proactive decision making on individual and family responses to flood events; and
- (g) Restoration of disrupted services as rapidly as possible.

B.3.10 Critical Vulnerabilities

The following critical vulnerabilities should be taken in to consideration when implementing a response to a flood event:

- (a) Strategic Routes. With a small number of strategic land transport corridors into and through the region, the denial or restricted use of any strategic routes may have a significant impact on accessibility for external support. Consequential impact on adjacent regions or other parts of the State may also occur.
- (b) Intra-Region Mobility. It is likely that during a significant flood event, people and assets throughout the Sunshine Coast Region will be subject to isolation or restricted mobility. This will impact on movement within the region and the capacity to deploy some resources.
- (c) Communications. With first order impacts of flood events potentially including loss of power in some areas or damage to telecommunications infrastructure, communications to and from some organisations or localities may be difficult. This may impede the ability to request or coordinate assistance at the local level.
- (d) Population. The transient nature of a significant portion of the population during the peak flood risk period may decrease the ability to deliver messages and coordinate actions (including evacuations).

B.3.11 Critical Information Requirements

The critical information requirements to support the effective management of a flood event include:

- (a) Current and Forecast Meteorological Conditions
 - a. When and where is flooding likely to occur?
 - b. What are the likely impacts on disaster planning and operations (route closures, warning times etc)?
- (b) Resource Availability
 - a. What resources are required to manage the response and recovery efforts?
 - b. What internal resources are available to support disaster operations (location, type, capacity)?
 - c. What external resources need to be requested, how will they be deployed and supported?
 - d. What Sunshine Coast resources may be required to mutually support adjacent regions?
- (c) Evacuations
 - a. What are the triggers for the initiation of formal evacuations?
 - b. What is the most appropriate risk based timeline for evacuation decision points (issuing alerts, activating evacuation centres and routes, moving vulnerable segments of the population)
 - c. What internal and external assets will be required to execute the evacuation?

B.3.12 Concept of Operations

The Sunshine Coast response to a flood event will be implemented in three phases (Preparation, Response, and Recovery) and will be controlled through existing structures. The operation will leverage both formal disaster and emergency response capabilities (LDMG, Emergency Services) and informal capabilities (volunteers, community groups and social networks).

The degree of activation of command and control structures will be scaled to suit the magnitude, nature, locations and duration of the disaster.

Council is the designated lead agency for overall control of flood response and recovery operations. The coordination of these operations will be managed by the LDCC, when activated. The LDCC provides the primary coordination point for Sunshine Coast resources and external agencies involved in the response and recovery effort. The LDCC is responsive to strategies, priorities and direction from the LDMG.

Single lines of communication and points of contact between all the agencies will be implemented where possible. Liaison Officers (LO's) from agencies at the LDCC will provide the mechanism for information flows, task management and situational awareness.

Transition between phases of the operation will be controlled and communicated clearly throughout the organisation to ensure tasks are completed, resources postured appropriately and clarity exists for command, control and coordination at all times.

Authority and decisions will be delegated to the lowest effective level to allow for management of issues at an appropriate level and use of local resources to best effect. Any decisions will be based on corroborated information or the most credible data available at the time.

All agencies and the public will be given access to appropriate, timely and accurate information wherever possible.

The overall concept for managing a flood event is premised on the community being responsible for and taking decisive action early, critical infrastructure and essential services are protected to ensure continuity of services and emergency services resources being protected and positioned for rapid response.

B.3.13 Command, Control and Coordination

B.3.13.1 Definitions

Command is the internal direction of the members and resources of an agency in the performance of the organisation's roles and tasks, by agreement and in accordance with relevant legislation. Command operates vertically within an organisation.

Control is the overall direction of emergency management activities in an emergency situation such as a flood. Authority for control is established in legislation and may be included in an emergency plan. It carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.

Coordination is the bringing together of organisations and other resources to support a response operation such as a flood operation. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency.

B.3.13.2 Sunshine Coast Arrangements

Council has control over the response to a flood event and as such, is designated the lead agency. This control is executed through the LDCC when activated. When the LDCC is not activated, in the case of minor flooding for example, Council will control the response through normal business operations and resources.

The LDMG will determine strategic priorities and provide direction to the LDCC on flood response and initial recovery operations. The LDCC is responsible for coordinating disaster operations.

LDMG members and agency staff and resources will remain under the command of respective organisations.

Council staff and assets will remain under the command of their respective business units unless clearly documented (joint teams, secondments or attachments to other organisations).

B.3.14 Coordination

The LDCC provides the focal point for coordination of disaster operations in the Sunshine Coast Region. The LDCC is reliant on information inputs from a range of sources to prioritise efforts across the region and is dependent on external agencies and Council to execute the plan through the deployment of resources to achieve the stated objectives.

The LDC is responsible for the coordination of communications with the community and external agencies.

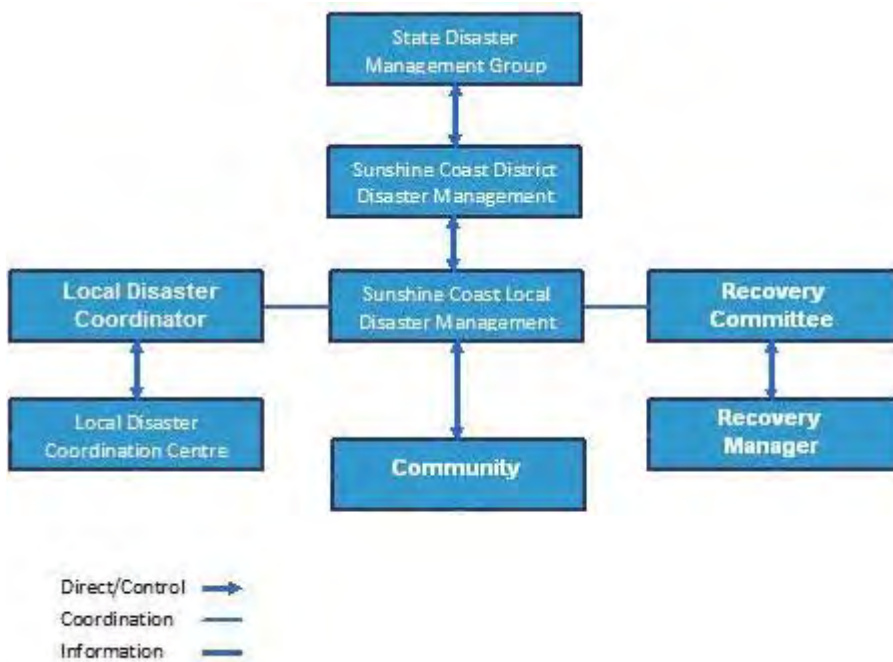
The broad construct for coordination and information flow is presented at Figure B-1 below.

The LDCC provides the focal point for coordination of disaster operations in the Sunshine Coast region. The LDCC is reliant on information inputs from a range of sources to prioritise efforts across the region and is dependent on external agencies and Council to execute the plan through the deployment of resources to achieve the stated objectives.

The LDC is responsible for the coordination of communications with the community and external agencies.

The broad construct for coordination and information flow is presented at Figure B-1 below.

Figure B.1 Coordination Overview



B.3.15 Roles and Responsibilities

Council has two core roles during a flood event:

- (a) Resource Management: Control of internal resources and coordination of external resources; and
- (b) Information Management: The receipt and provision of timely and accurate warnings and situation updates to disaster management stakeholders and the public.

B.3.16 Preparation Phase

COUNCIL

Key responsibilities of Council in preparing for a flood event include:

Maintain creek and river gauges and provision of data to the BoM and DEHP

Developing flood mapping, modelling and supporting geospatial products to enable detailed local planning

- (a) Monitoring and dissemination of warnings from the BoM
- (b) Maintaining key operational plans such as the Regional Evacuation Plan through the Disaster Management and Emergency Operations Teams
- (c) Providing web-based real time flood information
- (d) Increasing community awareness through engagement and education
- (e) Activating internal business continuity plans as appropriate
- (f) Communicating with SCC staff
- (g) Managing media queries
- (h) Maintaining LDMG/LDCC administration (contact lists, rosters)

LDMG

Key responsibilities of the LDMG in preparing for a flood event include:

- (a) Maintain situational awareness of the developing flood event
- (b) Implementing actions in accordance with the Sunshine Coast Disaster Management Activation Framework (Alert, Lean Forward, Stand Up, Stand Down)
- (c) Be prepared for activation

LDCC

The responsibilities of the LDCC (if activated) in preparing for flood events include:

- (a) Active monitoring of alerts and warnings from the BoM and local data sources
- (b) Implementing actions in accordance with the Sunshine Coast Disaster Management Activation Framework (Alert, Lean Forward, Stand Up, Stand Down)
- (c) Conducting an appreciation of the conditions and likely outcomes for the specific flood event and coordinate any resource pre-positioning and pre-emptive external resource requests as appropriate and within existing authorities

Supporting Agencies

Supporting agencies that may have a role in the preparation phase for a flood in the Sunshine Coast include:

- Australian Joint Tsunami Warning Centre
- Australian Red Cross
- Bureau of Meteorology
- Department of Communities
- Emergency Management Queensland
- Local Community Groups
- Media outlets for the provision of advice to the Community
- Public and private transportation providers
- Queensland Ambulance Service
- Queensland Department of Transport and Main Roads
- Queensland Health – Sunshine Coast Wide Bay Health District
- Queensland Police Service
- State Emergency Service

B.3.16.1 Response Phase

COUNCIL

Key responsibilities of Council (and LDMG when activated) in the response phase include:

- (a) Provision of response and recovery strategies, priorities and directions to internal Council business units and the LDCC
- (b) Maintain creek and river gauges and provision of data to the BoM and DEHP
- (c) Ongoing provision of web-based real time flood information and situation updates to the LDCC
- (d) Initiate Recovery Phase planning and prepare to activate recovery structures

LDCC

The responsibilities of the LDCC in the response phase include:

- (a) Continued monitoring of forecasts and situation updates from the BoM and local data sources
- (b) Implementation of actions in accordance with the Sunshine Coast Disaster Management Activation Framework (Alert, Lean Forward, Stand Up, Stand Down)
- (c) Coordinate the protection, maintenance and repair of critical infrastructure and essential services throughout the region through working with owners and operators of the infrastructure (health services, water, electricity, gas, telecommunications, transport)
- (d) Coordinate the construction of mitigation works (levees etc) and provision of materials to the public (sandbags etc)
- (e) Coordinate the maintenance of evacuation routes and key access routes for disaster operations
- (f) Coordinate search and rescue operations

- (g) Conduct evacuations and provide for immediate evacuee welfare through establishment and operation of evacuation centres
- (h) Coordinate provision of essential items and services to isolated communities
- (i) Coordinate the responses to support requests escalated from field operations
- (j) Information Management including the receipt and provision of timely and accurate warnings and situation updates to disaster management stakeholders and the public
- (k) Maintain Liaison Officer network and communications protocols appropriate to flood event
- (l) Coordinate the transition to the Recovery Phase with internal assets returning to business as usual activities and external assets reducing operational tempo and availability

Supporting Agencies

As included in the preparation phase above – see item 3.16.

Consideration should also be given to State and National level assets that may provide support during the response. These may include emergency services from inter-state, Department of Defence assets or capabilities offered from international sources.

B.3.16.2 Recovery Phase

COUNCIL

Key responsibilities of Council in the recovery phase include:

- (a) Implement recovery structures and supporting resource management mechanisms
- (b) Management of volunteer capabilities that exist outside existing structures
- (c) Facilitate formal requests for external support (financial, materiel, philanthropic) as appropriate for the recovery effort
- (d) Management of resources reconstitution and conduct a review of operations

LDMG

Key responsibilities of the LDMG in the recovery phase include:

- (a) Implement recovery structures and supporting resource management mechanisms
- (b) Facilitate formal requests for external support (financial, material, philanthropic) as appropriate for the recovery effort
- (c) Management of resource reconstitution and conduct a review of recovery operations.

LDCC

The responsibilities of the LDCC in the recovery phase include:

- (a) Establishment of Recovery Coordination Centres
- (b) Restore Council services to pre-flood levels as quickly as possible
- (c) Continued monitoring of situation updates from the BoM and local data sources
- (d) Coordination of evacuation centre closures and re-occupation of public facilities as appropriate
- (e) Implementation of actions in accordance with the Sunshine Coast Disaster Management Activation Framework (Alert, Lean Forward, Stand Up, Stand Down)
- (f) Coordinate reconstitution of disaster management assets
- (g) Facilitate handover of any recovery or residual response activities to appropriate agencies

Supporting Agencies

As included in the preparation phase above – see item 3.16.

Additional agencies and organisation may have a role in the recovery phase depending on the nature and scale of the damage. These may include:

- Building Industry;
- Insurance Industry;
- State Government Departments and Authorities;
- Strategic humanitarian, aid and charity organisations.

B.3.17 Tasking Matrix

The allocation of key tasks associated with a flood event is attached at Appendix A.

B.3.18 Decision Points

A number of decision points exist in managing the response to a flood event. These are captured in the Decision Support Tool at Appendix B to this plan.

B.3.19 Public Information

The key messages for a flood event will vary between phases. The key messages outlined below align with the messaging identified in the Community Resilience Strategy and are supported by multiple public awareness initiatives.

B.3.19.1 Preparation Phase

- (a) Know if you are risk of flooding and prepare evacuation kits and plans;
- (b) Actively monitor alerts, warnings and situation updates;
- (c) Check on neighbours and family members and offer support to those less prepared;
- (d) Prepare your property for the flood as best as possible to minimise damage or debris;
- (e) Any pre-emptive actions that may impact on mobility for residents (airport, port, railway or road closures); and
- (f) Do not drive through flooded roadways: 'If it's flooded, forget it'.

B.3.19.2 Response Phase

- (a) What actions to take in response to the actual occurrence on the ground;
- (b) Locations of evacuation centres and what evacuees will need to bring with them.
- (c) Likely timeframes for the flooding;
- (d) Any emerging safety or security issues associated with the flood; and
- (e) Where to go for further information or assistance.

B.3.19.3 Recovery Phase

- (a) What the impact of the flood was on the region or particular areas including degraded infrastructure or essential services;
- (b) What actions authorities are undertaking to address the impacts and what the priorities are;
- (c) Likely timeframes for recovery of infrastructure and essential services;
- (d) Any no-go areas or transport corridors that are unavailable; and
- (e) Location of recovery Coordination Centres and where to go for additional information.

SC Disaster Management App A Plan

B.3.20 Appendix A - FLOOD EVENT TASKING MATRIX

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--|------------------------------|---|--|---|
| Sunshine Coast Local Disaster Management Group | LDMG | | <ul style="list-style-type: none"> • Manage flood events in line with the priorities and planning principles outlined in the LDMP and this plan. • Provide direction to the LDC. • Maintain situational awareness of the flood event through the LDCC. • Provide situation updates to the DDC. • Convene the Recovery Committee as soon as practical. | <ul style="list-style-type: none"> • LDMG Establishment • LDCC Activation • LDCC Stand Down • Transition between phases • Recovery Committee activation. |
| | Recovery Committee | Dept of Communities, Child Safety and Disability Services | <ul style="list-style-type: none"> • Develop a Recovery Plan for endorsement by the LDMG. • Appoint a Recovery Manager. • Coordinate community recovery activities (Recovery Coordination Centres) and resources including; information, personal support, specialist counselling, mental health and community services. • Restoration of infrastructure as soon as practical to allow resumption of normal operations for the community as soon as practical. • Coordinate recovery efforts with District and State recovery mechanisms. • Liaise with external stakeholders to determine recovery priorities, resourcing and coordination. | <ul style="list-style-type: none"> • Recovery committee de-activation. • Recovery Coordination Centre close down. |
| | SCLDMG Media Liaison Officer | Council Media & Public Relations / Marketing & Communication / Web Teams | <ul style="list-style-type: none"> • Activate Disaster Communications Plan • Provide a single point of contact for media queries. • Support the Mayor's Office in providing situational awareness to the community and wider public through preparation of media statements, talking points and supporting products. • Assist the LDCC to source and disseminate information. • Coordinate the use of social media for dissemination of factual information and direction to members of the public. • Assist the LDCC in communicating quickly and consistently with internal Council Stakeholders and employees. | <ul style="list-style-type: none"> • Disaster Communications Plan Activation following LDC approval. • Release of public information following LDC approval. |
| | QPS | | <ul style="list-style-type: none"> • Maintain law and order. • Provide Emergency Response • Direct and conduct evacuations. | |
| | QFRS | | <ul style="list-style-type: none"> • Emergency Response. • Swift Water Rescue. • Damage Assessment. | |

SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|---|------------------------------------|---|--|
| | Dept of Communities, Child Safety and Disability Services | Council | <ul style="list-style-type: none"> Plan and conduct recovery operations. | |
| | Unity Water | Energex, DEHP, Queensland Health | <ul style="list-style-type: none"> Maintain water quality and supply. Manage sewerage overflow related issues. Be prepared to 'close down' infrastructure. Notify residence in sewage affected areas. Prepare and issue public information for residents in isolated communities to manage sewerage and potable water. Liaise with Queensland Health regarding public health warnings. | |
| | Energex | | <ul style="list-style-type: none"> Protect and repair power infrastructure and restore power to affected areas. Provide situation updates to LDMG and LDCC to assist with response and recovery planning. | |
| | Telstra | Other telecommunications providers | <ul style="list-style-type: none"> Protect and repair key communication assets Provide situation updates to LDMG and LDCC to assist with recovery planning. | |
| LDCC | LDC or Disaster Management Team | EMQ, QPS, QFRS, SES, MSQ | <ul style="list-style-type: none"> Coordinate alerts and warnings to members of the public. Coordinate SCC Business Unit support to disaster operations. Coordinate external agency support to disaster operations. Coordinate communications with the community through the Media Liaison team and the Government Contact Centre. Establish liaison linkages with key stakeholder organisations including relevant authorities, agencies, NGO's and businesses. Maintain situational awareness of the flood event. Coordinate delivery of flood modelling and data to relevant stakeholders. Coordinate public safety activities (road closures, door knocks etc). Protect critical infrastructure in the region. Coordinate volunteer capabilities. | <ul style="list-style-type: none"> Release of alerts and warnings to the public. Resource allocation. Evacuation Plan Activation. Evacuation Centre establishment and close down. Recovery Coordination centre establishment. |

SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|--|---------------------|---|--|
| EMQ | State Emergency Service (SES) | QPS, QFRS | <ul style="list-style-type: none"> • Support evacuation operations in accordance with QPS. • Conduct rescue operations as required. • Support repairs to houses – tarping. • Support protection of critical infrastructure – sandbagging. • Support opening of roads – debris removal. | <ul style="list-style-type: none"> • Activation of plans and resources in support of LDCC operations. |
| BoM | BoM | SCC | <ul style="list-style-type: none"> • Provide river flood warnings and weather forecast to LDCC. | |
| MSQ | Marine Operations | | <ul style="list-style-type: none"> • Maritime safety and warnings. | |
| SCC | EOT All Council Business Units (including SC Airport) | | <ul style="list-style-type: none"> • Lead Agency for internal SCC response and recovery activities. • Activate Business Continuity Plans to minimise disruption to services. • Pre-position critical resources as directed by the LDCC for response and recovery operations. • Protect and repair Council infrastructure to minimise impact on operations and the community. • Provide required personnel to LDCC and to augment Council efforts in disaster operations. • Maintain health and safety of Council employees including fatigue management. • Ensure Council employees are aware of the situation, impacts and priorities. • Maintain business as usual as best as possible. • Capture lessons learned and costs associated with the flood event. | <ul style="list-style-type: none"> • BCP Activation. |

