

ACTIONS ON FLOODS COMMISSION INTERIM REPORT RECOMMENDATIONS - APPENDIX A

Ref #	Theme	Report Recommendation	Council Service Unit Key: Primary Interest <i>Secondary Interest</i>	Complexity	Budget Implication	Actions (August 2011 to July 2012)	Anticipated Completion	Status 25_05_12	Risk Rating prior to Action	Risk Rating after Action
4.7	Community Education	Councils should ensure that residents are aware of the frequency of the radio station or stations in their local area that will disseminate flood warnings and other information during disasters.	Disaster Mangement Team / Media Public Relations	M		Messaging urging community to tune into warnings by listening to local radio delivered throughout wet season 2012 and MOU in place with Commercial Radio Australia.	Now part of operational procedures	Completed and ongoing	M40	L16
5.61	Community Education	Councils should include information about the National Registration Inquiry System as part of their community education.	Disaster Mangement Team / Media Public Relations	M		Red Cross used national registration system for evacuation centres during wet season 2012. Decision made by LDC to publicise inquiry system on an "as needs" basis during an event.	Now part of operational procedures	Completed and ongoing	M40	L16
5.69	Community Education	The Queensland Government and councils should ensure information about emergency preparedness, warnings and evacuation is available in the different languages of ethnic groups in the community and in Auslan.	Disaster Mangement Team / Media Public Relations	C		Council's website was hyper linked to preparedness information in a range of languages other than English in November.	Completed	Completed	M40	L16
3.14	Community Education	To ensure consistency, the Queensland Government should assist local governments to develop and deliver the community education programs.	Disaster Mangement Team / Media Public Relations	M		Over wet season 2012 worked with State Government on the "Get Ready" and "If It's Flooded - Forget It" campaigns.	Completed	Completed	M40	L12
4.13	Community Education	Councils should ensure that residents and businesses can clearly understand the impact of predicted flood levels on their property. This may include one or more of the following methods: <ul style="list-style-type: none"> • information on rates notices about flooding at individual properties • geospatial mapping, available to the public, that depicts inundation at certain river heights • flood markers • flood flag maps and floodwise property reports • colour coded maps • information that relates gauge heights with the level of flooding to be expected at a property. 	Disaster Management Team / Flooding and storm water branch	C		Flood notations are available on Council's rate notices. Geo spatial mapping is available to public on "My Maps"; major roads have flood markers. Information relating to gauge heights with the level of flooding to be expected at a property is underway. Storm tide and river flood information maps being developed for release in September 2012.	30-Jun-2013	Underway	H72	M32
4.6	Community Education	Individuals and businesses should be encouraged to acquire battery operated radios for use in emergencies.	Disaster Mangement Team / Media Public Relations	M		This is part of Council's emergency messaging around preparation for the wet season and has been incorporated into articles, brochures, websites and news releases published and media enquires.	Now part of operational procedures	Completed	M32	L12
5.78	Community Response	Local governments should investigate the feasibility of permitting local landowners to carry out temporary repairs on flood-damaged public roads to allow access to their properties.	Infrastructure Services	C		There have been no requests to date from Sunshine Coast local landowners to carry out such repairs. The LDC has therefore determined such requests will be dealt with on a case by case basis during an event.	Now part of operational procedures	Completed	M32	L12

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5.62	Community Vulnerability	In areas susceptible to flooding, councils should identify facilities housing people who may require assistance to evacuate. Councils should work with the operators of these facilities to ensure they have appropriate evacuation plans and that they are aware of the council's disaster management arrangements.	Community Development	C		Desktop audit, requested by DDC, of Aged Care facilities indicated no such facilities in Council's red evacuation zones. Resourcing provided in 2012/13 budget to undertake more work with the Aged care sector to assess their vulnerability and improve resilience.	Possible 2012/13 project	Underway	H72	M32
5.63	Community Vulnerability	Councils should identify the specific evacuation needs of these facilities, such as increased timeframes for withdrawal or transport by ambulance.	Disaster Mangement Team	C		Project for 2012-13 the Disaster Management Team working with Community Development	Jun-2013	Underway	H72	M52