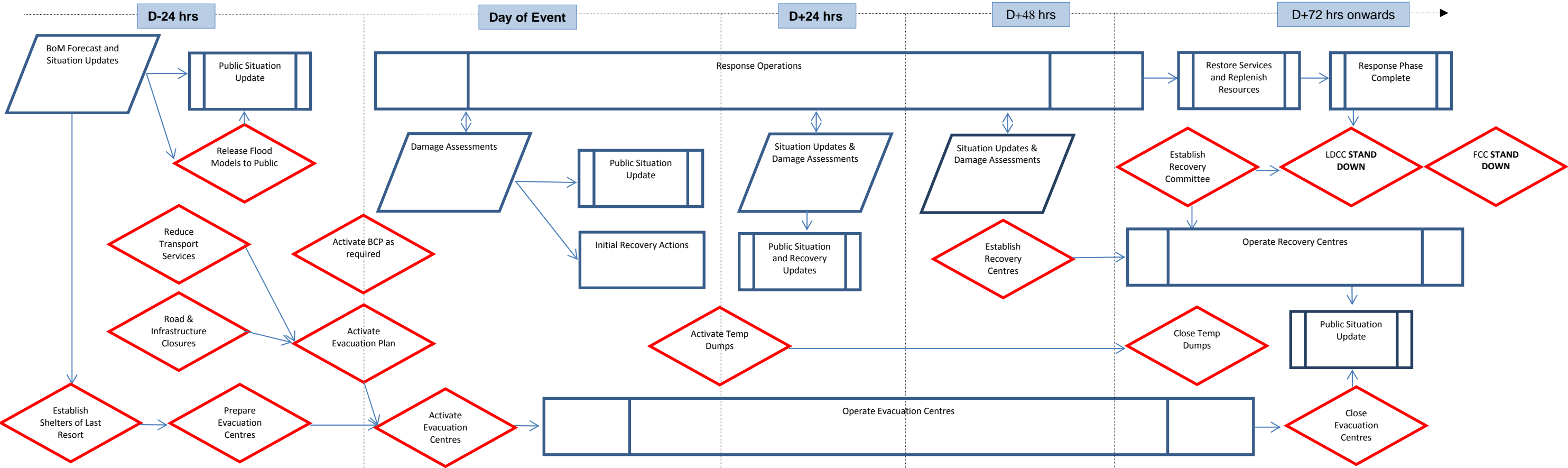
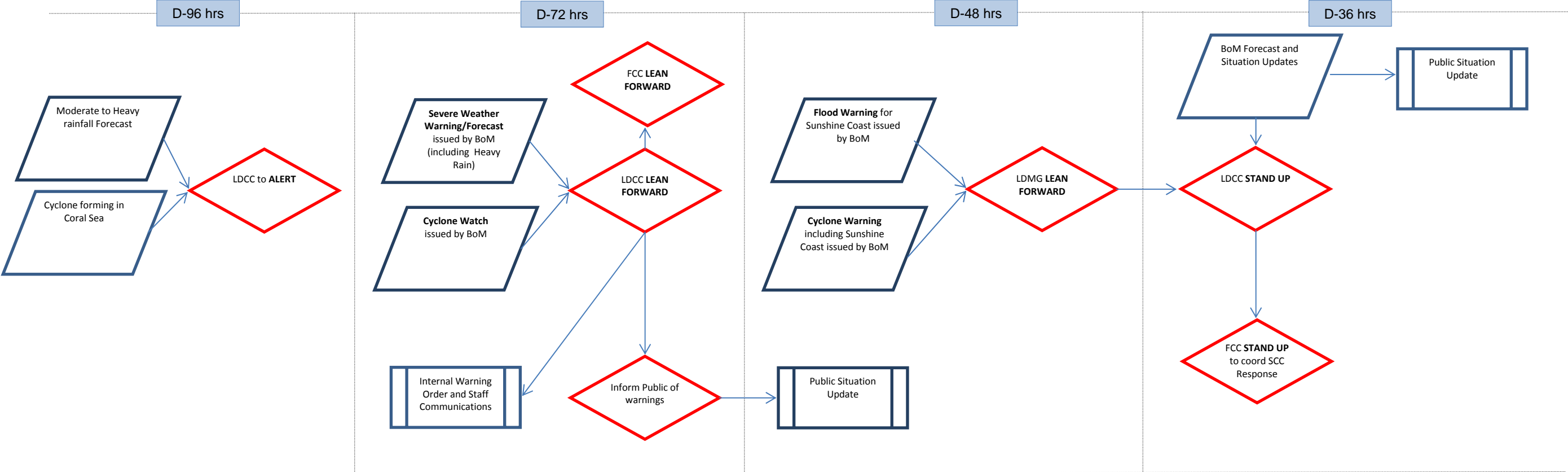
SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|----------------------------------|--------------------------------|--|--|
| | Transport & Engineering Services | DTMR, QPS, | <ul style="list-style-type: none"> • Traffic Management • Designation and activation of Evacuation routes, Emergency Service routes and alternate routes for the public. • Provide transport in support of evacuation operations. • Provide public information on road status and closures. • Coordination of resources required for road/crossing/bridge closures. • Support the LDCC in coordinating transport assets for evacuations. • Coordinate route clearance as required to ensure key routes remain open. • Protect internal assets – buses, depots, fuel. • Relocate buses and essential resources to safe areas as required. • Maintain passenger transport services as required. • Communicate service changes to the public. • Decrease environmental damage and support rapid recovery. | <ul style="list-style-type: none"> • Road closures. • Alternate route designation. |
| | Commercial & Procurement | | <ul style="list-style-type: none"> • Provide advice to LDMG and LDCC regarding risks to Council operations. • Coordinate contracting arrangements (Procurement Office). • Provide legal advice to LDMG/LDCC as required. • Manage and capture finances related to the flood event. • Support NDRRA and NDRP applications. | |
| | Civil Works Services | | <ul style="list-style-type: none"> • Respond to health and safety, and/or environmental incidents. • Repair or make safe to the public any area impacted by the flood. • Stockpile the following in preparation for emergency deployment: sandbags, sand, road base, barricades, mesh, A-Frames, star pickets, road hazard signage, flash lights. • Respond to road and drainage incidents. • Clear debris from the storm water system. • Coordinate contractors in support of Community Response tasks. • Support road closures through the provision of field teams. • Support debris and tree clean up (ground work only). • Provide barricades and equipment for response and traffic operations. • Provide materials for recovery operations. | <ul style="list-style-type: none"> • Allocation of resources to response and recovery operations. |
| | Parks & Gardens | RSPCA, Private Animal Shelters | <ul style="list-style-type: none"> • Manage public safety through park evacuations and closures. • Maintain liaison with DEHP Parks and Wildlife Services. • Establish emergency animal shelters in line with the Evacuation Plan. | <ul style="list-style-type: none"> • Establish emergency animal shelters. |

SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|-------------------------------|---------------------|--|---|
| | Waste & Resources Management | DEHP | <ul style="list-style-type: none"> Establish liaison with waste management contractors. Identify and prepare alternate waste management collection options. Be prepared to open and manage emergency waste / dumping locations. Maintain information flows to the public on waste related issues. | <ul style="list-style-type: none"> Open/Close of temporary dump sites. |
| | Hydraulics and Hydrology Team | BoM | <ul style="list-style-type: none"> Provide the LDCC forecast of flooding and flood information based on details from the BoM and flood modelling. Monitor creek and river telemetry. | <ul style="list-style-type: none"> |
| | ICT Services | | <ul style="list-style-type: none"> Provide products incorporating flood information and critical infrastructure as necessary to internal and external stakeholders. Activate IT DRP as required to protect information systems and data. | <ul style="list-style-type: none"> Activation of IT DRP. |
| | Customer Relations Team | | <ul style="list-style-type: none"> Maintain liaison with Government Contact Centre to coordinate information updates and prioritisation of incoming requests for support. Provide information to the public. Request staffing support from across SCC as required for surge operations. Provide situation briefings to the LDCC on call volumes, nature of requests and any capability issues. | |

B.3.21 Appendix B - Decision Support Tool



SC Disaster Management App A Plan

B.4 Hazardous Material Incident Threat Specific Plan

B.4.1 Purpose

This Threat Specific Plan covers the preparation, response and initial recovery actions associated with a major chemical or hazardous material (HAZMAT) incident occurring along a strategic land transport corridor (road or rail) within the Sunshine Coast region.

B.4.2 Scope

This plan is focused on Sunshine Coast Disaster Management arrangements supporting the response to and minimising the impact of a HAZMAT incident.

This plan does not consider terrorist or criminal instigated chemical or HAZMAT releases.

B.4.3 Audience

This plan has been prepared for the Local Group members and agencies, the LDCC and the LDC.

B.4.4 Context

- Brisbane and Gladstone have significant chemical industries.
- There is considerable bulk transport of dangerous goods along the Brisbane-Gladstone road and rail transport corridors.
- The North Coast railway closely parallels the highway, with the two routes being rarely separated by more than a few kilometres.
- Both routes pass either through or near numerous settled areas, including the Sunshine Coast Hinterland, regional centres and smaller towns.
- The highway remains the 'main street' for smaller towns such as Childers.
- The overall risk for a major HAZMAT incident for the Sunshine Coast is assessed as high all year round.
- The capacity for rapid and effective response by emergency services is critical in reducing the potentially significant impact on people, property and the environment.

B.4.5 Planning Assumptions

- The occurrence of a HAZMAT incident will be reported immediately through normal channels to QFRS, QPS and QAS. These agencies will provide the first response.
- Rail operators (QR National, Queensland Rail, and Pacific National) and DTMR will also be advised in accordance with existing transport safety protocols and response plans.
- The DDC and LDC will be advised of the incident as soon as practical by QFRS and QPS.

B.4.6 Planning Principles Council Role

As a potential supporting agency, Council may be requested to provide support by QPS Forward Commander in consultation with the Fire Controller and QAS Commander.

B.4.7 Sunshine Coast LDCC mission

During a HAZMAT incident the LDCC is to coordinate disaster operations, including the sourcing and deployment of multi-agency resources to minimise the impact on life, property, infrastructure, the economy, the community and the environment.

B.4.8 Objectives

The Local Group and LDCC will strive to achieve the following outcomes during a HAZMAT event.

- Effective and timely support to QFRS as the lead agency and QPS as the incident controlling agency;
- No loss of life or serious injury;
- No impact on critical infrastructure or essential services;
- Limit and contain any impact on properties and the environment;
- No impact on services through an effective business continuity program;
- Effective communication with relevant agencies at all levels at all times;
- Information is disseminated to the public permitting informed and proactive decision making on individual, family and business responses to HAZMAT incidents; and
- Restoration of disrupted services as rapidly as possible.

B.4.9 Critical Vulnerabilities

- **Strategic Routes:** With a small number of strategic land transport corridors into and through the region, the denial or restricted use of any strategic routes may have a significant impact on accessibility for external support.
- **Rapid Onset:** The rapid onset nature of HAZMAT incidents may see little to no warning time for the incident. This will likely result in an initial information void for the community in the immediate vicinity of the incident.
- **Complex Response:** The establishment of inner and outer cordons, hot zones and decontamination areas may have significant implications for parts of the community in the vicinity of the incident but not directly affected.
- **Medical Services Capacity:** In a mass casualty scenario, the number of casualties and nature of the injuries (chemical and fire burns, respiratory problems etc.) could rapidly overwhelm the medical services capacity for the region.

B.4.10 Critical Information Requirements

SCLDCC Support Options;

- Details of any potential or actual requests for support being made by QFRS or QPS
- Availability of resources to meet the support requirements.

B.4.11 Concept of Operations

The Sunshine Coast response to a HAZMAT incident will be relative to the location and scale of the release, the type of chemicals or materials involved and the immediate and likely longer term impacts on the community.

QFRS will be the Lead Agency.

The LDC and the LDCC will support QFRS incident coordination and response operations through the provision of multi-agency resources in response to requests from QFRS or QPS. This may include;

- activation of disaster management plan and disaster management group to coordinate response and recovery activities;
- tasking to agencies such as the SES;
- the use of traffic control assets or plant equipment;
- facilitate evacuations, establish evacuation or recovery process; and
- contribute to the protection of critical infrastructure
- assist with public information and warning tasks.

The LDCC will interface with QFRS through a Liaison Officer positioned at the QFRS ICC or with the Police Forward Commander.

B.4.12 Command, Control and Coordination

Command is the internal direction of the members and resources of an agency in the performance of the organisation's roles and tasks, by agreement and in accordance with relevant legislation. Command operates vertically within an organisation.

Control is the overall direction of emergency management activities in an emergency situation such as a flood. Authority for control is established in legislation and may be included in an emergency plan. It carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.

Coordination is the bringing together of organisations and other resources to support a response operation such as a flood operation. It involves the systematic acquisition and application of resources in an emergency.

B.4.13 Roles and Responsibilities - Command and Control Arrangements

QFRS is the lead response agency for HAZMAT response.

QPS is the coordinating agency and is responsible for overall control of an incident.

QAS in consultation with the Police Forward Commander, Fire Controller and Qld Health is responsible for the management and transport of casualties.

Council may be requested to provide on-site support by the Police Forward Commander in consultation with the Fire Controller and QAS Commander.

The Local Group will set strategic priorities for disaster operations to the LDC and the LDCC. The Local Group may receive a direction from the DDC. The LDCC is responsible for coordinating disaster operations for the LDC.

Requests from the QFRS ICC or QPS FCP may be managed directly by the LDCC. Council provides the staff to operate the LDCC. The LDCC also assumes an initial coordination function for disaster recovery activities.

The SES will remain under the command EMQ unless changes to command arrangements are clearly documented.

Council staff and assets will remain under the command of their respective business units unless approved and documented amendments to arrangements are made (joint teams, secondments or attachments to other organisations).

B.4.14 Roles and Responsibilities

B.4.14.1 Preparation Phase

Key responsibilities of Council in preparing for a HAZMAT incident include:

- Maintain awareness of community protection strategies, risk exposures and State level plans and response capabilities.
- Maintaining key operational plans such as the SCLDMP Evacuation Sub Plan
- Maintaining Local Group/LDCC administration (contact lists, rosters)

Key responsibilities of the Local Group in preparing for a HAZMAT incident include:

- Maintain situational awareness of HAZMAT risks and any incidents across the state
- Be prepared for partial or full activation in support of regional response and recovery activities.

The responsibilities of the LDC and LDCC in preparing for HAZMAT incidents include:

- Monitoring of high risk transport activities through the region, any alerts from DTMR or QFRS and meteorological conditions through the BoM.
- Maintain a Liaison Officer network and communications protocols appropriate to external command and control structures.

B.4.14.2 Response Phase

Key responsibilities of Local Group and LDCC in the response phase include:

- Provide assistance to QFRS through allocation of assets if requested;
- Deploy a Liaison Officer to the Incident Control Centre to interface between QFRS and LDCC;
- Provision of response and recovery strategies and priorities to the LDCC;
- Escalate requests to the DDC if required; and
- Initiate recovery phase planning and prepare to activate recovery structures in anticipation of a transition of responsibility from QFRS for the recovery phase.

The responsibilities of the LDCC in the response phase include:

- Implementation of actions in accordance with the Sunshine Coast Disaster Management Plan Activation Sub Plan;
- Conduct an appreciation of the incident to assist in planning and pre-positioning of response and recovery resources within existing authorities;
- Coordinate the deployment of multi-agency assets in support of QFRS and QPS as requested;
- Monitoring weather forecasts and situation updates;

- Provide input to the protection, maintenance and repair of critical infrastructure and essential services throughout the region through working with QFRS and the owners and operators of the infrastructure (health services, water, electricity, gas, telecommunications, transport);
- Facilitate evacuations if requested by QPS or QFRS and provide for immediate evacuee welfare through establishment and operation of evacuation centres; and
- Be prepared to coordinate the transition to the Recovery Phase.

B.4.14.3 Recovery Phase

Key responsibilities of the Sunshine Coast Council and LDC in the recovery phase include:

- Implement recovery structures and supporting resource management.
- Facilitate formal requests for external support (financial, materiel, philanthropic) as appropriate for the recovery effort
- Management of resource reconstitution and conduct a review of response and transition to recovery activities

The responsibilities of the LDCC in the recovery phase include:

- Establishment of recovery coordination processes if required.
- Restore community services as quickly as possible
- Continued monitoring of situation updates from QFRS, BoM and local data sources
- Coordination of evacuation centre closures and re-occupation of public facilities.
- Facilitate handover of any recovery or residual response activities to appropriate agencies.

Supporting Agencies

Additional agencies and organisations may have a role in the response and recovery phase. This is dependent on the nature and scale of the damage. Additional agencies may include:

- Australian Defence Force (requires a request for defence assistance to the civil community through DDC)
- QFRS Scientific Branch;
- State Government Departments and Authorities; and
- Strategic humanitarian, aid and charity organisations.

B.4.15 Public Information

Key public messaging will be coordinated by QFRS as the lead agency and LDC and Local Group efforts are to align with approved QFRS and QPS talking points and public information releases.

General themes where LDC may be able to contribute to public awareness during a HAZMAT incident include:

B.4.15.1 Preparation Phase

- Actively monitor alerts, warnings and situation updates

B.4.15.2 Response Phase

Any personal actions that may assist with mobility for residents should an evacuation be ordered (routes to airport, port, railway operations, road closures)

- Actions to take in response to the actual occurrence on the ground in line with QFRS messages (e.g. stay indoors, close windows and turn air conditioning and fans off)
- Locations of evacuation centres and what evacuees will need to bring with them
- Where to get further information or assistance.

B.4.15.3 Recovery Phase

Ascertain:

- What impact the HAZMAT incident has had on the Region or particular areas including infrastructure, essential services, road closures and environmental impacts.
- How authorities are addressing the impacts and what the priorities are.
- Likely timeframes for recovery of infrastructure and essential services.
- Any no-go areas or transport corridors that are unavailable and;
- Identify the Recovery process and where people can access additional help and information.

B.4.16 References

- Australasian Inter-Service Incident Management System (AIIMS) Manual 2004
- Australian Emergency Manuals Series – Manual 11: Evacuation Planning
- Australian Emergency Manuals Series – Manual 43: Emergency Planning
- Bruce Highway Major Incident Diversion Routes, March 2010
- Disaster Management Act 2003, Revision 2D November 2010
- Disaster Management Planning Guidelines
- Fire and Rescue Service Act 1990
- Perception by Counter Disaster Personnel of the risks of bulk transport of dangerous goods along the Brisbane-Gladstone transport corridor, I. Childs (QUT), 1999
- State of Queensland Chemical/HAZMAT Plan, Version 2, October 2004
- Sunshine Coast Regional Disaster Risk Assessment 2012
- The Australian Dangerous Goods Code 7th edition' (Commonwealth of Australia, 2007)
- Transport Operations (Road Use Management) Act 1995
- Transport Operations (Road Use Management-Dangerous Goods) Regulation 2008

SC Disaster Management App A Plan

B.4.17 APPENDIX A: Hazmat Incident Task Matrix

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--|-------------------------------|--|--|---|
| Sunshine Coast Local Disaster Management Group | Local Group | | <ul style="list-style-type: none"> Oversee LDCC support to QFRS and QPS. Provide direction to the LDCC. Provide direction to SCC Business units supporting disaster operations. Maintain situational awareness of the incident through the LDCC. Provide situation updates to the DDC as appropriate. | <ul style="list-style-type: none"> LDMG Establishment LDCC Activation LDCC Stand Down Transition between phases |
| | Recovery Committee | Dept. of Communities, Child Safety and Disability Services | <ul style="list-style-type: none"> Convene Recovery Committee as soon as practical if community impact dictates. Coordinate community recovery activities (Recovery Coordination Centres / Outreach) and resources including; information, personal support, specialist counselling, mental health and community services. Restoration of infrastructure as soon as practical to allow resumption of normal operations for the community as soon as practical. Coordinate recovery efforts with District and State recovery mechanisms. Liaise with external stakeholders to determine recovery priorities, resourcing and coordination. | <ul style="list-style-type: none"> Recovery Committee activation Recovery committee de-activation Recovery Coordination Centre / Outreach close down |
| | Corporate Communications Team | | <ul style="list-style-type: none"> Activate SCLDMP Appendix A10 Public Information and Warnings Plan if directed by LDMG / LDC. Ensure alignment of SCLDMG communications with QFRS and QPS information. Provide a single point of contact for media queries. Support the LDC in providing situational awareness to the community and wider public through preparation of media statements, talking points and supporting products. Coordinate the use of social media for dissemination of factual information and direction to members of the public (for evacuations as an example). Assist the LDCC in communicating quickly and consistently with internal Council and employees. | <ul style="list-style-type: none"> SCLDMP Appendix A10 Public Information and Warnings Plan Activation Release of public information in accordance with approved talking points and information |