5.66	Community Vulnerability	Councils should work with these service providers to identify: the number of people who may require assisted evacuation; the general nature of their needs, including any necessary medical supplies and equipment; warning message formats and dissemination; increased timeframes needed for evacuation; transportation requirements; and shelter requirements. Councils should include this information in their evacuation sub-plans.	Community Development / Disaster Mangement Team	C		Base level has been included in Evacuation Plan. Some engagement has occurred with service providers. Further discussions with service providers required.	Ongoing	Underway	H72	M52
5.67	Community Vulnerability	Facilities housing people who may be unable to evacuate without assistance should develop evacuation plans to ensure residents are provided with appropriate transportation, emergency accommodation, trained carers and medical support if necessary. Where possible, residents of those facilities should be relocated to other similar facilities or accommodation other than evacuation centres. These plans should be developed in consultation with councils and relevant agencies such as Queensland Health.	Qld Health & Service Providers	C		Legislative requirement for aged care facilities. Varying levels of compliance. Ongoing discussions with Aged Care sector.	Ongoing consultation.	Underway	H72	M52
5.68	Community Vulnerability	Facilities housing people who may be unable to evacuate without assistance should prepare disaster recovery plans, particularly for the provision of back up power and emergency supplies, including medical oxygen and common medications, to minimise the need for evacuation where there is no direct threat from natural disaster.	Qld Health & Service Providers	C		Legislative requirement for aged care facilities. Varying levels of compliance. Ongoing discussions with Aged Care sector.	Ongoing consultation.	Underway	H72	M52
5.75	Community vulnerability	Before the 2011/2012 wet season, all local and district disaster management groups should formally adopt the Queensland Re-supply Guidelines and have arrangements in place for the prompt re-supply of towns, properties and residents isolated by floodwaters.	Disaster Mangement Team	S		Re-supply guidelines now included in 2012 Local Disaster Management Plan.	Completed	Completed	M52	M32
5.1	Council to Council support, help and assistance	When a local government cannot effectively manage its response to a disaster, disaster management personnel from local governments in a position to assist should be deployed to help the local disaster management group.	Disaster Mangement Team	M		LGAQ prepared document for C2C process. This process was used in 2012 wet season with staff from Sunshine Coast going to Western Queensland Councils	Now part of operational procedures	Completed	M52	L12

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5.3	Council to Council support, help and assistance	To ensure effective co-ordination in larger-scale disasters, deployment of personnel (and other resources) between local governments should be facilitated through the Council to Council (C2C) program.	Disaster Mangement Team	M		LGAQ prepared document for C2C process. This process was used in 2012 wet season with staff from Sunshine Coast going to Western Queensland Councils	Now part of operational procedures	Completed	M52	L12
5.2	Council to Council support, help and assistance	Local governments should consider adopting uniform disaster management software, to enable inter-council assistance to be given more easily and effectively.	Disaster Mangement Team	S		Sunshine Coast Council was an early adopter of the Guardian Coordination Centre system. Now 39 Councils. Further work is being developed by Guardian to enable better C2C assistance.	Now part of operational procedures	Completed and ongoing	M32	L12
4.15	Dam Operator	Each local disaster management group should include in its meetings a representative of the operator of any dam upstream of its region which contributes water to flooding.	Disaster Mangement Team	S		SEQ Water have been requested to provide an officer to the LDMG as an Advisor in April 2012	Completed	Completed	M52	L16
4.20	Dam Operator	The operator of each dam should, upon request, provide to any person on the notification list in the emergency action plan an explanation of the arrangements as to the type and frequency of communications required by that plan.	Flooding and Stormwater	S		Following flood events of 2012, meetings were held with SEQ Water to discuss updating Dams Emergency Action Plans during April and May 2012. SEQ Water have committed to update the EAP's before wet season 2013.	30-Nov-2012	Underway	H76	M44
5.9	Disaster Operations Coordination	Until the All Hazards Information Management System is in place and allows the status of requests for assistance to be tracked, other means should be used to keep local disaster management groups informed of the progress of requests for assistance.	Disaster Mangement Team	M		The current procedure for requesting assistance through the DDMG worked during the 2012 wet season.	Completed	Completed	H56	L16