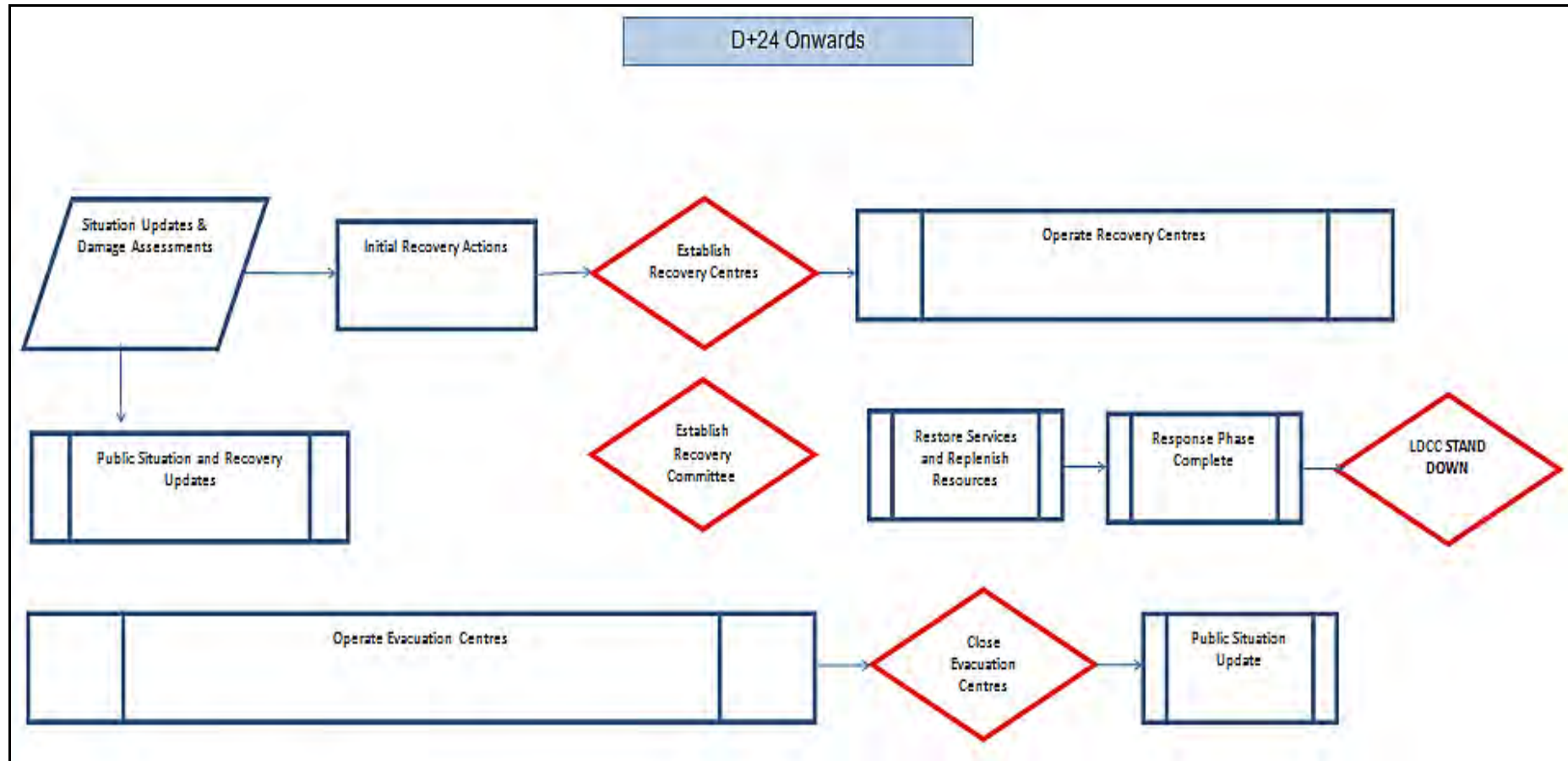
SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|---|----------------------------------|---|---|
| LDMG | QPS | QFRS | <ul style="list-style-type: none"> • Coordination agency and overall control of an incident • Secure the incident scene • Provide emergency response • Maintain law and order • Crowd and traffic control as required • Render safe of any explosives • Victim registration • Direct and conduct evacuations | <ul style="list-style-type: none"> • Declaration of an Emergency Situation under Public Safety Preservation Act 1986 |
| | QFRS | ADF, QPS | <ul style="list-style-type: none"> • Protection of persons, property and the environment • Advisory service for promoting HAZMAT safety • Lead Agency for HAZMAT operations • Emergency response, inner cordon and decontamination • Damage assessment • Provide public information and situation updates to relevant stakeholders • Incident investigation led by Scientific Branch | <ul style="list-style-type: none"> • Key locations and control measures |
| | QAS | | <ul style="list-style-type: none"> • On-site medical care • Establish casualty collection, triage , treatment and transport areas • In conjunction with the Police Forward Commander, the Fire Controller and Qld Health, management and transport of casualties. | |
| | Qld Health | | <ul style="list-style-type: none"> • Provide health advice and direction • Hospital or other health facility based Multi-Casualty response • On-site medical teams in support of QAS operations • Advice on decontamination • Support hazardous materials or biological materials analysis and identification | |
| | Dept of Communities, Child Safety and Disability Services | Council | <ul style="list-style-type: none"> • Plan and conduct recovery operations. | |
| | Unity Water | Energex, DEHP, Queensland Health | <ul style="list-style-type: none"> • Maintain water quality and supply. • Prepare and issue public information for residents in communities where water quality may be impacted by the chemical or HAZMAT release | |

SC Disaster Management App A Plan

| Organisation | BU / Branch | Supporting Agencies | Key Tasks | Key Decisions |
|--------------|-------------------------------|---------------------------|--|--|
| | Energex | | <ul style="list-style-type: none"> Protect and repair power infrastructure and restore power to affected areas as appropriate. | <ul style="list-style-type: none"> |
| LDCC | LDCC and LDC | Council / SES / QPS / EMQ | <ul style="list-style-type: none"> Facilitate and coordinate public warnings if required (door knocks etc.) Coordinate additional resource support capabilities and requirements for QFRS ICC Support QPS and QFRS directed evacuations Coordinate disaster operations. Establish liaison linkages with the ICC and key stakeholder organisations including relevant authorities, agencies, NGO's and businesses. Maintain situational awareness of the HAZMAT incident. Support public safety activities (road closures, etc.) as requested directed by QFRS or QPS. Support the protection of critical infrastructure. | <ul style="list-style-type: none"> Release of alerts and warnings to the public. Resource allocation. Evacuation Plan Activation. Evacuation Centre establishment and close down. Recovery Coordination centre establishment. |
| EMQ | State Emergency Service (SES) | | <ul style="list-style-type: none"> Support QFRS as required / directed in the response phase Support evacuation operations in accordance with QPS direction. Support protection of critical infrastructure. Support traffic control on roads . | <ul style="list-style-type: none"> Activation of plans and resources in support of LDCC operations. |
| BoM | BoM | | <ul style="list-style-type: none"> Provide weather forecast to QFRS and LDCC. | |

B.4.19 APPENDIX B: Hazmat Incident Decision Support Tool – Day 24 Onwards





Sunshine Coast Health Service District

Pandemic Response Sub-Plan

April 2012

Please Note: This plan is a sub-plan of the Sunshine Coast Health Service District Emergency Response Plan.
If any unforeseen conflict arises between the two, the Sunshine Coast Emergency Response Plan will prevail.

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Definition of Pandemic

A pandemic is an epidemic of infectious disease that is spreading through human populations across a large region; for instance multiple continents, or even worldwide. The health care sector always faces especially severe challenges during a pandemic.

The Global Outbreak Alert and Response Network (GOARN) is a technical collaboration of existing institutions and networks who pool human and technical resources for rapid identification, confirmation and response to outbreaks of international importance.

Potential Pandemic Diseases

Anthrax (rare)

Avian influenza (no human incidence in Australia to date)

Crimean-Congo haemorrhagic fever CCHF (can be imported)

Dengue/dengue haemorrhagic fever (can be a potential hazard)

Ebola haemorrhagic fever (rare)

Hendra Virus (HeV) Infection (can be a potential pandemic)

Hepatitis (various types Eg Type A, B,C,D,E)

Influenza (Pandemic Influenza – not seasonal variety)

Lassa fever (can be imported)

Marburg haemorrhagic fever

Meningococcal disease (can be a potential hazard)

Human Monkeypox MPX

Nipah Virus Infection NiV (has occurred in Australia)

Pandemic (H1N1) 2009

Plague (recorded in the past)

Rift Valley fever

Severe Acute Respiratory Syndrome (SARS) (can be a potential hazard)

Smallpox (recorded in the past – now considered eradicated)

Tularaemia (not reported in Australia)

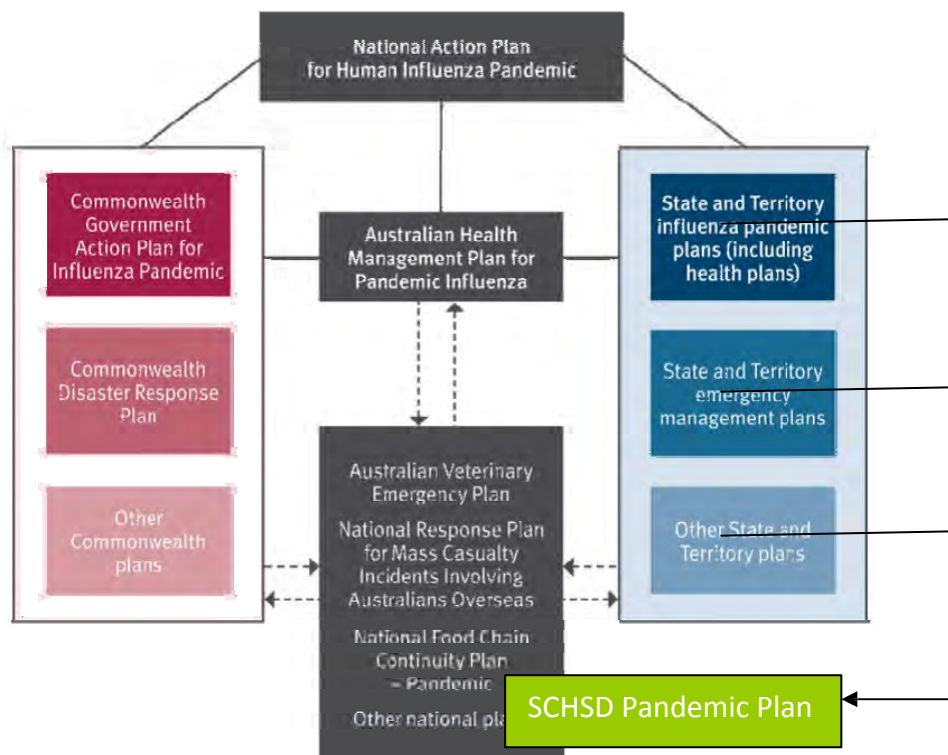
Yellow fever (not reported in Australia)

Section 1 - Introduction

1.1 The Pandemic Plan framework

The Sunshine Coast Health Service District (SCHSD) pandemic response sub-plan has been developed within the larger Commonwealth and State framework (see Figure 1). Pandemic Management is one of only two circumstances characterised by a top-down command structure with the Commonwealth Government taking a lead role, (the other being coordination of a response to a terrorist threat)

Figure 1 - Key Australian plans for pandemic influenza



1.2 Aims and objectives

The aim of this plan is to provide a comprehensive implementation guide for the SCHSD of actions necessary in the event of a pandemic influenza or other pandemic threat. More specifically the objectives of the plan are to:

- Rapidly identify suspected and confirmed cases.
- Isolate and treat in order to delay the spread of the disease or suspected disease.
- Utilise personal protective equipment to protect those at risk.
- Standardise assessment and management of patients with suspected influenza/other pandemic disease.
- Implement a community based assessment programme with referral streams into hospital facilities, where appropriate.
- Implement an effective communication pathway/education/information exchange process between the District, the Queensland Department of Health, the local community, (including the local Council, General Practice, etc) health care workers, other pertinent agencies and the media, if required.

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- Minimise consequences of health care workers being exposed to influenza/other pandemic emergencies.
- Collect epidemiological data to inform clinical management and assist higher level public health decisions.
- To minimise morbidity, mortality and social disruption.
- To ensure maintenance of essential services and appropriate use of resources during the event as well as during the recovery stage.

1.3 Pandemic phases

The World Health Organisation (WHO) describes six global phases of a pandemic spread (Figure 2). The Australian phases have been developed within the constraints of the WHO guidance.

In order to appropriately mirror the pandemic phases, this plan envisages distinct pandemic activation stages, as also described in Figure 2.

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Figure 2. The WHO phases of a

| | Global phase | Australian phase | Description of phase | AHMPPI 2008 Australian phases |
|-----------------------------|--------------|---|--|-------------------------------|
| Prevention and Preparedness | | AUS 0 | No circulating animal influenza subtypes in Australia that have caused human disease | |
| | 1 | Overseas 1 | Animal infection overseas: the risk of human infection or disease is considered low | |
| | | AUS 1 | Animal infection in Australia: the risk of human infection or disease is considered low | |
| | 2 | Overseas 2 | Animal infection overseas: substantial risk of human disease | |
| | | AUS 2 | Animal infection in Australia: substantial risk of human disease | |
| | 3 | Overseas 3 | Human infection overseas with new subtype/s but no human to human spread or at most rare instances of spread to a close contact | Alert |
| AUS 3 | | Human infection in Australia with new subtype/s but no human to human spread or at most rare instances of spread to a close contact | | |
| Recovery | 4 | Overseas 4 | Human infection overseas: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans | Delay |
| | | AUS 4 | Human infection in Australia: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans | |
| | 5 | Overseas 5 | Human infection overseas: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk) | Delay |
| | | AUS 5 | Human infection in Australia: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk) | |
| | 6 | Overseas 6 | Pandemic overseas: increased and sustained transmission in general population | Delay |
| | | AUS 6a | Pandemic in Australia: localised (one area of country) | Contain |
| AUS 6b | | Pandemic in Australia: widespread | Sustain | |
| AUS 6c | | Pandemic in Australia: subsiding | Control | |
| Recover | | AUS 6d | Pandemic in Australia: next wave | Recover |

Source Queensland Pandemic Influenza Plan 2009

Section 2 - Pandemic Emergency Response Activation

The activation of this sub-plan will occur automatically upon activation of the Queensland Health Pandemic Plan, which would typically be initiated either by the Chief Health Officer of Queensland Health, or if delegated, by the Population Health Unit Medical Officer or another appropriate officer within the Queensland Health Outbreak Control Centre.

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The SCHSD will respond in a phased approach, in line with the evolution of the Pandemic Influenza based on the level of information or severity of the emergency.

In the event of a Pandemic Influenza/other pandemic disease, a Health Emergency Operation Centre (HEOC), staffed by designated personnel will be established in accordance with the Sunshine Coast Emergency Response Plan to manage as necessary activities and to liaise with external emergency services. A HEOC may need to be established at more than one facility dependant upon the severity of the pandemic emergency; in these cases additional facility HEOC will be required to report to the Primary HEOC at Nambour General Hospital.

A pandemic influenza emergency or other pandemic emergency will constitute a CODE BROWN EXTERNAL EMERGENCY. Such a situation may involve the successive influx of patients over a period of 6-12 weeks which is likely to overwhelm District resources.

Figure 3: Pandemic Activation Phases and Action List

| |
|---|
| 1. Alert – Phase 4 |
| <ul style="list-style-type: none"> • Notification of human infection overseas: small clusters consistent with limited human to human. • Transmission spread highly localised, suggesting the virus is not well adapted to humans. |
| 1.1 Actions |
| <ul style="list-style-type: none"> • Review the SCHSD Pandemic Sub-Plan as well as the overall Emergency Response Plan. • Identify members of the HEOC, make contact with each member and reinforce responsibilities. |
| 1.2 Specific Duties |
| <ul style="list-style-type: none"> • Establish and verify fully operational control room facilities and communicate daily with the relevant HEOC members. (This is the responsibility of the Duty Manager, HEOC. See Action Card 5) • Hold a senior staff meeting to disseminate information regarding the alert. Ideally this should include the District Leadership Team (DLT), The Incident Management Team (IMT), designated Service Directors and ancillary staff likely to be significantly impacted by the event. • The decision to hold the meeting rests with the Health Incident Controller (HIC) (See Action Card 1). • Responsibility for ensuring all logistics rests with the Health Commander (HC) (see Action Card 2). • Consideration is to be given to presenting information regarding the Pandemic Influenza /other pandemic alert and the implementation of emergency plans in a series of forums to all levels of staff, if practicable. • Identify ways to augment medical, nursing and other healthcare staffing to maintain appropriate standards of care during an outbreak/pandemic. This would involve liaison with the District Director of Nursing and Midwifery Services, Executive Director Allied Health and the Executive Director People and Culture at the instigation of either the HIC or HC. <p>Ensure all potentially impacted areas identify additional resource needs in the event of a pandemic to serve as a guide for redeployment and/or resource allocation.</p> |

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1.3 Department of Emergency Medicine; ICU, Designated Pandemic Cohort Ward (4FW) and other critical areas, as nominated by the Chief Operations Officer or the Health Incident Controller.

- Identify gaps in security arrangements and prepare additional staff, if required.
- Initiate orders for PPE stock for at least a 21 day time horizon, keeping in mind the likelihood of spread and severity of the pandemic. This element of the response may need to be augmented dependant upon available information.
- Develop a plan to safely move and cohort affected or potentially affected patients within the facility. This may mean designating an entire ward for pandemic influenza patients/other pandemic disease patients. Ward 4FW will be the designated Pandemic Cohort Ward at Nambour General. The Acute Services Unit (ASU) will normally be the designated Pandemic Cohort Ward at Gympie Health Service. The Caloundra Health Service Cohorting Ward will be the East Ward
- Identify a designated “pandemic lift” where applicable (i.e. Nambour and Gympie hospitals only) prepare equipment / signage for potential cohort areas for use in later stages of response.
- Initiate Hospital Surveillance Protocols, giving due regard to what is recommended by the Director of Infectious Diseases (or delegate) and within available resources, given regard to other clinical necessities.
- Work instructions for shutdown of wards and exits are to be approved and triggers specifically defined.
- Review register of all vulnerable persons and make appropriate contact.
- Review staffing needs, adjusted to known and predicted pandemic attack rates.
- Review Assessment Centre guidelines as part of preparation for the potential need to mount a response incorporating such centre(s) at a later stage
- Initiate the stockpiling of antivirals and antibiotics in consultation with higher Queensland Health and Queensland Government structures.
- Conduct appropriate and intense infection control education across the Health Service. This task is to be undertaken by all nominated staff and is the ultimate responsibility of the HC.
- Media representative to disseminate approved information to the public and staff.

2. Standby – Phase 4 & 5 (No Local clusters)

This occurs when advice is sufficient to warrant preparatory activities in readiness for a full response (See point 3). Small and large clusters may be occurring in other parts of Australia during this time, suggesting the virus is becoming better adapted to humans and demonstrating substantial pandemic risk. There may also be increased and sustained transmission overseas.

2.1 Actions

- Concerted and streamlined efforts to provide a consistent, yet informative messages to all staff in the face of the anticipated saturation of media messages.
 - The District may be required to provide information to the public within the geographic boundaries of the HSD, depending on advice from higher authorities.
 - Maintain close contact with other healthcare facilities including private hospitals and nursing homes; Sunshine Coast Regional Council and Gympie Regional Council staff, QAS and relevant District Disaster Management Groups (DDMG)
- Please Note:** Gympie Health Service is in a different DDMG to the rest of the SCHSD.

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2.1 Specific Duties

- Implement Bed Management Protocols for increasing bed capacity, under the auspices of the HC. This may involve cancellation of some or all elective activity, as well as opening up unfunded beds.
 - Ensure a designated ward (for example Ward 4FW at NGH and ASU at Gympie) is completely prepared to receive and cohort pandemic patients with necessary staff education, Personal Protective Equipment (PPE), pharmaceutical supplies, etc being attended to.
 - The need to observe necessary precautions should be seen as a matter of priority and communicated to all persons likely to be exposed.
 - Prepare to close non-essential services such as community centres, outpatient services, certain support functions, e.g. health promotion, planning, finance as designated by the HC.
 - Open Assessment Centres with staff as per recommendations from the Queensland Department of Health, or as designated by the HC.
 - Consider posting appropriate visitor restriction signs.
 - Implement a system for detecting and reporting signs and symptoms of influenza/other pandemic disease among staff. This will necessarily involve appropriate communication and staff education and will demand complete and immediate involvement of all training and education staff within the District, as instructed by the HC.
 - Contact made with community and primary care providers (especially General Practice).
 - Review the need for support to any patients on the vulnerable persons register and make contingencies for patients on renal dialysis or those requiring home oxygen, as well as other patients considered as requiring assistance.
 - Implement phone triage, if considered necessary.
 - Review procedures for supply of antivirals or any other medications to patients in the community.
 - Enforce respiratory hygiene / cough etiquette or other precautions applicable to the particular pandemic emergency. This is to be supported by an active education program conducted by the Infection Control Service with full cooperation of all District staff involved in education and under the overall direction of the HC.
 - Identify at risk staff and provide influenza and if clinically desirable, pneumococcal vaccines (with consent), or other pertinent vaccines if available.
 - Make steps to proactively encourage influenza vaccinations in the local community, if applicable.
- HC to make contact with all major private hospitals to coordinate contingency plans

3. Response in the local community – Phase 5, 6a & 6b

- The pandemic is either localised in the HSD or widespread in Australia.

3.1 Actions

- Ensure full implementation of this Pandemic Response Sub-Plan. The District's Emergency Response Procedures must be activated and the HEOC or HEOCs must be functional.
- Control room fully staffed on a 24 hour basis. It is the responsibility of the Health Incident Controller to ensure that this happens.
- Continue media saturation of information to the public, as authorised by higher authorities.

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| |
|--|
| 3.2 Specific Duties |
| <ul style="list-style-type: none"> • Establish clear lines of communication with Disaster Management Hierarchy (Queensland Department of Health, the DDMC, etc.). • Prepare to open Staging Facilities if case numbers require this to take place. Staging facilities will normally be activated only in consultation with state-wide coordinators of response to the pandemic. See point 5.4 and 7.3 for further details. • Referral pathways of patients suspected of being affected by the infectious agent into the District should be strictly adhered to, preferably in collaboration with Divisions of General Practice and community providers. • Access and egress controls at all facilities shall be enforced by security personnel at the direction of the Logistics Officer and must be strictly adhered to. • Screen all visitors and restrict visitor numbers, if necessary. • Implement cohort areas in wards, as required. Consider alternatives as this may unnecessarily expose others to the infection (particularly in the Emergency Departments) • Cohort staff caring for influenza/other pandemic disease patients. This is a role of the Operations Officer who is responsible for ensuring this occurs appropriately and in a manner approved by the Health Incident Controller. • Close all non essential areas and deploy staff to high impact areas and Assessment Centres. • Make best attempts to increase security at all facilities within available resources. • Provide staff with timely antiviral prophylaxis according to QH recommendations. • Identify Mass Vaccination sites, if necessary. Local Council and Dept of Community Services assets should be considered as possible sites. This would be done in consultation with the local councils and DDMG's. • Set up processes for provision of antiviral medications and other support for patients quarantined in their normal residential locations. This would normally be delegated to the Logistics Officer. • Active and ongoing liaison with the DDMGs via the designated Hospital Liaison Officers (HLO) is to be maintained through out the emergency. |
| 4. Stand Down and Recovery – Phase 6c Aus |
| <p>The pandemic is subsiding and full resource demands have eased. Preparation phase for a possible next pandemic wave. The focus now needs to shift to recovery in the community.</p> |
| 4.1 Actions |
| <ul style="list-style-type: none"> • Debrief, as envisaged in the overarching Emergency Response Plan. • Prepare reporting documentation including financial reports of additional pandemic related expenditure. • Reinstate non - emergency services as situation allows. • Review lessons learnt and make preparations for a possible further wave of the pandemic. |
| 4.2 Specific Duties |
| <ul style="list-style-type: none"> • Close Staging and Assessment Facilities, when appropriate. • Maintain follow up of existing patients, especially those identified as being vulnerable (including Renal Dialysis and home oxygen patients). • Phase out ward cohort areas. • Assess mental health needs of staff and volunteers. • Ensure community liaison and information dissemination regarding the recovery phase. • Take active part in the recovery, under the auspices of the local council(s) in accordance with the appropriate Queensland Health plan(s). |

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Section 3 - The District Health Emergency Operation Centre (HEOC)

Pandemic Influenza /other pandemic disease emergency

Purpose:

To ensure command, control and coordination during a pandemic emergency.

3.1 Procedure:

3.1.1 Many characteristics of a pandemic that will guide the selection of response measures will become apparent only after the new virus has emerged and begun to cause large numbers of cases. The Population Health Unit (PHU) Medical Officer (MO) would normally advise the HSD when the HEOC is to be activated.

A HEOC may need to be established at more than 1 hospital dependant upon the severity of the pandemic emergency; in these cases additional facility HEOCs will be required to report to the Primary HEOC at Nambour General Hospital.

3.1.2 Membership of the HEOC is outlined in the District's Emergency Response Plan Each of the designated Officers will be issued with a specific action card identifying their role and responsibilities during the pandemic response. The action cards which are readily available in the HEOC room, represent a tailored version of the generic action cards included in the Emergency Response Plan. Specific action cards for pandemic response are included in **Annexure 1**.

3.1.3 On activation of the pandemic response plan, all IMT (Incident Management Team) members will report to the HEOC, receive their specific action cards, and take direction from the HIC. All operational support call personnel should attend the HEOC, receive their specific action cards and remain immediately contactable and available to assist, as directed.

For further information refer to the Emergency Response Plan, Sunshine Coast Health Service District.

Section 4 - District Communications for Pandemic Emergency Response

The HEOC room will be the centre for management of incoming and outgoing information. The Primary District HEOC would normally be situated in the Computer Training Room, Block 3 Level 4, Nambour General Hospital. Gympie and Caloundra Hospitals have the ability to establish a HEOC and depending on the extent of the Emergency one or more HEOC may be in operation at the same time.

The decision to establish HEOC in either Nambour, Gympie or Caloundra Hospital rests with the HIC. Communication cascades will follow the District's Emergency Response Plan.

4.1 COMMUNICATIONS EQUIPMENT

The HEOC is equipped with the following communication equipment:

Analogue Phones, Dect Phones, Mobile Phones, Digital Phones, Computers, facsimile machine and handheld radios.

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4.3 SPECIFIC COMMUNICATIONS ROLES

The following officers will be responsible for specific lines of communication

4.3.1 Health Liaison Officers – (Nursing Director Emergency Services – Proxy Director Medical Services Gympie)

The Health Liaison Officer will act as Queensland Health’s representative providing the single point of contact for communication and liaising with other agencies in their respective DDMG areas.

4.3.2 CNC Infection Control Coordinator – (Director of Infectious Diseases – Proxy Infectious Disease Physician)

The Infection Control Coordinator will provide ongoing advice, information and education to clinical staff throughout the pandemic response, as requested by the Health Commander. Communication and liaison with the Department of Emergency Medicine (DEM) will be continuous. An increased infection control contract with the District’s DEMs is required on a day to day basis to ensure that ongoing advice is readily available.

4.3.3 People & Culture - (Executive Director P&C – Proxy P & C Director)

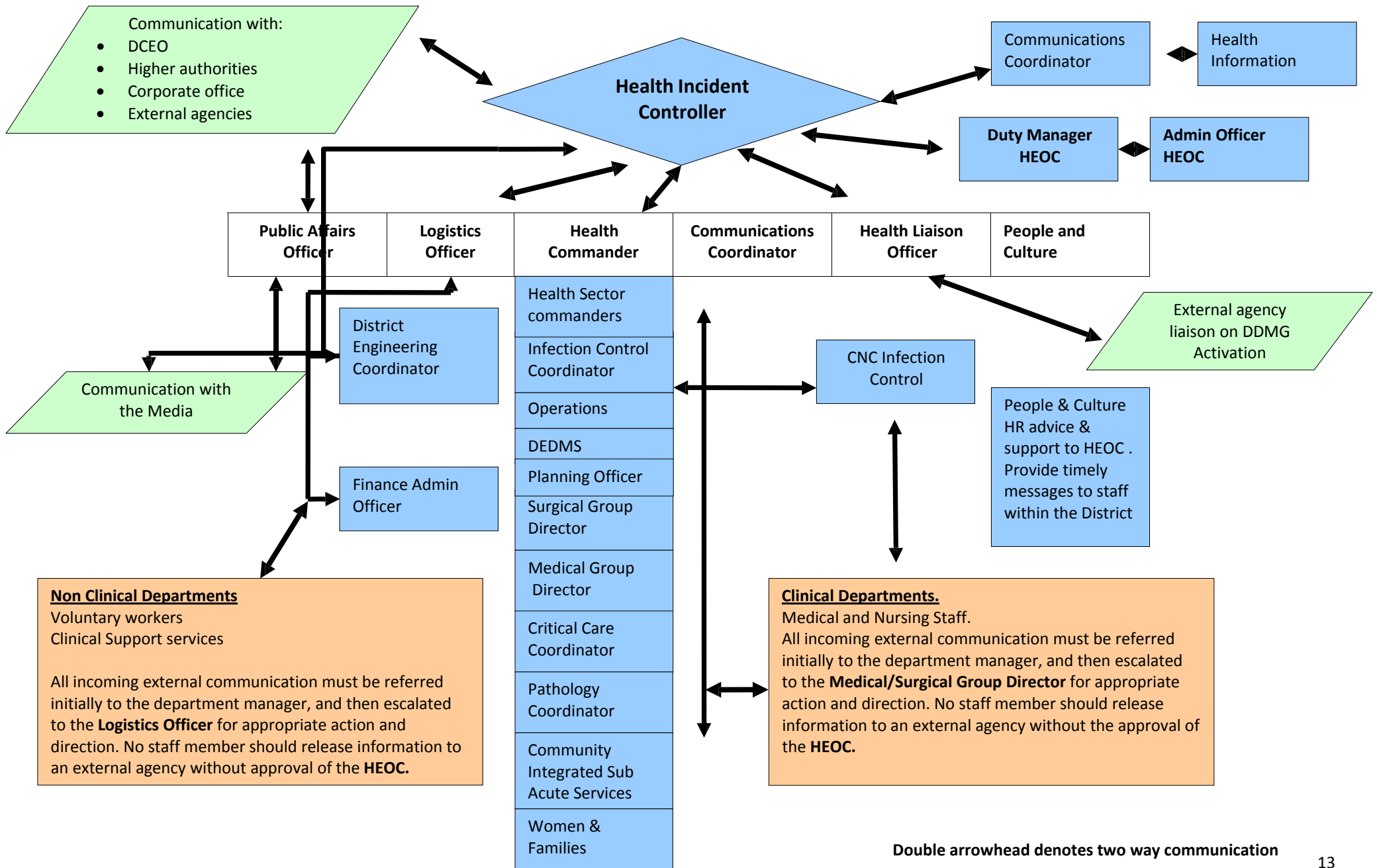
People and Culture Services will ensure that timely and consistent messages are provided to staff employed within the District, as directed by the Health Commander, Executive Directors and/or Service Directors.

People and Culture Services will also provide advice to HEOC managers and staff regarding personnel issues that may emerge during the pandemic response. If required by the Health Commander, People and Culture personnel will avail themselves to promptly call in additional workforce as needed.

People and Culture Services will also assist and support staff through the District Employee Assistance Program.

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Sunshine Coast Health Service District Health Pandemic Response Sub-Plan - Communication Lines



Double arrowhead denotes two way communication

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Section 5 - Management of affected patients

The management of patients presenting with pandemic like symptoms is aimed at:

- The rapid identification of suspected and confirmed cases.
- Delaying the spread of the disease through case isolation, rapid treatment and the provision of antivirals and personal protective equipment (PPE) to those at risk.
- Standardised assessment, triage and management of patients with suspected pandemic infection in accordance with protocols. Cases will be streamed for care at home, with varying levels and types of follow-up or for admission to hospital.
- Minimising the number of health care workers exposed to patients with the pandemic infection, and ensuring that those staff who are allocated to the assessment and care of influenza patients maintain optimal infection control.
- Collection of epidemiological and clinical data on cases to inform clinical management and public health decisions.
- Decreasing pandemic infection patient presentations to the Emergency Department.

5.1 Initial Assessment

- Initial assessment of any pandemic infection cases is to be in the Emergency Department in the first instance, and within the assessment centres as they are activated throughout the District.
- An isolation assessment area will be established in the Department of Emergency Medicine with designated clinical staff to ensure rapid assessment and transfer.
- Triage administration and nursing staff are to wear face masks and any other necessary Personal Protective Equipment as directed by Infection Control Resource Person (ICRP), which is a role defined in section 6.1.
- It may be necessary to divert suspected infectious patients to outside waiting areas if clinically and environmentally appropriate.
- Anyone suspected to have pandemic infection or symptoms is to spend **no more than one hour** in the Emergency Department / Assessment area, if practicable.
- Follow up: The relevant Health Sector Commander is to dedicate nursing staff to contact patients with results of microbiology investigations and recommendations for treatment/contact care. Administrative staff are to assist with obtaining swab results, arranging contact with patients and keeping records up to date.
- It is necessary for the Health Commander to monitor ED activity in all facilities to assess need for additional medical and nursing support. It may be necessary to reallocate resources to ED if required to ensure rapid assessment and patient flow is maintained.
- Record patient attendance using appropriate form, collating this information for daily reporting.

5.2 Influenza Assessment Centres

In the event of a more widespread epidemic the HEOC will activate additional on-site and/or off-site alternate assessment centres. The offices charged with taking such decisions are the HIC and the HC only. The SCHSD has identified specific sites for the assessment of pandemic patients, as listed in section 6.7.

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The aim of off-site assessment centres is to decrease patient presentations to hospitals, thereby facilitating prompt and appropriate care for the sickest individuals and reducing the risk of transmission. The aim of on-site assessment centres is to cohort potentially affected patients away from Emergency Departments and enable processing of patients with flu-like symptoms who self present to triage in a standardised manner.

5.3 Influenza Assessment Centre Functions

In the post-containment stage, when widespread transmission is occurring in the community, it will be necessary to provide standard assessment, triage and management of patients with suspected pandemic infection in accordance with prevailing protocols. Cases will be streamed for:

- care at home with varying levels and types of follow-up.
- for intermediate care in pandemic staging facilities.
- for admission to hospital.

Epidemiological and clinical data on patients who present with Pandemic infection will be collected to inform ongoing clinical management and public health decisions.

5.4 Influenza Staging Facilities

A 'pandemic staging facility' is defined as a facility to accommodate patients where it is impractical to manage them at home or in hospital. The role will vary according to the size of the pandemic but would, in general, have a supportive role rather than an interventional one. The management of pandemic patients at staging facilities will enable acute care beds to be available for the critically ill. Pandemic staging facilities will be activated by the HIC or the HC only..

Staging facilities will:

- Provide care and support, including general nursing and medical care, to patients where it is impractical to manage them at home or in hospital.
- Decrease admissions of patients to hospitals that do not require a high level of medical care, thereby allowing hospitals to provide care to a greater number of critically ill patients.

5.5 Pandemic Staging Facility Considerations

The use of staging facilities will require additional human resources. Management will need to be clearly defined for all staff working in the staging facility. This includes the ability to engage additional staff, if available. This will be the responsibility of the Logistics Officer who will recommend an appropriate facility manager for each staging facility to the HIC, prior to opening. The Planning Officer will consider appropriate business continuity provisions with regard to planned ongoing staff requirements, including relief for the staging facility manager. The Operations Officer in the HEOC will be charged with investigating avenues for temporarily credentialing Medical Officers, in consultation with the Health Commander.

The types of care that may be required have been broken up into three levels. These levels may be integrated into one facility or a number of facilities with different levels of care depending on the capacity of health services to provide these services:

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5.6 Site Selection A total of 4 sites in the SCHSD have been identified for use as staging facilities:

Site One

University of the Sunshine Coast
Sippy Downs Drive, Sippy Downs
UBD Ref Map 78 N18

The University Campus has many areas that could be used for reception/ registration and accommodation. Two specific areas within the university complex have been identified as meeting the needs of potential patients during a pandemic emergency.

Site Two

Alexandra Park Conference Centre
13 Mari Street Alexandra Headland
Qld 4572
UBD Ref. Map 69 N17

The centre is operated by the Uniting Church Conference Centres and consists primarily of a large central building and two dormitory buildings set in bushland. Floor plans for each building are included in this file. There is also a swimming pool, games room and camping areas with amenities blocks. Two amenities blocks service this camping area.

Site Three

Luther Heights Youth Camp Location: David Low
Way, Coolum (approximately 1.5 kms south of
Coolum Beach UBD Ref Map 49 L2

The centre is operated by the Lutheran Church and consists of two areas, Cross Ridge Camp and Chapel Hill Camp (lower left of attached ground plan)

Site Four - Gympie

The Pavilion (Conference & Reception Centre)
Exhibition Road
Gympie, QLD 4570

Enter through Exhibition Road (access available through Ramsay Road)
(See scanned maps - attached)

The Pavilion is operated by the Gympie Regional Council and consists primarily of a large central building with associated smaller buildings (storage). An undercover sports area is located directly to the Conference Centre (triage/waiting area). The entry has a large covered car port area for all weather access. The Pavilion is located in South side Gympie, just minutes from the CBD.

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Attributes:

- Modern multi purpose facility
- Can accommodate functions for up to 1500 people
- Two levels: Large open area (indoor Basketball court) on the ground floor (including bar and kitchen/dining area) and Conference Rooms (large and small) and a restaurant and bar on the first level
- Lifts for disabled access
- Secure parking (limitless) - this venue covers many hectares
- Fully equipped kitchens on both levels
- Office Facilities: copier, fax and broadband available

5.7 Staging Facilities Equipment

It will be necessary to supply equipment for the everyday running of the pandemic staging facility. This may be achieved through a number of mechanisms:

- Use of older equipment that has been well maintained.
- Taking steps to identify what equipment is unable to be provided and sourcing it from other health services (including private facilities).
- If unable to source equipment through the above avenues, request equipment from the DDMG through the respective HLO.
- Stores and equipment (including telephones, computers, fax machines, photocopiers and office material and equipment) will require secure accommodation. Security includes security access for visitors and staff, security of medications and safe environment for patients and staff.

Equipment pre-packaged

The following boxes are a guide to assist in preparing to establish a staging facility. Planners will need to identify what is relevant to their area taking into consideration the size of the staging facility and staff availability. The quantity of items may be adjusted to the needs of each Staging Facility

- Box 1 – PPE Equipment and Consumables
- Box 2 – Doctor/ Nurse Office Equipment
- Box 3 – Resuscitation Equipment and Drugs
- Box 4 - IV insertion equipment and consumables
- Box 5 – Laboratory Equipment
- Box 6 – Administration Box
- Box 7 – Emergency Accommodation Literature for Staff
- Box 8 - Linen and waste management consumables and equipment

The Logistics Officer will be responsible for the procurement and packaging of the boxes.

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5.8 Services Required For Staging Facility

Essential support services required for the provision of care at staging facilities include:

- Security.
- Communication capability.
- Maintenance and Cleaning.
- Laundry.
- Environmental/ cleaning services.
- Sterilisation services – It is recommended that a system be developed to provide sterilisation services, this may need to be an accredited facility off site. The amount of equipment requiring sterilisation is likely to be quite small as disposable stock is mainly used.
- Pharmaceutical services – It is recommended that staging facilities have pharmaceutical support.
- Daily supplies re-stock.
- Medical waste disposal/ storage.
- Mortuary/ funeral services.
- Food services (for patients and staff).
- Adequate hand hygiene stations are available.
- Waste removal services.

5.9 Infection Control at Pandemic Staging Centres

Infection control principles will be as per normal routine, during a pandemic response, including segregation of patient with Pandemic infection. The Infection Control Coordinator will advise on bed spacing, and any other special considerations that emerge.

5.10 Management of the Pandemic Staging facility Site

To provide staging facilities in each Health Service District will require a coordinated approach by multiple agencies including General Practice, Domiciliary Services, other Health Service Districts, Private Hospitals, District Disaster Management Group and volunteer organisations. There needs to be an agreed management structure and service delivery arrangement for all services. Each provider must accept and implement the delegated tasks. Specific activities will include:

- Staff communication - regular meetings need to be organised to keep staff informed concerning patient numbers and changing staffing levels.
- Debriefing - staff and volunteers working in staging facilities will be providing very basic care in a very busy working environment. To reduce stress and maintain staff morale consider staff debriefing/counselling will be readily available and it would normally be the facility manager's responsibility to ensure this happens.
- Rostering - the rostering of personnel should receive special attention to ensure adequate rest, meal breaks and delegation of tasks.
- Special consideration should be given to the following:
 - Family groups should be kept together.
 - Assistance for groups with identified special needs and those of different cultural, ethnic/religious identities.
- Consideration to usual social norms, customs and practices may not be adhered to during a pandemic emergency

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5.11 Pandemic Staging Centre Human Resources

The number of people required will vary depending on the number of beds/mattresses in each staging facility and the types of clinical services provided. There is no minimum staffing standard set for this situation, and assessment will be made on an ongoing basis according to number and acuity of patients and the availability of resources. During the Pandemic Emergency staff may be requested to undertake roles and responsibilities not usually contained in their Role Description or Scope of Practice.