6.6	Essential Services	Essential service providers should formalise arrangements to share information about the status of services during a disaster.	Disaster Mangement Team	C		Service Providers are included on the LDMG as advisors and during the 2012 wet season were requested to place liaison officers in the LDCC on an "as needs" basis. WiFi capacity now exists in LDCC however further work required to link information systems	Ongoing	Completed and ongoing	H72	M32
6.1	Essential Services	Local, district and state disaster management groups should include essential services providers in their disaster planning and preparation and in their meetings at an early stage during disasters.	Disaster Mangement Team	M		Energex and UnityWater on LDMG. Telestra an advisor. Engagement with other providers ongoing at the local level.	Completed	Completed	H56	L16
5.43	Evacuation Community Education	It is a matter for councils whether or not they choose to publicise the location of evacuation centres before a disaster but there is a good deal to be said for doing so, particularly in smaller communities where the options are limited. Whether or not councils publicise the location of evacuation centres before a disaster, they should include in their disaster education programs information on evacuation procedures, and how to ascertain evacuation centre locations and safe evacuation routes.	Disaster Mangement Team / Community Development	C		Key Centres only have been identified and published in the revised SCLDMP. Other centres are identified and publicised during an event on an "as needs" basis.	Completed	Completed	M52	M32
5.44	Evacuation Community Education	During floods, councils should as quickly as possible provide people in the relevant areas with advice as to the location of and routes to evacuation centres.	Disaster Mangement Team / Media Public Relations	M		During wet season 2012 Council provided people in affected areas with advice as to the location of and routes to evacuation centres, on an as needs basis. Sunshine Coast Evacuation Management Plan is under review with revised data.	Completed and ongoing	Completed and ongoing	H72	M52

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5.45	Evacuation Community Education	That advice should be given using as many mechanisms as appropriate, including text message, radio and door knocking.	Disaster Mangement Team / Community Development	M		Public Information and Warning included in operational plan reviewed and now included in the revised 2012 SCLDMP.	Completed and ongoing	Completed	M52	M32
5.60	Evacuation Management	During a disaster, councils and the Queensland Police Service should encourage individuals to self-register with the National Registration Inquiry System.	Disaster Mangement Team / Media Public Relations	M		Red Cross used national registration system for evacuation centres during wet season 2012. Decision made by LDC to publicise inquiry system on an "as needs" basis during an event.	Completed and ongoing	Completed	M52	M32
5.73	Evacuation Management	Animal shelters, zoos, stables, and similar facilities should develop plans for evacuating or arranging for the care of animals in consultation with their local council. Local disaster co-ordinators should be aware of what plans exist.	Disaster Mangement Team	C		Contact made with Australia Zoo regarding their procedures.	30-Dec-2012	Underway	M48	L24
5.40	Evacuation Management	Each council should develop an evacuation sub-plan in accordance with the Emergency Management Queensland guidelines. This includes involving local groups and people in the planning process.	Disaster Mangement Team	M		Sunshine Coast Evacuation Management Plan is under review with revised data.	30-Dec-2012	Underway	H72	M52
5.42	Evacuation Management	Where flooding is governed by a particular watercourse, the evacuation sub-plan should identify triggers in the form of those water level heights at which it is known that preparation for evacuation will be necessary.	Disaster Mangement Team	M		Trigger Points for evacuation zones identified in Draft Evacuation Plan	Completed and ongoing	Completed	H72	M52
5.46	Evacuation Management	Councils should identify a range of evacuation centres as part of their disaster preparation and planning.	Community Programs	S		Community Development have undertaken an audit of all proposed evacuation centres prior to 2011/12 wet season	30-Nov-2011	Completed	H72	M32
5.47	Evacuation Management	Councils should audit identified evacuation centres to ensure the facilities and location are appropriate, preferably in consultation with the Australian Red Cross and the Department of Communities.	Community Programs	M		SCLDMP Evacuation Centre Operational Plan review completed. Has included reviewing all listed Evacuation Centre facilities to ensure appropriateness of facilities and location.	Task completed work ongoing	Completed	H72	M32
5.48	Evacuation Management	Councils should be aware of what facilities are available at each evacuation centre, at particular times of the year.	Community Programs	M		SCLDMP Evacuation Centre Operational Plan review completed. Has included reviewing all listed Evacuation Centre facilities to identify what purposes facilities are suitable for.	30-Nov-2011	Completed	M32	L12
5.49	Evacuation Management	Councils should identify areas that are susceptible to isolation, including locations in which community groups established informal evacuation centres during the 2010/2011 floods, with a view to incorporating evacuation centres at those locations into their evacuation sub-plans.	Community Programs	M		Evacuation Centres identified for each of the 44 localities on the Sunshine Coast.	30-Nov-2011	Completed	H72	M52
5.56	Evacuation Management	Each council with a memorandum of understanding with the Australian Red Cross should consider undertaking practice exercises with the Australian Red Cross to ensure both parties understand their respective roles and responsibilities.	Disaster Mangement Team / Community Programs	M		MOU with Red Cross in place. Exercise Spring Departure Nov 2011 included exercising the establishment of Lake Kawana Community Centre as an Evacuation Centre with Red Cross.	Task completed work ongoing	Completed	M48	L12

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5.64	Evacuation Management	Councils should include the location, contact details, and specific evacuation needs of these facilities in their evacuation sub-plans.	Disaster Mangement Team / Community Programs	M		SCLDMP Evacuation Centre Operational Plan review completed. Has included reviewing all contact details etc	Ongoing	Completed	M52	M32
5.65	Evacuation Management	Councils should identify organisations (for example, Meals on Wheels and Bluecare) that provide services to people in the community who may be unable to evacuate without assistance. Councils should include the contact details of these organisations in their evacuation sub-plans.	Community Programs	C		Research and engagement with organisations that provide services to people in the community who may not be able to evacuate without assistance to identify protocols is underway.	30-Dec-2012	Underway	M52	M32
5.70	Evacuation Management	As part of their community education strategy, councils should ensure tourists are made aware of evacuation procedures, how to ascertain evacuation centre locations and safe evacuation routes. That may be done through tourism boards, operators and accommodation providers.	Disaster Mangement Team / Sunshine Coast Destination	C		SC Destination Ltd CEO has now joined the LDMG as an advisor and will be invited to be a participant on the Community Awareness and Preparedness Sub Committee	31-Dec-2012	Underway	H72	M32
5.71	Evacuation Management	Councils, as part of their community education program for disaster preparation, should encourage pet owners to consider what they will do with their pets if they need to evacuate.	Disaster Mangement Team	C		As part of Community Education Program / Community information during 2012 wet season Council included information for pet owners	Now part of operational procedures	Completed	H72	M32
5.72	Evacuation Management	Councils should work with the RSPCA to develop plans about transporting and sheltering pets should they need to be evacuated with their owners.	Response Services	C		Council's Response Services have regular contact and a positive relationship with the RSPCA. Specific plan for sheltering pets to be developed by December 31 2012	31-Dec-2012	Underway	M52	L12
5.55	Evacuation Management	All councils should consider entering a memorandum of understanding for evacuation centres with the Australian Red Cross which clearly sets out the roles and responsibilities of the parties in planning and responding to evacuation requirements in a disaster.	Community Programs	S		Council entered into a memorandum of understanding for evacuation centres with the Australian Red Cross during 2010.	Ongoing	Completed	M52	M32
5.58	Evacuation Management	Local and district disaster management groups should notify the Australian Red Cross of their evacuation needs as soon as possible in a disaster.	Community Programs	M		This task is included as a process in the Evacuation Centre Operational Plan and the Council & Red Cross MOU	Ongoing	Completed	M52	M32
5.59	Evacuation Management	Disaster response agencies should use the National Registration Inquiry System.	Community Programs	M		This task is included as a process in the Evacuation Centre Operational Plan and the Council & Red Cross MOU	Ongoing	Completed	M52	L12
4.28	Flash Flood warnings	In rural and remote areas where telecommunications are not effective, measures that do not rely on internet and mobile telephone services should be implemented to inform the travelling public of road conditions ahead, for example: • signs with detailed information • providing tourist information centres and tourist radio stations with information on road conditions.	Disaster Management team / Infrastructure Services	C		Radio stations continuously provided with information on road conditions via Council's traffic management website. We had meetings with QPWS regarding provision of information and warnings to campers in remote locations;	Now part of operational procedures	Completed	H72	M52