Section 6 - Infection Control

The aim of the initial response to a pandemic is usually to contain the spread of the virus. Along with the judicious use of antiviral medications (in line with any Public Health recommendations), crucial strategies for containing the spread of the infectious agent include detection and isolation of cases, identification and monitoring of contacts, adherence to infection control precautions, and in some instances, measures such as quarantine to restrict the movement of potentially infected persons.

Pandemic Influenza and most other pandemic agents require 'Airborne Precautions' and therefore a single room with negative pressure airflow is ideal, unless the number of patients necessitates the use of entire wards as per recommended cohort areas.

Information about the following specific aspects relevant to the prevailing influenza strain(s) /other pandemic disease will be sought from Queensland Health's Population Health Unit or another appropriate source on an ongoing basis:

- Transmission characteristics.
- Incubation period.
- Infectious period of the affected.
- Case definition.
- Contact definition.
- Specific aspects of infection control precautions.
- Protective equipment details in terms of requirements for staff – clinical and non-clinical.
- Cleaning and disinfection recommendations.
- Assessment and management of cases.

Specific advice will be sought should the pandemic emergency not be related to Influenza – See list on page 3 for some other possible pandemic emergencies

6.1 Roles and responsibilities -The Infection Control Resource Person (ICRP)

A suitable person will be designated as the Infection Control Resource Person (ICRP) for each clinical area/service as required. Units which require a designated ICRP will be identified by the Executive Director Medical Services or the HC (if Emergency Response Procedures have been activated). Normally these would include the Emergency Department, the ICU, Medicine, Surgery in Nambour Hospital and also the other acute facilities. The officer responsible for identification of ICRP within a particular unit is the Service or Clinical Director under whose jurisdiction the unit would normally operate. The identity of each ICRP will be to communicate with the HC or the EDMS.

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The responsibilities of the ICRP will be to:

- Ensure that an 'Infection Control Emergency Kit' is collected from nominated location (Emergency Department in each hospital) and dispatched to areas receiving affected patients. This pack contains personal protective equipment.
- List patients with infections/infectious diseases requiring "Airborne or Special Precautions". The list is to be kept updated on a 24 hour basis until stand-down of this plan or until otherwise advised by the HIC or HC. The Infection Control Clinical Nurse Consultant or the Infectious Diseases Physician will advise on the management of these patients if relocation is necessary.
- Take instructions from the Infection Control Coordinator.

6.2 Roles and responsibilities - The Infection Control Coordinator

The Infection Control Coordinator, as detailed in the Emergency Response Plan (or designated person) will:

- Provide leadership and appropriate, ongoing advice to all Infection Control Staff.
- Support affected area with replacement of sharps containers, linen and waste management if required.
- Ensure that Infection Control Emergency Kits which are located in the Emergency Department are dispatched to the appropriate area.
- Coordinate the management of staff sustaining a sharps injury/body fluid exposure.
- Oversee the reuse of patient care equipment (with Infection Control Resource Person).
- Maintain liaison with each appointed Infection Control Resource Person and advise on management of patients with infectious diseases.
- Liaise with Health Sector Commanders regarding soiled linen, clinical waste management and food hygiene practices.
- Liaise with Engineering Coordinator (or delegate) regarding any current or foreseen problems with:
 - Air handling systems.
 - Water supply (especially drinking water)
- Upon deactivation of the emergency response, collaborate with the emergency response committee in the production of an evaluation report detailing the positive and negative aspects of the District's response.
- Take instructions from the designated member of the HEOC as per the District Emergency Response Plan.

6.3 Equipment and resources

In order to ensure that resources are directed appropriately, co-ordination and allocation of resources will be overseen by the Logistics Officer and the Health Sector Commanders in accordance with their respective Action Cards. The Infection Control Coordinator will advise regarding the type, nature and use of resources.

6.4 Infection Control Emergency Kit

A Kit will be issued to areas receiving affected patients. This pack contains personal protective equipment and will be sourced and provided by the Infection Control Department.

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6.5 Control Disaster Kit

In order to minimise the risk of infection transmission from patient to staff; staff to patient; and patient to patient (via staff or patient care equipment) a Control Disaster Kit should exist in Nambour (2 kits), Caloundra (1 kit) and Maleny (1 kit). The Control Disaster Kit will be clearly named and have a list of contents visible on the outside. The Infection Control Department is accountable for maintenance of the kits. Their contents should be checked at least annually and reported to the Emergency Response Committee. Gympie Hospital has an ART Box.

INFECTION CONTROL DISASTER KIT CONTENTS (Nambour , Caloundra and Maleny Hospitals)

| | ITEM | EXPIRY |
|----|--|--------|
| 10 | Disposable fluid resistant gown | |
| 10 | Plastic aprons | |
| 4 | Boxes non-sterile gloves:sm(1), med(1), lge(1), x-lge(1) | |
| 6 | Pairs sterile gloves: 7(2), 7½(2), 8(2) | |
| 5 | Protective eyewear | |
| 1 | Box surgical masks | |
| 1 | Box surgical masks with visor | |
| 2 | Alcohol hand rub (or gel) | |
| 1 | Container moist cleansing wipes | |
| 4 | Scrub brushes (2 chlorhex / 2 pov. iodine) | |
| 1 | Liquid soap handwash (500ml with plunger) | |
| 1 | Large sharps container | |
| 5 | Small sharps containers | |
| 5 | Injection trays | |
| 5 | Yellow biohazard bags | |
| 5 | Clear waste bags | |
| 3 | Cloth linen bags | |
| 1 | Bottle neutral detergent (500ml) | |
| 20 | Cleaning cloths | |
| 1 | "Isowipes" | |
| 1 | Eye irrigation solution | |

ART (Airborne/Respiratory Transmission) BOX CONTENTS (Gympie Hospital)

- Gloves (small, med, large)
- Gowns (long sleeved impermeable) and aprons
- Masks (Surgical (with and without visors) and N95/P2)
- Eye wear/goggles
- Head and shoe covers
- Alcohol Hand Rub
- Stethoscope, thermometer (tympanic)
- Waste bags (general and contaminated)
- Cleaning solution and cloths
- Signage (contact, droplet, airborne, restricted entry signage, hand hygiene signage, staff only signage, Influenza Clinic signage)

6.6 Negative Pressure Rooms

Negative pressure rooms are those rooms which by design have ventilation that enables

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isolation and minimisation of the spread of infection by way of an air pressure differential between the room and the adjoining room called the ante room or corridor. Please note that the term Magnahelic refers to a brand or type of gauge used to measure air pressure.

Single negative pressure rooms are located at:

6.6.1 Nambour Hospital

- Ward 1C (Rooms 5 & 6) Shared ante room - No Neg Pressure Magnahelic
- Ward 1B (Rooms 5 & 6) Shared ante room - No Neg Pressure Magnahelic
- Ward 2B (Rooms 5 & 6) Shared ante room – No Neg Pressure Magnahelic
- MAPU (New Area) single enclosed Room – No Neg Pressure Magnahelic no ante room
- ICU (Rooms 1 & 2) Both rooms - Neg Pressure Magnahelic, no ante room
- Department of Emergency Medicine Isolation room at Ambulance Bay Entry to Resuscitation bays, No ante room, Neg pressure Magnahelic
- Room 9 – Neg pressure Magnahelic and ante room.
- Neg pressure Magnahelic and ante room in DEM Paediatrics section
- Isolation room in /observation area – No ante room, No Neg Pressure Magnahelic
- Ward 2F West Rooms 10, 11 & 1. Neg pressure Magnahelic and ante room
- Ward 4F West Rooms 11, 12, 13 & 14 – Neg pressure Magnahelic and ante room.

6.6.2 Caloundra Hospital

- Ward (Room 7) - Neg pressure Magnahelic and ante room
- RAU (Room 4) - Isolation Room Exhaust Fan with ante room
- Department of Emergency Medicine (Single room) - No Ante Room Neg Pressure Magnahelic
- Please note that the Department of Emergency Medicine at CHS being expanded in near Future – CHS DEM will have 2 rooms following redevelopment

6.6.3 Maleny Hospital

There are no negative pressure rooms at this facility

6.6.4 Gympie Hospital

There are no Australian Standard compliant negative pressure rooms at this facility. Gympie Health Service does have some rooms with Negative Pressure capability however they are not compliant with the current standards i.e. they have no ante room and/or ensuite. There are also some other rooms which have independent ventilation. Whilst not ideal these should be utilised in a pandemic response to minimise the spread of infection.

If a negative pressure room is not available the affected person should be accommodated in a single room with its own ensuite, and the door must remain closed. The room should be left vacant for two hours after discharge before it is used for another patient. Strict adherence must be given to other precautions and cleaning protocols as directed by the Infection Control Coordinator (or delegate).

6.7 Recommended Cohort Areas and Assessment Centre Locations.

6.7.1 Nambour Hospital arrangements

Affected patients requiring admission to hospital will be directed to one specific cohort area, minimising the opportunity for spread of infection throughout the hospital. Affected patients

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will therefore be located at Nambour Hospital on Ward 4FW. This will be the first ward to accept patients with influenza-like symptoms. As the pandemic becomes more widespread, wards on level 3, block 3 will be utilised also. Appropriate ongoing staff training and skill maintenance in these areas in preparation for a pandemic response is required and it is the responsibility of the District Director of Nursing and Midwifery to ensure this routinely occurs. All pandemic patients are to be admitted via the Emergency Department Using the designated lift in Block 7 they will come up to Floor Two and will then be transported via the link way to the Block 3 staff lift. Both Lifts will be dedicated as pandemic lifts for the extent of the Pandemic Emergency. If the required response involves designating multiple inpatient areas for cohorting of affected pandemic patients, this may need to be increased to two lifts at the direction of the Operations Officer. This will mean designating one lift in Block 6 as a Pandemic Lift and utilising both orange lifts in block 3 if two lifts are required.

As the response becomes more extensive it may be necessary to open an Assessment Centre that is physically separate from the Emergency Department. The designated location for such an Assessment Centre at Nambour Hospital is the Specialist Outpatients Department (SOPD) in Block 3 Level 1. Patients will need to be directed to this location from the Emergency Department. Consideration to appropriate signage should be given with patients entering from the main entrance directly into SOPD wherever possible.

The general entrances currently in use will require security and signage to block access. Depending on nature and severity of the pandemic emergency consideration can be given to direct admission of patients via the rear of Block 3 using the staff lift entry foyer as a triage / preadmission area if required.

6.7.2 Gympie Hospital arrangements:

The Acute Service Unit (ASU) at Gympie Hospital will be the dedicated Pandemic Infection Unit. All inpatients are to be reviewed by a Senior Medical Officer to determine the need for continual admission. This information is to be presented at the Bed Management Meeting held twice daily at the peak of the pandemic.

The Bed Management Meeting will be attended by the Director of Nursing, Nursing and Medical Roster Coordinators (9 however titled), CHIP Nurse and the Nurse Unit Managers to examine the bed occupancy status, to plan for best use of resources (material and human) and to analyse resources (community / other support services) needed to assist in the early discharge of patients.

In order to accommodate any anticipated large numbers of patients presenting to the Gympie Hospital, an Assessment Centre may be established, and this should be considered when more than 3 people present to the Emergency Department within an 8 hour period; or if there is confirmed Pandemic infection in the local geographical area.

Lift 1 at Gympie Hospital will be the designated pandemic lift (Lift will need to be programmed to only go to level 1 and it will be the responsibility of the Logistics Officer (or delegate) to ensure that this takes place).

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Management of Patient Cohorts – Gympie Hospital

| | |
|-----------------------------------|---|
| Non Pandemic Patients | |
| Triage | Acute patients to be directed to the Emergency Department. All non acute presentations to be referred to GP. |
| Pandemic Patients | |
| Information Distribution | All patients for assessment will be given information at the Information Booth at the Front Entrance, the purpose of which will be to provide information about where patients are to present, depending on their symptoms. |
| Triage | Patients with pandemic specific symptoms will be directed to the courtyard outside the Chemotherapy Unit, where staff will perform an initial assessment. Those requiring further medical assessment and treatment will be asked to wait in the courtyard or if their condition warrants it, they will be allocated to an examination room. Admission staff are to ensure they are aware of the signs and symptoms of the prevailing illness causing the pandemic, the requirements for isolation, contact details of the Sunshine Coast Population Health Unit and the infection control practices that can prevent the transmission of disease. Discharged patients must exit via the back exit/ramp to ensure a one way flow of traffic. Those requiring admission after medical examination, will be required to wear a surgical mask during transport to the hospital rooms. |
| Waiting Area | To avoid the overcrowding and provide fresh air flow to avoid cross contamination, the courtyard will act as a covered waiting area. Chairs should be placed 1 meter apart. Water must be provided to reduce dehydration |
| Possible Pandemic Patients | |
| Observation | Those patients with possible pandemic symptoms requiring observation but not admission to be observed in the Assessment Clinic Treatment Room designated for this purpose. The duration of stay should not exceed 12 hours, admission should only be considered if the patient's condition warrants a prolonged stay. |

6.7.3 Caloundra Hospital arrangements

Caloundra SOPD (Surgical Outpatient Department)

The East Ward at Caloundra Hospital will be the dedicated Pandemic Infection Unit. All inpatients are to be reviewed by a Senior Medical Officer to determine the need for continual admission. This information is to be presented at the Bed Management Meeting held twice daily at the peak of the pandemic. The Bed Management Meeting will be attended by the Director of Nursing, Nursing and Medical staff involved in patient flow, CHIP Nurse and the Nurse Unit Managers to examine the bed occupancy status, to plan for best use of resources (material and human) and to analyse resources (community / other support services) needed to assist in the early discharge of patients.

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In order to accommodate any anticipated large numbers of patients presenting to the Caloundra Hospital, an Assessment Centre may be established, and this should be considered when more than 3 people present to the Emergency Department within an 8 hour period; or if there is confirmed Pandemic infection in the local geographical area.

Management of Patient Cohorts – Caloundra Hospital

| | |
|-----------------------------------|---|
| Non Pandemic Patients | |
| Triage | Acute patients to be directed to the Emergency Department. All non acute presentations to be referred to GP. |
| Pandemic Patients | |
| Information Distribution | All patients for assessment will be given information at the Front Entrance, and entrance to the Emergency Department the purpose of which will be to provide information about where patients are to present, depending on their symptoms. |
| Triage | Patients with pandemic specific symptoms will be directed to the courtyard outside the Chemotherapy Unit, where staff will perform an initial assessment. Those requiring further medical assessment and treatment will be asked to wait in the courtyard or if their condition warrants it, they will be allocated to an examination room. Admission staff are to ensure they are aware of the signs and symptoms of the prevailing illness causing the pandemic, the requirements for isolation, contact details of the Sunshine Coast Population Health Unit and the infection control practices that can prevent the transmission of disease. Discharged patients must exit via the back exit/ramp to ensure a one way flow of traffic. Those requiring admission after medical examination, will be required to wear a surgical mask during transport to the hospital rooms. |
| Waiting Area | To avoid the overcrowding and provides fresh air flow to avoid cross contamination, the courtyard will act as a covered waiting area. Chairs should be placed 1 meter apart. Water must be provided to reduce dehydration |
| Possible Pandemic Patients | |
| Observation | Those patients with possible pandemic symptoms requiring observation but not admission to be observed in the Assessment Clinic Treatment Room designated for this purpose. The duration of stay should not exceed 12 hours, admission should only be considered if the patient's condition warrants a prolonged stay. |

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6.7.4 Maleny Hospital arrangements

Management of Patient Cohorts –Maleny Hospital

| | |
|-----------------------------------|--|
| Non Pandemic Patients | |
| Triage | Acute patients to be directed to the Emergency Department. All non acute presentations to be referred to GP. |
| Pandemic Patients | |
| Information Distribution | All patients for assessment will be given information at the Triage Centre located at the front of the Hospital where they will be provided with appropriate instruction as to disposition. |
| Triage | Patients with pandemic specific symptoms will be directed to the Pandemic treatment area that will be located at the Maleny Showground Pavilion, where the Pandemic action team will perform an initial assessment and organise appropriate disposition and treatment. The Maleny Showground Pavilion is a self contained area with toilet and kitchen facilities. It is capable of being isolated with one way patient flow to avoid cross contamination. Depending on the pandemic appropriate treatment and isolation protocols will be followed in consultation with Sunshine Coast Public Health Unit. In a widespread pandemic, wherever possible, patients would be treated locally to prevent further spread of the infection. |
| Waiting Area | Waiting area with shade will be provided at the front of the Pavilion. Appropriate infection control and comfort measures will be implemented. |
| Possible Pandemic Patients | |
| Observation | Those patients with possible pandemic symptoms requiring observation but not admission to be observed in the Maleny Showground Pavilion. The duration of stay will depend on the nature of the pandemic, admission should only be considered if the patient's condition warrants. Maleny Hospital currently has the capacity to ventilate one patient. |

6.7.5 Possible External Assessment Centre Locations

- Beach Rd. Community Centre, Maroochydore
- Sixth Ave Community Centre, Maroochydore
- Noosa Community Centre
- Dental Clinic, Nambour Primary School, Coronation Avenue Nambour

External Assessment Centres may be made operational at the discretion of the HIC or the Health Commander only.

Consideration should be given to linking into the local Council infrastructure (both Sunshine Coast and Gympie regional Councils) and also with the Dept of Communities' assets (via the

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DDMG). The Hospital Liaison Officer(s) (HLO) may be able to provide assistance in this regard via the relevant District Disaster Management Groups (DDMG) and Local Disaster Management Group (LDMG)

6.8 Patient Movements during Pandemic Emergencies

A controlled process for patient movement will be implemented during the pandemic response to minimise the spread of infection. The room should be left vacant for two hours after discharge before it is used for another patient. The Operations Officer is the designated overall patient movement coordinator.

In the event of an emergency the medical/surgical group directors will collaborate with the Health Sector Commanders to facilitate proactive discharges/transfer of patients to other facilities.

6.9 Transfer of patients inbound from assessment centres/staging facility.

- All patients will be assessed and transferred into hospital if they fulfil the admission criteria.
- Admission documentation, specimen work ups should be completed by referring facility where possible.
- The bed manager will be alerted to the need for admission, estimated time of arrival and condition of patients.
- The patient will then be transferred directly to the cohort ward unless their condition is deemed to be life threatening, in which case the patient will be assessed in DEM upon arrival.
- Local private hospitals will be approached by the Health Commander in the event that an eligible patient cannot be accommodated, as required.

Section 7 - Bed Management in a Pandemic Response

Effective management of inpatient beds within the District is essential during a response to a pandemic emergency. The allocation of beds will be overseen by the Operations Officer and implemented by the Bed Management Team through whom all admissions will be referred and managed.

- All discharges and transfers should be completed and notified as early as possible in the day, preferably by 09:00 am or as demand indicates. The Nurse Unit Manager/Team Leader of each ward is assigned with identification of all dischargeable patients by 7.00 am each morning, once the Pandemic Sub-Plan is activated and inpatient cohorting begins. The information must be communicated to the relevant medical Consultants or Registrars by 8.00 am each morning (including the weekends). Any problems are to be escalated to the Operations Officer promptly.
- A daily Bed Management meeting is held at 11:00am to review:
 - The current bed status and the following day's planned surgical activity and impact on beds.
 - Projected bed availability for the next 24 hours.
 - Strategies to deal with bed block.
 - Staffing resources.

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- The Staging and Assessment Centre Coordinators will contact the Bed Manager twice a day to give bed availability updates and expected need for hospital beds.
- Any of the District's Emergency Departments may initiate QAS redirection procedure when the Pandemic Emergency is of a localised nature and where Referral Centres outside the Sunshine Coast are able to take these patients. Once the Pandemic sub-plan is activated, it is essential that such decisions are escalated to the relevant Health Sector Commander. These decisions need to be always communicated to the Health Commander, as well as the Health Liaison Officer HLO, in all circumstances and promptly.
- When unable to meet requests for a bed and when DEM is at capacity, the bed management team will alert the Operations Officer, who will in turn liaise with other HEOC members to secure a resolution. The facilitatory role of the relevant Health sector Commander is paramount in any such instance.

The Health Sector Commander (with the approval of the Operations Officer) may:

1. Admit surgical / medical patients to approved Mental Health beds following an objective assessment of overall availability and suitability.
2. Cancel elective surgery and semi-elective surgery
3. Facilitate a transfer of patients to other health services outside of the Sunshine Coast Health Service District (both public and/or private).
4. Admit patients beyond the wards' normal capacity to accommodate patients requiring admission. Normal risk management and risk mitigation principles are to apply in all such circumstances with the aim of minimising the potential for overall harm on a population – wide basis / in preference to individual circumstances).

Specific provisions for any potential clients of Mental Health Services who may also require treatment for symptoms of the pandemic should be discussed with the Service director or Clinical Director of the Mental Health service as soon as the Pandemic Sub-Plan is activated. This should involve potential role/use of the Community Care Unit, Mountain Creek in a Pandemic

7.1 Ambulance Redirection

Indications for redirection are separated into:

- Capability issues (clinical complexity).
- Capacity issues (facility overload).

At all times, capability issues over-ride capacity issues.

Please note that redirection does not equate to complete bypass. If a particular patient is acute and unable to travel to a more distant facility as assessed by the QAS(Queensland Ambulance Service), the patient will be brought to an Emergency Department within the Sunshine Coast Health Service District, at the direction of the Queensland Ambulance Service. The authorising officer in such circumstances is the Operation Officer. The role of the Health Liaison Officer (HLO) is also crucial to communicating any redirection to others, as required. This would be highly relevant to point 7.2, below.

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7.2 QAS Special considerations during acute phase of the Pandemic:

- QAS should, as far as possible: refer patients with pandemic- like symptoms to Assessments Centres (see section 7) or other available primary community providers, in the Shire of origin.
- Only patients with pandemic-like symptoms who fulfil the admission criteria are to be transported directly to Nambour General Hospital. Admission criteria should be sought by the HC from state-wide authorities(e.g. the office of the Chief Health Officer) or the local Population Health Unit, whichever is applicable. These should be distributed to the relevant clinicians and also to the QAS. It will be necessary for the HIC to consider a public awareness campaign early in the response to ensure this ideology is followed.
- Patients with Pandemic-like symptoms requiring admission are to be transferred directly to cohort area, with the exception of those requiring life saving intervention.
- During a pandemic, the admission procedure for non-pandemic illnesses will remain the same, please refer to standard Admission/ Bed Management protocols.

7.3 Staging Facilities

This section is only relevant when Pandemic Infection occurs in small-medium clusters contained within the Sunshine Coast Region, the Gympie region, or as otherwise decided by the HIC. In the event of a Phase 6 Australia wide Pandemic Influenza, other facilities may not have the capacity to receive transfers and local solutions will need to be found. Additional deployment of staff to the Emergency Departments and other critical areas would be crucial and this is a task that would be coordinated by the Logistics Officer. This would be done with active involvement of Medical Administration and People and Culture staff.

7.4 Observation Ward

In the event of mass presentations of patients with pandemic-like symptoms, non-conventional areas may become part of the Cohort areas for Pandemic Assessments, see Code Brown sub- plan for further clarification.

Section 8 - Unit Considerations.

The pandemic response will impact on all services, both clinical and non-clinical but there are particular considerations that will be required for:

- The Intensive Care Unit, Nambour Hospital
- Maternity Services and SCBU(Special Care Baby Unit)
- Mental Health Service, with a District Wide perspective
- Renal/Oncology and Haematology Services
- Cardiology

8.1 Intensive Care Unit

The need for ICU beds will likely exceed available resources during a pandemic. The standard of care that is applied in the setting of a large scale disaster is a sliding scale of care appropriate to the resource demands of the event. Limitations during a disaster must be acknowledged and a contingency plan developed to maximise care provision.

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The following management principles will apply:

- All Intensive Care staff will be fitted with viral filtration masks
- The ICU will be managed as a closed unit
- Admission potential will be based on clinical assessment by the ICU Medical staff
- No elective patients will be admitted
- Only invasively ventilated (intubated) patients will be considered for admission
- Visitors will be kept to an absolute minimum during strictly regulated times.
- All visitors must wear a fitted and effective viral mask
- Any visitor suspected of harbouring the disease in question will be excluded. Appropriate signs to this effect will need to be placed at the entry point to the ICU and all staff should be advised accordingly.
- All patients will be ventilated using closed disposable circuits.
- All potentially contaminated waste will be disposed of in accordance with infection control guidelines.
- General precautions (disposable gown & gloves) will be practiced by all staff, with all patients. It will be necessary to reinforce importance of this with all staff.
- Single cases will be managed in negative pressure Rooms 1 & 2
- In the event of more than 2 cases the area opposite the negative pressure rooms will be used.
- Staff will where possible be cohorted to look after patients.
- To assist with staff limitations experienced ICU nurses may be required to supervise the care being delivered by less experienced staff deployed to the ICU.

Clinical discretion in all matters lies with the unit Director or delegate.

8.2 Maternity / Special Care Baby Unit – Special Care Nursery

- Alert the birth suite prior to presentation of any antenatal patients who are due to give birth
- Postnatal women to be managed at home where possible either through phone contact or home visits to decrease length of stay or avoid re-admission.
- Women who are pregnant and develop ILI (Influenza Like Illness) are best cared for where possible within a mainstream medical environment with the support of midwifery and obstetric advice and consultation. Should women with pandemic infection be admitted to the maternity unit in labour, they should be confined to a room with ensuite facilities throughout their stay.
- Implement predetermined plan for birthing women with pandemic infection which is deemed as the most clinically appropriate.
- Women in labour who do not have a pandemic infection are to be directed to Block 3 entrance where a designated staff member will issue a mask and escort them to the birth suite. These women must only use the lifts designated as non-pandemic lifts.
- Antenatal women are admitted to Birth suite for assessment and transferred to the maternity ward as per usual.
- All women to be advised that only one support person is to accompany them and there can be no change over of the designated support person.
- On discharge information needs to be given regarding Pandemic Hotline, Assessment Centre sites.
- Advise women to stay at home and avoid having people visit them in their homes as far as practicable.
- Postnatal women (up to six weeks postpartum) with a baby, who do not have a pandemic

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infection should be managed at home where possible. The admissions of babies with non-influenza-like symptoms to SCBU are managed locally.

- Postnatal women (up to six weeks postpartum with condition related to the birth) who do not have Pandemic infection and if clinical condition is appropriate and there is a bed available may be admitted to the maternity ward.
- Infants who have the pandemic infection like symptoms and if clinical condition is appropriate (and there is a bed available) are to be admitted to the paediatric ward with preference to rooms 1, 10 and 11 which are negative pressure rooms
- In the event that a woman with a pandemic infection gives birth, the infant will have receive transplacental antibodies from the mother, the infant should therefore be kept together and breast feeding should be encouraged in order to promote further antibody transfers. If the mother develops a pandemic infection following birth, consideration should be given to the risk of cross infecting the infant and isolating the woman until non infectious. It is safe for the infant to receive expressed breast milk
- Inter-hospital transfers of babies with non-influenza-like symptoms to SCBU are managed locally as per standard practices.
- At the time of an outbreak Queensland Health is likely to issue a directive for the management of maternal influenza cases in relation to the safety of the newborn remaining with them. Decisions related to this issue are not to be taken on a random basis by individual unit, in such circumstances.

8.3 Mental Health Service

The Sunshine Coast Mental Health Service is responsible for providing comprehensive psychological support for all victims, emergency workers and recovery workers in the event of a pandemic emergency. Mental Health Services are integral to any appropriate response to a major disaster and planning must be directed at emergency and response workers, influenza affected persons and their relatives and friends.

Mental Health Services - Responsibilities during Pandemic Incident

- To coordinate and provide services to ensure access to mental health services to both new and existing service recipients
- During a pandemic emergency response, adaptations to the mental health service are aimed at minimising exposure of mental health patients to patients with Pandemic infection
- Ensure the containment of clients at residential facilities during the pandemic emergency in order to provide them with maximum protection from the virus.
- During a pandemic emergency, community mental health contact with high risk mental health patients will be more frequent with the objective of addressing mental health issues in the home to avoid unexpected presentations and reduce hospital admissions.
- Patients who present to DEM with mental health issues should be directed to an area free of patients with Pandemic infection for assessment. If admission is required, the normal processes apply.
- The patient will be referred and discussed with the Psychiatry registrar, and where required will arrange admission through the Mental Health Patient Flow Coordinator. The patient will then be transferred directly to the mental health ward via a designated entrance. The patient is not to go via DEM.
- Review existing services and identify areas for temporary reduction in services to allow for increased needs during the pandemic emergency.

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- Provide phone counselling services as required.
- Provide advice and support services regarding mental health aspects of handling relatives and friends of the deceased.
- Provide consultation and assistance to crisis counselling services and support for affected persons where required and appropriate, assist in psychological support of emergency personnel and affected persons in conjunction with the SCHSD Employee Assistance Services and other organisations.
- Provide mental health expertise at the Assessment and Staging Facility sites and the HEOC to assist in the management of staff exposed to fatigue, stress and impaired decision making.
- Provide advice and support services associated with personnel, family and social disruption.
- Be aware of individuals affected by the pandemic emergency have particular needs or are most at risk, such as children, the elderly, non-English speaking persons and Aboriginal and Torres Strait Island persons.
- Provide training and education in the mental health aspects of a pandemic emergency
- Assist with reviewing and debriefing arrangements in all sectors.

Renal/ Oncology / Haematology Services

At risk patients over the age of 12 years who do not have Pandemic infection and are essential admissions are to be cohorted as per cohort plan.

These patients will include:

- Oncology Renal
- Diabetics Cardiovascular Disease
- Immunosuppressed Bronchopulmonary Diseases
- Malignancies

In the event that there is not enough bed capacity, those patients in the above categories that need supportive care only may be transferred to non-Pandemic Staging facilities.

Patient Admissions

- If a patient requires a blood transfusion or Aredia infusions and it is appropriate for this to be done as a day only patient they may be booked to have this procedure in a non-influenza Cohort area.
- Admit under the most relevant Medical or Surgical Unit on call, depending upon the predominant symptoms and systems involved and whether admission can be delayed until deactivation of the pandemic response.
- Notify all known *at risk* patients and ask them to phone before coming to the hospital.
- Develop a system of home management and support, liaise with Community Health.
- Develop a system of assessment and treatment at the Ward level.
- Notify patients that only one carer/support person will be allowed into the hospital and that this person is to remain the same during the course of admission.
- Meet patients presenting with complications of the disease or its treatment or an intercurrent problem while under treatment at a designated non-pandemic entrance.
- Provide the patient with a mask and escort along safe route to ward.

Special Considerations for Immunosuppressed Individuals.

Seasonal influenza may cause more severe disease in immunosuppressed individuals, depending upon the underlying disease or immunosuppressive medication (e.g., corticosteroids,

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chemotherapy, and immunomodulation) and the degree of immunosuppression (e.g., asymptomatic HIV seropositive versus AIDS). Clinical presentations may be atypical (e.g., reduced fever) and viral shedding more prolonged. Responses to antiviral medications may be slower and require longer courses of therapy (raising the possibility of the development of antiviral resistant virus). Complications may be more common, and convalescence longer. The effects of pandemic influenza infection in immunosuppressed individuals are currently unknown, and management of such cases may require specialist assistance.

Paediatric Considerations

Special considerations for paediatric services will be aimed at minimising exposure to Pandemic Infection, and protecting those children who are more vulnerable to infection.

Uncomplicated influenza in children may be similar to that experienced by adults. However, there are some age related differences in children and adults:

- Young children usually develop higher temperatures (often over 39.5 degrees Celsius) and may have febrile seizures.
- Unexplained fever can be the only manifestation of the disease in neonates and infants.
- Influenza viruses are an important cause of laryngotracheobronchitis (croup), pneumonia and pharyngitis-bronchitis in young children. Both influenza types, A and B, are significant causes of lower respiratory tract infections.
- Gastrointestinal manifestations, such as nausea, vomiting, diarrhoea and abdominal pain, are found in 40–50% of patients, with an inverse relation to age (mainly three years or younger).
- Otitis media and non-purulent conjunctivitis are more frequent in younger ages.
- A variety of central nervous system findings, including apnoea and seizures may appear in as many as 20% of infants. Children may also present with symptoms suggestive of meningitis or encephalitis, e.g., headache, vomiting, irritability and photophobia.
- Myositis is a common complication in young children, especially with influenza B.
- In adolescents and children over five years of age, the most frequent symptoms are fever, cough, non localising throbbing headache, chills, myalgia and sneezing. The temperature range is usually 38–40 degrees Celsius and a second peak of fever, without bacterial superinfection, may occur around the fourth day of illness. Backache, sore throat, conjunctival burning with watery eyes and epistaxis may be present, but gastrointestinal symptoms are infrequent. Chest auscultation is usually normal, but occasionally coarse breath sounds and crackles may be heard. Respiratory illness caused by influenza is non-specific and difficult to distinguish from illness caused by other respiratory pathogens on the basis of symptoms alone. Many viral infections (e.g., respiratory syncytial virus, parainfluenza viruses, adenovirus and rhinovirus), as well as other pyrexial diseases, can cause illnesses clinically indistinguishable from influenza.

Paediatric Oncology Patients

- All routine admissions for chemotherapy to be contacted and advised to phone prior to presentation at the hospital.
- Develop system to manage patients at home where possible
- Contact Royal Children's Hospital to determine if all Oncology care can be undertaken at the RCH during the pandemic as these children need the isolation rooms which would also be needed for pandemic patients and it would reduce their exposure to the virus to be cared for in a completely non-pandemic environment.

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Paediatric Admissions

- The age limit for admission to the Paediatric ward may need to be reduced depending on capacity.
- A restriction will be placed on visitors to allow parents/legal guardians only.
- Refer to 2FW Pandemic Influenza Cohort areas and site map for ward placement.

Management of Children unattended due to Pandemic Influenza

Children present at the hospital who are left without the care of a responsible Adult (due to the Adult's ill-health or death) shall be managed in the following manner:

- Staff who become aware of a child who fits the above criterion shall liaise with the relevant Hospital Social Worker for assistance in contacting the agencies listed below. If a Social Worker is not available, then the following steps shall be instigated by either a Medical Officer or Registered Nurse.
- During office hours The Child Safety Protection Officer should be contacted.
- After hours Crisis Care should be contacted.
- In the event that the patient nominates a person to care for the Child this should be documented in the Patient's medical record. Crisis Care should also be contacted for confirmation of suitability and the outcome documented.

Chest Pain And Cardiac Care Patients

Admission and management of chest pain patients will remain the same during a Pandemic Emergency.

Cardiac patients with Pandemic infection symptoms will need to be managed in the infectious cohort areas and appropriately trained staff deployed to these wards to manage their care.

In the event of a Phase 6 widespread influenza pandemic and where no beds are available in the infectious cohort wards the single rooms in the Cardiac Care Unit will be set up to isolate these patients.

Section 9 – Support Services

Health Information Management Services (HIMS)

The HIMS will play a key role in supporting the additional administrative workload created by the pandemic. The overall strategy will be to reduce routine work as much as possible to deployment of staff to high impact areas. Medical record workloads associated with supporting 'elective' patient care (eg. SOPD appointments, elective surgery) will be significantly reduced if these services are temporarily suspended. Staff can then be released to support high impact areas :

Provide a 'runner' service between the MRD and Department of Emergency Medicine

- DEM, to support the additional administrative workload, including assisting with gathering patient registration details and entering HBCIS data as required
- Provision of a 'courier service' for transportation of health records and other patient information.
- Developing a 2300 – 0700 shift for the Medical Records Department if required
- Providing limited backup to ward-based AO positions as required.

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Security Services

The service sub plan should be reviewed regularly on an annual basis, and during an alert phase of a pandemic response, a further review and physical assessment of all facilities identified in the plans will be made. In the event of a pandemic response it may become necessary to elicit the services of a private security company to assist with the increase in demand.

The strategy for Security Services will involve largely the:

- Support of hospital staff to maintain the safety of patients/and or visitors
- Security of hospital access/exit points/elevators
- Signage
- Crowd management if necessary
- Liaison and collaboration with QPS (Queensland Police Services) as necessary

Food Services

Considerations will be:-

- Response to the impact on Food Services Standard Operating Procedures.
- Increase of supplies to meet additional demand.
- Provision of meals for staff doing extended duty periods

Information Technology (IT) Coordination

Reporting to the logistics officer the IT service will be responsible for :

- Coordination of the information and communication technology response during the pandemic emergency to all SCHSD sites.
- Deployment of assets as required to accommodate additional needs. These will likely require liaison with external agencies (via the HLO)
- Ensuring appropriate access for all HEOC members Establish a Remote Access Service WAN for mobile teams
- Ensure all computers being used off Campus have wireless application.
- Provision of necessary IT related equipment to the HEOC
- Provision of support to assessment centres and staging facilities

Finance Department

The pandemic response will incur many additional costs for human resources, equipment, medicines etc. The finance department will establish a pandemic cost centre in order to track and document all additional costs associated with the response.

The management of this process is the responsibility of the Director of Finance.

It is essential that close liaison occurs between service lines and the finance department to ensure that additional costs are distinguished from ongoing budget expenditure.

SC Disaster Management App A Plan

To this end the finance department will:

- Establish a specific cost centre and develop documentation to track and audit additional expenditure utilised for the pandemic response.
- Institute a system for financial management at assessment and staging facilities.
- Upon deactivation of the response, prepare an expenditure report to be submitted to the Director-General via the DCEO.

Section 10 – Workforce Considerations

Under the leadership of the Executive Director People & Culture the service will be responsible for

- Access to staff information to identify staff profiles
- Assisting with deployment of staff
- Assisting with contacting staff members as necessary
- Oversight of staff welfare and fatigue plans.
- Advising services line regarding staff absence and human resource issues
- Facilitating access to ESP
- Coordinating requests for EAS support
- Liaison with HEOC as required
- Assisting with the dissemination of information/ updates for staff
- Providing Workplace Health and Safety support for the District
- Assisting with debriefs and ensure mental health needs of staff and volunteers are addressed.

In addition to workforce requirements increasing, a number of workforce adaptations will need to be made during a pandemic response that will require flexibility in terms of work area and work hours.

10.1 Roles and responsibilities

Key roles and responsibilities during a pandemic response are identified within the Incident Management Team details in section 3 of this document. There are a number of other personnel who will assume additional roles and responsibilities to assist with the District response.

Through the HEOC People and Culture Services will assist with resource demand and will ensure adequate contact lists are available for specific service areas. The Executive Director People and Culture Services will liaise with other facilities and Districts to obtain any additional resources as required. Establishment of a dedicated staff call-in unit should be considered by the HIC or the Logistics Officer who will then advise the Executive Director People and Culture accordingly. Such a centre should have strong links to medical administration in terms of doctors' contact details.

Staffing requirements

Areas that will likely require additional staffing are:

- DEM (medical, nursing and admin staff)
- Infection Control (Nursing)
- Pandemic Cohort Ward. (Nursing)
- Community based services/ Staging facilities/ Assessment Centres (internal and external)

SC Disaster Management App A Plan

Staff Re-Deployment

- In the event of a Pandemic Emergency SOPD will be closed and staff deployed to high impact areas to assist with workload.
- Non essential medical imaging procedures to be cancelled and staff to be deployed necessary
- Non essential surgery may be cancelled to release staff to support high impact areas.
- Other staff redeployments may need to take place as directed by the Logistics Officer.

Staff Exposure to Pandemic Infection

- Should not return to work in non pandemic infection areas.
- Will be offered antiviral prophylaxis or other medication whilst supply is available. Infection Control will coordinate the distribution of antiviral prophylaxis.
- Pandemic area staff should not mix with staff from non pandemic areas during meal breaks. Designated tea rooms and change rooms will be provided for staff working in each of these areas.
- Should not wear their uniform to and from work. Change rooms will be provided for staff working in these areas.

Staff Safety and Welfare

The pandemic response will present a number of staff safety and welfare issues for all clinical and non-clinical service lines. Advice and support on such matters will be available from the Infection Control department and People and Culture Services. The HEOC will also provide direction on day to day matters throughout the response.

Considerations will include:

- Identifying and maintaining the physical wellbeing of those staff members who may be more susceptible to the pandemic infection e.g. those who are immuno-compromised, receiving chemotherapy, or pregnant. Arrangement will need to be made for such members of staff to be deployed to a non pandemic affected area.
- Early identification and stand down from duty for those staff members who become unwell with pandemic infection.
- The safety and protection of those staff members who are directly involved with patients with Pandemic infection including the provision of PPE equipment, clear advice and ongoing support.
- Segregation of staff members, isolating staff who are working in affected areas. Separate rest areas, tea rooms, changing/locker rooms, etc will need to be established.
- The safety and welfare of staff who volunteer to work additional hours especially the need to stand staff members down for adequate rest periods, the provision of meals, and accommodation if required.
- The need for a process to ensure ongoing service provision to deal with high numbers of staff sickness and absence, especially the impact this will have on remaining staff members.
- The need for staff access to counselling, stress management programmes and the use of EAS if required.

SC Disaster Management App A Plan

10.2 Role of Private Hospitals In A Pandemic Emergency

In the event of a pandemic emergency it is anticipated that many hospital resources will be stretched. Private hospitals may therefore be requested to provide temporary use of their facilities in this emergency state. The private hospitals provide an important means of distributing caseloads, especially minor to moderate, non life-threatening conditions.

10.2.1 Local Private Hospital Agreements

Agreement with the Local Private Hospital providers includes:

- Once assessment Centres have been established Private Hospitals will only accept admissions of private pandemic patients through the Centre assessment processes and criteria set.
- Noosa Hospital as a Public and Private hospital with a physician on staff will accept either private or public pandemic patients via the assessment Centres.
- Private pandemic patients admitted via the assessment Centres must be authorised for transfer through the Emergency Department at Noosa Hospital and the Director of Clinical Services/delegate at the other Private Hospitals. These transfers will be dependent on the private facility's capacity and medical coverage.
- Caloundra Private Hospital does not have an ICU so would only be able to take non critical pandemic patients.
- Nambour Selangor and Noosa Hospital have an ICU and an Intensivist on staff and will be able to take critical patients from the assessment Centres.
- In the event of a Phase 6 pandemic emergency Caloundra Private will become a non pandemic hospital to take all the private non pandemic illnesses such as chest pain, fractures etc.
- Private maternity units will continue to accept expectant mothers and are able to accommodate those with the pandemic infection
- Paediatric pandemic patients will not be accepted at private facilities due to lack of specialised staff in this area.
- The SCHSD Bed Manager/ Operations Officer will liaise with the Emergency Department at Noosa Hospital and the Director of Clinical Services/delegate for private hospitals for agreed admissions.
- The Surgical Group Director will liaise with the Director of Emergency Department or the Director of Intensive Care Unit when transferring critical patients to private hospitals.

10.2.3 Local Private Hospitals

Local Private Hospitals included within the above agreement:

- Caloundra Private Hospital
- Sunshine Coast Private Hospital
- Noosa Hospital
- Nambour Selangor Private Hospital

SC Disaster Management App A Plan

Section 11 - Reviewing and Debriefing Arrangements

The District Pandemic Response Plan is to be reviewed on an biannual basis. The responsibility for this lies with the membership of the Emergency Response Preparedness Committee. (ERPC)

The plan and service line sub-plans will also be reviewed promptly during an alert phase of a pandemic to ensure relevance and currency of information.

Upon deactivation of the pandemic response, there will be a need to undertake a comprehensive review and an appropriate debrief on a number of levels and in all service lines.

Individual service groups will compile a report on the positive and negative aspects of the response to be submitted to the Emergency Response Preparedness Committee (ERPC), within one month of deactivation of the Pandemic Emergency Response procedures.

APPENDIX C - INTERIM RECOVERY ARRANGEMENTS

| | | |
|-------|--|-----|
| C.1 | Purpose | C-1 |
| C.2 | Functional Responsibility | C-1 |
| C.3 | Context & Assumptions | C-1 |
| C.4 | Support Agencies | C-1 |
| C.4.1 | Support Agencies include:..... | C-1 |
| C.5 | Introduction..... | C-2 |
| C.6 | Establishment of a Recovery Committee and appointment of a Local Recovery Coordinator | C-2 |
| C.7 | Development of a Recovery Plan | C-3 |
| C.8 | Issues to be addressed in the restoration of people's emotional, social, economic and physical well-being..... | C-5 |
| C.8.1 | Provision of Community Information | C-5 |
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SC Disaster Management App A Plan

C.1 Purpose

The purpose of the recovery process is to support and help affected individuals and communities following a disaster.

C.2 Functional Responsibility

Council is responsible for assisting with the coordination of the community's efforts to progress the recovery following a disaster with the assistance of the Queensland Government functional lead agencies.

C.3 Context & Assumptions

The primary aim of recovery is to assist the affected community to regain a proper level of functioning following a disaster, in both the short and long term.

Recovery is the coordinated process of supporting disaster affected communities in:

1. The restoration of individuals and families emotional, social, economic and physical well-being through the provision of:
 - a. Personal support
 - b. Resources
 - c. Specialist Information
 - d. Ongoing physical health services
 - e. Counselling and mental health services
2. Reconstruction of the physical infrastructure;
3. Rebuilding the economy
4. Rehabilitation of the environment

C.4 Support Agencies

C.4.1 Support Agencies include:

- Australian Red Cross
- Blue Care
- Centrelink
- Department of Agriculture, Fisheries and Forestry
- Department of Communities, Child Safety & Disability Services
- Department of Community Safety
- Department of Environment and Heritage Protection
- Department of Local Government
- Department of Natural Resources and Mines
- Department of State Development, Infrastructure and Planning
- Department of Tourism, Major Events, Small Business and the Commonwealth Games
- Department of Transport & Main Roads
- Emergency Management Queensland
- Energex
- Insurance Council Australia
- Lifeline Sunshine Coast
- Local Chamber of Commerce
- Local Environmental groups
- Meals on Wheels
- Media outlets for the provision of advice to the Community

- Q Build
- Queensland Ambulance Service
- Queensland Health – Sunshine Coast Health District
- Queensland Police Service
- St. Vincent de Paul
- Sunshine Coast Council
- Sunshine Coast Destination Ltd
- Sunshine Coast Environmental Council
- Telstra / Optus
- UnityWater

C.5 Introduction

Our communities have long been involved in prevention, preparedness and response services to preserve life and property from the effects of disasters. In more recent times it has been recognised that people and our communities need services to assist them in the recovery process following the experience of a significant disaster. There are four components to recovery - community recovery, infrastructure recovery, economic recovery and environmental recovery.

C.6 Establishment of a Recovery Committee and appointment of a Local Recovery Coordinator (LRC)

If the LDMG determines that an event is of such a scale as to warrant the establishment of a recovery committee then it will appoint a LRC to chair the recovery committee and coordinate recovery efforts across the Sunshine Coast.

The LRC will be appointed by the Chair of LDMG. In most instances the LRC will be the Councillor appointed as the Deputy Chair of the Sunshine Coast LDMG.

The person appointed as the LRC will not be the same person appointed as the Chair of the LDMG or the LDC.

The LRC, the Chair of the LDMG, the LDC and the LDMG Community Support Officer will liaise regularly during disaster operations.

The role of a LRC upon appointment is to:

- chair the local recovery committee,
- liaise with functional lead agency representatives,
- establishing and monitoring the key recovery objectives
- working with identified agencies and the community to assist the LDMG develop a recovery plan; and
- coordinate the recovery strategy during disaster operations including the appointment of suitably qualified recovery manager(s) if required.

C.7 Development of a Recovery Plan

As soon as possible after a disaster has occurred the Sunshine Coast LDMG will develop a recovery plan for that particular event.

The plan will outline a process for supporting affected communities in the reconstruction of physical infrastructure, restoring the economy, rehabilitation of the environment, and support for the emotional social and physical wellbeing of those affected by disaster events.

The recovery plan will detail:

- governance arrangements for the establishment of a local recovery committee and sub committees if required;
- recovery objectives and a timetable for action;
- appointment of recovery manager(s) ;
- a community engagement and communication plan ;
- economic recovery action plan;
- environmental recovery action plan;
- human-social recovery action plan;
- infrastructure recovery action plan; and
- reporting and evaluation procedures.

The recovery plan will be developed with representatives of essential service and infrastructure providers and with the assistance from each of the Queensland government functional lead agencies. These agencies are identified as follows:

| Lead Agency | Responsibility |
|---|---|
| Department of Communities, Child Safety and Disability Services | Human-Social Recovery Provision of: <ul style="list-style-type: none"> ▪ Personal support and information ▪ Public safety and education ▪ Temporary accommodation ▪ Immediate financial assistance ▪ Uninsured household loss and damage Recovery of: <ul style="list-style-type: none"> ▪ Physical health ▪ Emotional, psychological, spiritual, cultural and social wellbeing |

SC Disaster Management App A Plan

| Lead Agency | Responsibility |
|--|---|
| Department of State Development, Infrastructure and Planning | <p>Economic Recovery</p> <p>Renewal and growth of:</p> <ul style="list-style-type: none"> ▪ Individuals and households (employment, income, insurance claims) ▪ Private and government business enterprises and industry ▪ Assets, production and flow of goods and services to and from the affected area |
| Department of Environment and Heritage Protection | <p>Environmental Recovery</p> <p>Restoration and regeneration of:</p> <ul style="list-style-type: none"> ▪ Biodiversity (species and plants) and ecosystems ▪ Natural resources ▪ Environmental infrastructure ▪ Amenity/aesthetics (e.g. scenic lookouts) ▪ Culturally significant sites ▪ Heritage structures <p>Management of:</p> <ul style="list-style-type: none"> ▪ Environmental health ▪ Waste ▪ Contamination and pollution ▪ Hazardous materials |
| Department of Local Government | <p>Infrastructure Recovery</p> <p>Repair and construction of:</p> <ul style="list-style-type: none"> ▪ Residential and public buildings ▪ Commercial, industrial and rural buildings and structures ▪ Government structures ▪ Utility structures ▪ Systems and services (transport, water, sewage, energy, communications) and other essential services ▪ Dam safety |

C.8 Issues to be addressed in the restoration of people's emotional, social, economic and physical well-being

C.8.1 Provision of Community Information

1. Services to provide information on:
 - a. The range of recovery services available.
 - b. On the psychological effects of disaster or emergency events.
2. Objectives:
 - a. To promote and hasten community recovery.
 - b. To decrease anxiety and emotional stress.
 - c. To engender a sense of control and predictability.
 - d. To increase the capacity of the community to participate in its own capacity.
3. Delivery:
 - a. Leaflets.
 - b. Through the electronic and print media, refer to Local Plan Appendix A.10 Public Information and Warnings Operational Plan
 - c. At Community Recovery Centres / Public meetings.
 - d. Activation of a help line.

C.8.2 Personal Support Services

1. Services:
 - a. Outreach counselling through Recovery Coordination Centre operations.
 - b. Reception at evacuation centres.
 - c. Comfort and reassurance provided by disaster recovery agencies e.g. Lifeline / Red Cross.
 - d. Tracing services.
 - e. Personal services such as child care, advocacy, interpreters and practical advice
2. Objectives:
 - a. To meet the personal needs of disaster affected persons and to reduce anxiety and accompanying debilitating effects.
3. Delivery:
 - a. Usually provided on a one-to-one basis by workers or volunteers with personal support and listening skills.
 - b. Refer to Local Plan Appendix A.4 Community Support Operational Plan

C.8.3 Financial Assistance

1. Services:
 - a. Natural Disaster Relief & Recovery Arrangements (NDRRA) funding scheme.
 - b. Other associations Natural Disaster Relief Schemes.
 - c. State Disaster Relief Assistance (SDRA)
 - d. Special benefit.
2. Objectives:
 - a. NDRRA to provide emergency assistance to disaster affected persons in emergent circumstances in the immediate aftermath of a natural disaster, and to assist with the restoration of public assets.
 - b. Associations Natural Disaster Relief Scheme to provide concessional rate loans and grants to non-profit organisations to repair or replace facilities damaged or lost as the result of disaster events.
 - c. SDRA addresses personal hardship; and community response needs where the NDRRA activation threshold is not met.
 - d. Special Benefit to assist people who have experienced a significant disruption to their normal source of income as the result of disaster. The benefit is administered by Centrelink.
3. Delivery:
 - a. Centrelink.
 - b. Applicant's residences.
 - c. Department of Communities Recovery Centres.
 - d. Department of Communities Offices.
 - e. Department of Communities outreach teams

C.8.4 Counselling and Mental Health Services

1. Services:
 - a. Defusing
 - b. Psychological First Aid
 - c. Psychological support and debriefing
 - d. Crisis and long term counselling
2. Objectives:
 - a. To avoid or alleviate the emotional or psychological effects of disaster experiences
3. Delivery:
 - a. Through the Department of Communities as per the State Community Recovery Plan Queensland and the local Sunshine Coast District Community Recovery Plan.
 - b. Services may be delivered in a number of locations (community recovery centres, private residences, drop-in centres, professional offices and clinical settings).

C.8.5 Long Term Accommodation

1. Services:
 - a. Accommodation (medium to long term)
2. Objectives:
 - a. To address the medium to longer term accommodation needs of disaster affected persons.
3. Delivery:
 - a. Through community recovery centres, community recovery hotline, Department of Communities (Housing) facilities or applicants residences
 - b. The Local Group in its Local Plan addresses the urgent/short term needs in the following Operational Plans Appendices Local Plan Appendix A.4 Community Support, A.5 Evacuation and A.6 Evacuation Centre Management Operational Plans

C.8.6 Community Development Services

1. Services:
 - a. Community network re-activation
 - b. Community Information
 - c. Public forums
2. Objectives:
 - a. To provide community information to enhance recovery.
 - b. To reactivate and facilitate recovery of community networks and facilities.
 - c. To facilitate community understanding and participation in preparedness, prevention, response and recovery.
3. Delivery:
 - a. Through the Community Development Officers attached to local or state agencies that offer community development activities

C.8.7 Infrastructure Recovery Issues:

1. Restoration of essential services.
 - a. Provide community access to services.
 - b. Facilitation of restoration of living conditions and security.
 - c. Prioritising the rebuilding of community critical infrastructure.
2. Economic Recovery Issues:
 - a. Business continuity.
 - b. Industry restoration.
 - i. Manufacturing.
 - ii. Service.
 - iii. Building.
 - iv. Tourist.
 - v. Commercial.

3. Environmental Recovery Issues:
 - a. Natural bushland.
 - b. Environmental Parks.
 - c. Beach restoration and erosion protection.
 - d. Waterways and canals clean up.
 - e. Replanting as required.
 - f. Consideration of animal habitats.

Recovery Interim Arrangements Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF PLAN)

Page 1

| | | | | |
|---|-----------|---|-------------------------------------|--|
| Community Recovery – Public Information refer also to A.10 Public Information and Warnings Operational Plan | Commenced | Responsible Organisation: Local Group Responsible Officer Media Liaison Officer | Contact Numbers Ph Mob Fax | |
| Community Recovery - personal support services refer also to Local Plan Appendix A.4 Community Support Operational Plan | Commenced | Responsible Organisation: Local Group & Dept Communities Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Community Recovery – provision of financial assistance | Commenced | Responsible Organisation Dept Communities Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Community Recovery – provision of counselling and mental health services | Commenced | Responsible Organisation Dept Communities Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |

Recovery Interim Arrangements Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF PLAN)

Page 2

| | | | | |
|---|-----------|--|-------------------------------------|--|
| Community Recovery - longer term accommodation | Commenced | Responsible Organisation Dept Communities Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Community Recovery - community development services | Commenced | Responsible Organisation Local Group & Dept Communities Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Water Supply | Commenced | Responsible Organisation Unitywater Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Sewerage Treatment and Disposal | Commenced | Responsible Organisation Unitywater Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |

Recovery Interim Arrangements Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY LDCC DURING ACTIVATION OF PLAN)

Page 3

| Infrastructure Recovery – Roads, Bridges and Drains | Commenced | Responsible Organisation Council & DTMR Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
|---|-----------|--|-------------------------------------|--|
| | | | | |

Sunshine Coast Local Disaster Management Plan - Appendix C

Recovery Interim Arrangements Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY DECC DURING ACTIVATION OF PLAN)

Page 1

| | | | | |
|--|--|---|-------------------------------------|--|
| Infrastructure Recovery – Rail | | Responsible Organisation Queensland Rail | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Marine Fixtures | | Responsible Organisation Council / Marine Safety Qld Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Buildings | | Responsible Organisation Council / QBSA / Q Build Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Debris Clearance | | Responsible Organisation Council Responsible Officer | Contact Numbers Ph Mob Fax | |

Recovery Interim Arrangements Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY DECC DURING ACTIVATION OF PLAN)

Page 2

| | | | | |
|--|-----------|---|-------------------------------------|--|
| Economic Recovery | Commenced | Responsible Organisation Council and Department of State Development Infrastructure and Planning | Contact Numbers Ph Mob Fax | |
| Environmental Recovery | Commenced | Responsible Organisation Council & Department of Environment and Heritage Protection | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Rail | Commenced | Responsible Organisation Queensland Rail Responsible Officer Mayne Coordinator | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Marine Fixtures | Commenced | Responsible Organisation Council / Marine Safety Qld Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |

Recovery Interim Arrangements Operational Plan

OPERATIONAL CHECKLIST

(RESTRICTED DOCUMENT: FOR USE BY DECC DURING ACTIVATION OF PLAN)

Page 3

| | | | | |
|--|-----------|---|-------------------------------------|--|
| Infrastructure Recovery – Buildings | Commenced | Responsible Organisation Council / QBSA / Q Build Responsible Officer Liaison Officer | Contact Numbers Ph Mob Fax | |
| Infrastructure Recovery – Debris Clearance | Commenced | Responsible Organisation Council Responsible Officer Executive Director Infrastructure Services | Contact Numbers Ph Mob Fax | |
| Economic Recovery | Commenced | Responsible Organisation Council & Department of State Development, Infrastructure and Planning | Contact Numbers Ph Mob Fax | |
| Environmental Recovery | Commenced | Responsible Organisation Council & Department of Environment and Heritage Protection | Contact Numbers Ph Mob Fax | |

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APPENDIX D - LOCAL PLAN CONTACTS LISTING

Not for public distribution

Some information in this Appendix is confidential and accordingly it will not be publicly released.

This appendix contains the following listings:

- D.1 Sunshine Coast Local Disaster Management Group - Member and Contact Listing

- D.2 Sunshine Coast District Disaster Management Group - Member and Contact Listing

- D.3 Sunshine Coast Disaster and Emergency Management Agencies - Listing of Websites

- D.4 Listing & Register for Local Group members of Evacuation Centres.

SC Disaster Management App A Plan

D.1 Sunshine Coast Local Disaster Management Group - Member and Contact Listing

The Sunshine Coast Local Disaster Management Group - Member and Contact Listing will be updated following each meeting of the Local Group.

The revised copy of the Listing will be forwarded with each copy of the minutes and the most recent copy of the listing should be inserted here.

Members are requested to advise the Secretariat if there are any changes to contact details.

SC Disaster Management App A Plan

D.2 Sunshine Coast District Disaster Management Group - Member and Contact Listing Insert Here

Hard copy is held with the Secretariat.

The Sunshine Coast District Disaster Management Group - Member and Contact Listing will be updated following each meeting of the District Group.

The revised copy of the listing will be forwarded with each copy of the minutes and the most recent copy of the listing should be inserted here.

District Group members are requested to advise the XO to the DDC if there are any changes to contact details.

SC Disaster Management App A Plan

D.3 Listing of Key Sunshine Coast Agency Web Pages

Last Updated 6 August 2012

| MEMBER DETAILS | WEB PAGE DETAILS |
|---|--|
| ABC Local Radio – Sunshine Coast | www.abc.net.au/sunshine |
| Australian Red Cross Queensland | www.redcross.org.au/default.asp |
| Coast Guard on Sunshine Coast | www.coastguard.com.au |
| Department of Communities, Child Safety & Disability Services | www.communityservices.qld.gov.au |
| Department of Environment & Heritage Protection | http://www.ehp.qld.gov.au |
| Department of Transport & Main Roads | www.mainroads.qld.gov.au |
| Emergency Management Queensland | www.emergency.qld.gov.au |
| Energex | www.energex.com.au |
| Forestry Plantations Queensland | www.fpq.net.au |
| Queensland Ambulance Service | www.ambulance.qld.gov.au |
| Queensland Fire & Rescue Service | www.fire.qld.gov.au |
| Queensland Fire & Rescue Service – Rural Operations | www.fire.qld.gov.au/about/rfs.asp |
| Queensland Health | www.health.qld.gov.au |
| Queensland Police Service | www.police.qld.gov.au |
| State Emergency Service | www.emergency.qld.gov.au/ses |
| Sunshine Coast Helicopter Rescue Service (Action Rescue) | www.actionrescue.com.au |
| Sunshine Coast Council | www.sunshinecoast.qld.gov.au |

SC Disaster Management App A Plan

D.4 Evacuation Centre Management - Listing and Identification of Centres

Not For Public Distribution – Insert Here

A complete list of evacuation centres is held with the Secretariat.

APPENDIX E - TROPICAL CYCLONE STORM TIDE WARNING RESPONSE SYSTEM

E.1 (Tropical Cyclone Storm Tide Warning Response System Handbook – Ninth Edition - 2011)

Issued by the State Disaster Management Group and the Australian Bureau of Meteorology and available at:-

http://www.disaster.qld.gov.au/Disaster%20Resources/Documents/TC_Storm_Tide_Warning_book.pdf

APPENDIX F - DIRECTORY OF MAPS

Listing of Available Maps:

- F.1 Sunshine Coast Overview Map**Error! Bookmark not defined.
- F.2 Sunshine Coast Orthophotos**.....Error! Bookmark not defined.
- F.3 Sunshine Coast Flood Mapping**.....Error! Bookmark not defined.
- F.4 Sunshine Coast Storm Tide Mapping**..Error! Bookmark not defined.
- F.5 Sunshine Coast Wildfire Hazard mapping**Error! Bookmark not defined.
- F.6 Sunshine Coast Landslide Hazard mapping**Error! Bookmark not defined.
- F.7 Community Disaster Management Sub Group Plans**Error! Bookmark not defined.

Due to the size and complexity of these charts they are stored separately in electronic and hardcopy form in the 'Directory of Charts and Maps' maintained by Council's Spatial Information Management Team

Maps are also held by the Local Group Secretariat.

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APPENDIX G - Community Resilience Strategy

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G.1 Context

Australia has recently experienced a number of large scale and devastating natural disasters, including catastrophic bushfires, far reaching floods, cyclones and damaging storms. Natural disasters are a feature of the Australian climate and landscape and this threat will continue, with weather patterns likely to be less predictable and more extreme over coming years.

The community is exposed to a range of other potential disasters, including urban and industrial fires, pandemics, aircraft crashes, major road accidents, marine oil spills, security incidents, and exotic animal and plant diseases. Such events may have personal, social, economic and environmental impacts that take many years to dissipate.

Our unique climate, environment and demography means that we need to shape our resilience activities to suit our circumstances but within the context of being a part of the South East Queensland setting.

Australians are renowned for their resilience to hardship. Complementing our ability to innovate and adapt, are a strong community spirit that supports those in need, and a general self-reliance to withstand and recover from disasters.

In Queensland, we have well established and cooperative emergency and disaster management arrangements at the state, district and local levels delivering a coordinated approach and effective capabilities.

Building community resilience requires effective community education and community participation. The fundamental building blocks of resilience for the Sunshine Coast are individuals and households. If at this level, people are aware of the risks and are prepared to respond and are connected to support networks, there is far greater resilience at the neighbourhood, community and regional levels. This results in a reduced reliance on emergency services and external resources in a disaster which in turn generates flexibility in formal response and recovery activities.

In building community resilience on the Sunshine Coast, we are aiming to improve the safety of our communities day to day, as well as enhancing their preparedness for the most likely and frequent disaster scenarios and our capacity to deal with more extreme and unpredictable events.

This strategy does not aim to replace initiatives being implemented by government departments, emergency service organisations, and other agencies; rather it aims to leverage the resources provided through them and complement the overall strategies with activities at the local and regional level.

G.2 Definition of Community Resilience

Community resilience is a community's capacity to change, grow and flourish whatever circumstances it finds itself in. A disaster resilient community not only knows the risks and hazards they face but also has the ability to recover from the aftermath of such events and the impacts on their lives. Disaster resilient communities are also aware that it may take considerable time before life returns to any degree of normality should an event impact their area. Resilience is not simply about a community going back to what it was like before but rather learning from the event and adjusting to be better prepared should a similar event occur again.

G.3 Dependencies

A resilient Sunshine Coast depends upon:

- **Individual and collective experience and responsibility:**
The ability of people and groups to live through and recover from disasters, identify strengths and weaknesses in how they responded and apply their experiences, observations and learnings to future events.
- **Personal health and wellbeing:**
A community that has a high level of overall fitness and mental wellbeing and a low dependency on healthcare services is better able to manage the physical and emotional demands of a disaster event.
- **Awareness of risks:**
The community has access to current, relevant and localised information on what the risks are in their area. A well informed community is a risk aware community.
- **Access to social networks:**
A high degree of accessibility to and membership of informal and formal local and social networks allows for greater mutual support and assistance being provided at the lowest level. Networks may include family, friends and social networks, school or church based groups, local formal clubs (such as RSL, Lions and Apex) or sporting clubs.
- **Access to infrastructure:**
A high degree of surety in supply of essential services through maintaining robust infrastructure is a measure of a community's resilience. Access to clean drinking water, health services, power, food and security are important considerations in disaster management planning and response.
- **Access to communication networks:**
Community members have access to reliable means of communication. This allows for the effective passage of information to community members (such as alerts, warnings and advice from authorities) and information from community members (such as requests for assistance or advising status to family and friends). Communication networks may include face to face contact, telephone services (voice and text), email, social network sites and radio and television networks.
- **Good Governance:**
Community members have confidence in the leadership, authority, structures and capabilities that contribute to minimising the impact on the community during all phases of a disaster. This includes federal, state and local government agencies, emergency services and local leaders (including school and church group leaders).

G.4 Objectives and Desired Outcomes

Our objectives in developing this strategy are to:

Improve Awareness

Desired Outcomes

Residents and visitors:

1. are aware of the natural and human-made hazards and associated risks and how they may impact on them and others in the community.
2. have access to comprehensive information about the risks at the local level, can identify the indicators of a disaster event and know how to get official warnings and alerts.
3. know their own and their neighbours strengths and weaknesses in relation to preparing for and responding to a disaster event.
4. feel empowered to make decisions and take actions to protect themselves, their families and those around them.

Enhance Preparedness

Desired Outcomes

Individuals, families and local businesses:

5. anticipate disasters and act to protect themselves, their assets and their livelihoods, minimising physical, economic and social losses.
6. have the plans and resources in place to be self-sufficient for a minimum of three days.
7. are adaptive and flexible in responding to emergencies.
8. are willing to assist those less prepared or more vulnerable than themselves, including the young, elderly, people with disabilities, tourists, visitors, non-English speakers and recently arrived residents.

Build community networks

Desired Outcomes

1. Individuals have the means of communicating their situation and requesting or offering assistance to family, neighbours or volunteer organisations.
2. Community assets, leadership, networks and resources are leveraged to achieve a collective preparedness and response to a disaster.
3. Local people are capable of organising themselves before, during and after disasters in order to restore social, institutional and economic activity.
4. Formal and informal support networks are available to individuals, families and businesses in a time of crisis.
5. The community works in partnership with emergency services, local authorities and relevant organisations, ensuring safe and complementary efforts.

G.5 Guiding Principles

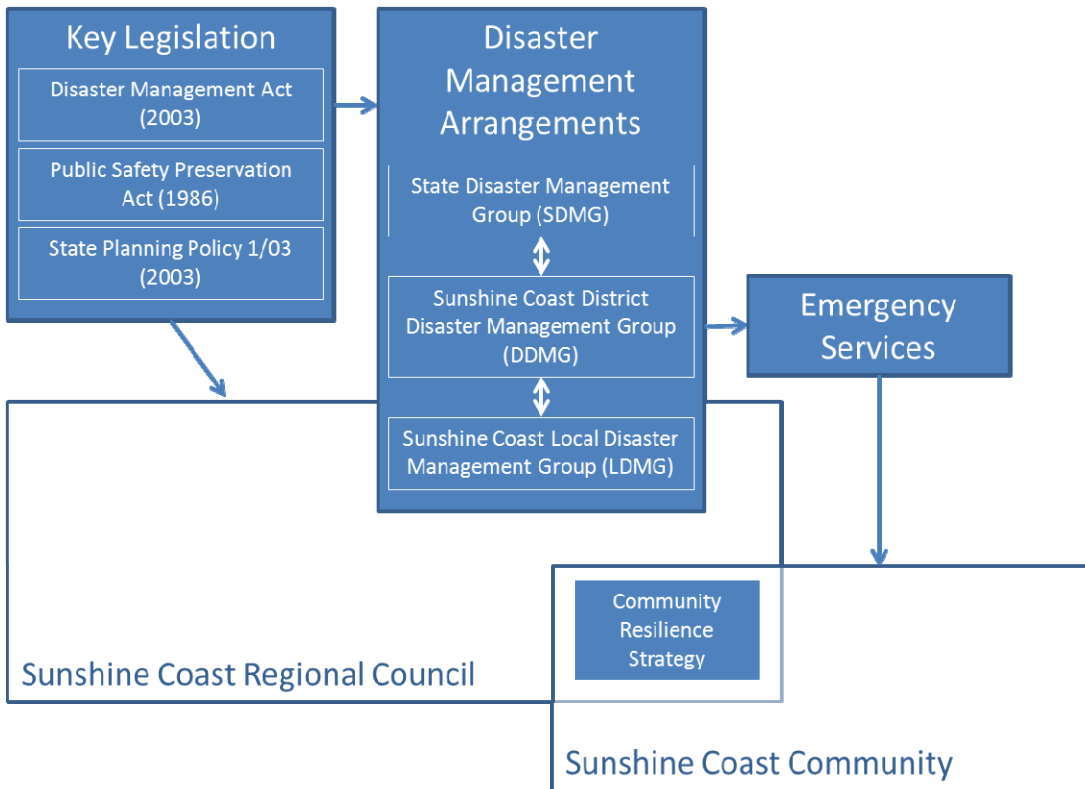
The guiding principles are:

- An engaged community where individuals, small groups and authorities work towards common goals
- Accessibility of information and resources
- Mutual support
- The protection of critical infrastructure
- The preservation of the environment

G.6 Framework

This strategy sits within the National Strategy for Disaster Resilience, the ‘Building a More Resilient Queensland’ concept and the draft proposed framework ‘Fostering Community Resilience using the Principles and Processes of Community Engagement’ document being prepared by the Queensland Department of Community Safety through Emergency Management Queensland (EMQ). It is also consistent with Council’s own community engagement framework.

Figure G-1 – Community Resilience Strategy Framework



G.6.1 Legislation and Policy

The Disaster Management Act 2003 (The Act), amended on 1 November 2010, forms the legislative basis for disaster management activities within all levels of Government in Queensland. The Act allows for formal declaration of a disaster and activation of response mechanisms by Government at the state, district and local levels.

The Public Safety Preservation Act (1986), amended on 1 November 2010, provides for the protection of members of the public in terrorist, chemical, biological, radiological or other emergencies that create or may create danger of death, injury or distress to any person, loss of or damage to any property or pollution of the environment. This Act allows for declaration of an emergency situation and use of special powers by authorities when an emergency situation is declared.

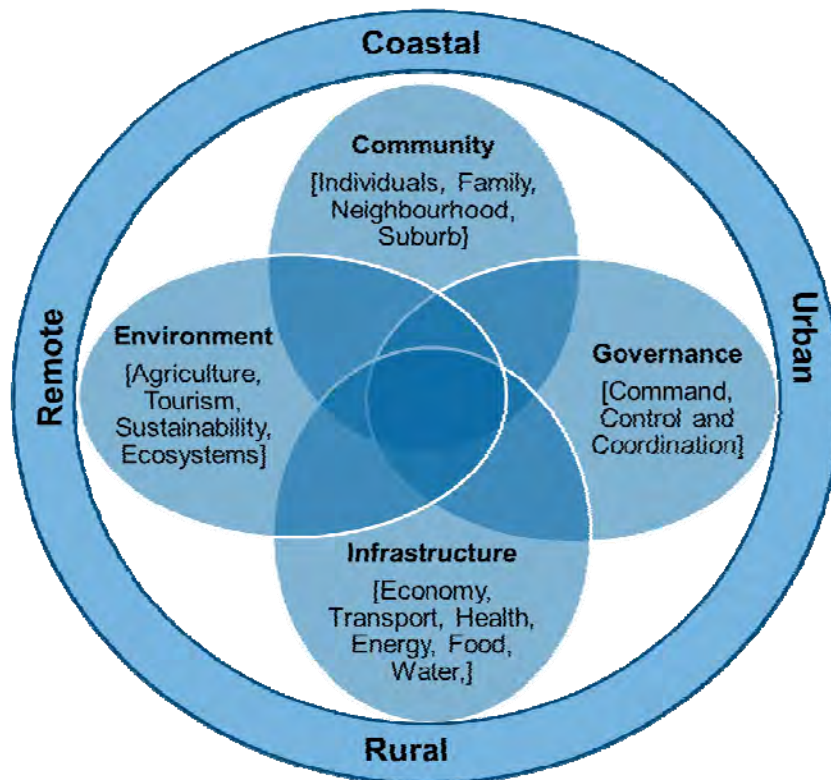
State Planning Policy 1/03 sets out the State’s interest in ensuring that the natural hazards of flood, bushfire, and landslide are adequately considered when making decisions about development. The policy provides for enhanced resilience through requiring the identification of natural hazard management areas and the implementation of appropriate controls through planning schemes.

G.7 Our Approach

The Sunshine Coast approach to resilience is based on the four core pillars of community, infrastructure, environment and governance. Each pillar encapsulates a range of systems, processes and resources that may contribute to resilience to any given scenario or event. Where the four pillars integrate effectively, resilience is at its strongest.

The approach also recognises the differences in characteristics and risk exposures between the coastal, urban, rural, remote environments.

Figure G-2 – Sunshine Coast Approach to Resilience



G.8 Developing an Action Plan

In order to achieve the objectives and desired outcomes, council will develop an action plan to be delivered over a period of years which seeks to ultimately

- **Enhance Knowledge and Empower Local communities:**
Residents and visitors to the Sunshine Coast will develop the knowledge to make informed decisions and are empowered to act for the immediate safety of themselves, those around them and the vulnerable segments of the population.
- **Change Attitudes:**
The population accepts that greater preparation, self-sufficiency and interdependence at the individual, family, street and neighbourhood level increases the ability of authorities to effectively direct scarce emergency resources.
- **Modify Behaviour:**
Proactive planning, sound preparation and contributing to a coordinated response to disaster events become normal activities within the community.
- **Improve Skills:**
Community members and organisations develop the appropriate skills to provide an effective response to and recovery from disaster events that may affect their environs.

Specific actions for each of the objectives will be outlined in a Community Resilience Action Plan to be developed by the Community Resilience Officer and Community Education Officer (Disaster Management).

The Action Plan will be marketed through a community education campaign which asks individuals to be aware, prepare and connect (Refer [Attachment G.1](#))

Key to the successful delivery of these programs will be the coordinated involvement of key representatives of emergency services agencies on the Sunshine Coast through the Local Disaster Management Group's Community Awareness and Preparedness Sub Group.

In addition, wherever possible the community will be invited to contribute by providing relevant and practical ideas, observations and requests that will contribute to the regional ability to adapt and respond to future disasters.

G.9 Measures of Effectiveness

The Sunshine Coast will broadly adopt the Community Readiness Model outlined in the State Government's draft proposed framework 'Fostering Community Resilience using the Principles and Processes of Community Engagement'. This will provide an indication of maturity and capacity at the locality level.

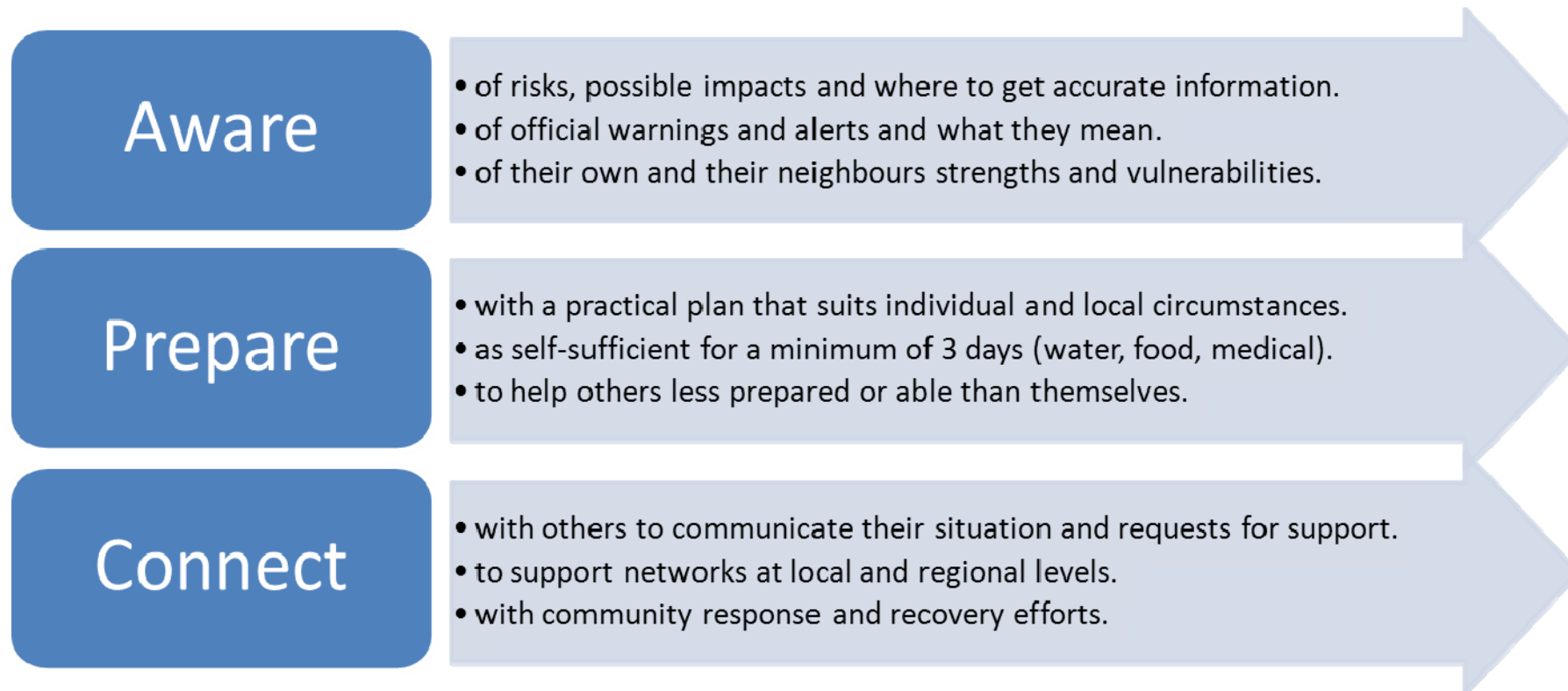
Community Resilience References

- Bureau of Meteorology Website – Sunshine Coast Weather Data
- Council of Australian Governments (COAG) National Strategy for Disaster Resilience - Building our nation's resilience to disasters (2011)
- Draft proposed framework 'Fostering Community Resilience using the Principles and Processes of Community Engagement' document being prepared by the Department of Community Safety through EMQ.
- Emergency Volunteering 'Step Up' program for Small Business Resilience and Continuity
- Emergency Volunteering Disaster Readiness Index
- EMQ Guidance on Business Continuity Planning
- Household Emergency Kit List (EMQ Website)
- Household Emergency Plan Template (EMQ Website)
- Noosa Climate Action Plan
- Queensland Fire and Rescue Service (QFRS) Bushfire Fire Readiness Campaign (Prepare Act Survive)
- Queensland Reconstruction Authority – Rebuilding a stronger, more resilient Queensland (September 2011)
- Sunshine Coast Community Information Services (CIS)
- Sunshine Coast Local Disaster Management Plan
- Sunshine Coast Region – 44 Localities Map

Attachment G-3

Sunshine Coast Community Resilience Action Plan Education Campaign

The purpose of this campaign is to build awareness, preparedness and connectivity amongst the people of the Sunshine Coast to enhance community resilience. It asks individuals to be:



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www.sunshinecoast.qld.gov.au

mail@sunshinecoast.qld.gov.au

T 07 5475 7272 **F** 07 5475 7277

Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

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