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4.30	Flash Flood warnings	Councils should continue to take responsibility for issuing flash flooding warnings. However, where the Bureau of Meteorology becomes aware of weather conditions likely to cause flash flooding that is likely to endanger life or property in a particular council's region, it should, performing its functions in the public interest, directly communicate that information to the relevant council.	Flooding and Stormwater	C		A letter has been written to AG's Department indicating Council does not have the capacity to monitor for flash flooding 24 x 7. It will base any flash flood warnings on BoM rainfall forecasts, particularly 6hr forecasts. Council will define known riverine flash flood areas to BoM so that they can warn directly based on the 6hr forecasts. These areas include communities west of the Railway (Kin Kin, Conondale, Nambour, Glasshouse Mountains) and the Bruce Highway creek crossings south of Caloundra Road (Eudlo, Coochin, Coonowrin, Mellum, Bells, Sippy). Response from AG indicated BoM believed Council should continue to take responsibility for flash flooding warnings. The matter has not yet been resolved and correspondence will continue.	Ongoing	Underway	H72	M52
4.31	Flash Flood warnings	Councils should advise the Bureau of Meteorology of any information they possess about flash flooding (or the immediate prospect of it) likely to endanger life or property in their region, and of any warnings they issue about such flash flooding. The Bureau of Meteorology should consider in each case whether any such warning should be re-published (whether as a warning emanating from the Bureau itself or as attributed to the relevant council) on the Bureau's website, or whether it should provide a link to any council warning or other information regarding flash flooding provided by councils or disaster management agencies.	Flooding and Stormwater	C		Contact list with Bureau of Meteorology maintained. System in place to receive BoM weather warnings by emails and faxes. Council is in regular contact with the BoM Flood Warning Centre during flood events of 2012.	Now part of operational procedures	Completed	M52	M32
4.33	Flash Flood warnings	The Bureau of Meteorology should do its best to develop working relationships with all councils, particularly for the purpose of exchanging information in severe weather and flood events.	Flooding and Stormwater	M		Council has a long standing and positive working relationship with BoM	Now part of operational procedures	Completed	M32	L12
4.10	Flooding	Councils, with the assistance of the Bureau of Meteorology, should examine the feasibility of and priorities for installing additional river height and rainfall gauges in areas of identified need.	Flooding and Stormwater	M		Council co-owns with BoM and maintains an extensive network of river height and rainfall gauges. (The ALERT System) 3 new river height gauges have been installed at West Coolum, Bli Bli South and Glasshouse have been installed since January 2011 and the additional rain gauge has been installed upstream of Glasshouse. Additional rain and river gauges have been requested in 2012-13 budget.	Continuous improvement	Underway	H72	M32
4.11	Flooding	Councils, with the assistance of the Bureau of Meteorology, should consider the susceptibility of their regions to flash flooding, and whether it is feasible and necessary to acquire and operate an automated local evaluation in real time system (ALERT system) for particular waterways.	Flooding and Stormwater	S		Council already has an ALERT system in place for the majority major waterways with the exception of the Upper Mary and Kin Kin Creek. Funding is being sought in the 2012-13 budget and beyond to continually upgrade this infrastructure.	Continuous improvement	Underway	H72	M32
5.50	Local Community Disaster Groups	Councils should identify community groups who may take responsibility for establishing and operating evacuation centres in the future.	Community Programs	M		SCLDMP Evacuation Centre Operational Plan review has identified community groups who may take responsibility for operating voluntary evacuation centres and wherever possible they have been listed in the Centres plan	Completed and ongoing	Completed	M52	L12

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5.51	Local Community Disaster Groups	The identified groups and councils should, before the next wet season, establish cooperative arrangements as to how the centres should operate, and to ensure the centres have appropriate facilities.	Community Programs	M		Cooperative arrangements have been developed with voluntary groups.	Completed	Completed	M52	L12
5.52	Local Community Disaster Groups	Councils should recognise that community groups may establish makeshift evacuation centres during a disaster. When this occurs, councils need to identify and establish communications with the centres as soon as possible.	Community Programs	M		This matter will be dealt with on a case by case basis. However communication with makeshift evacuation centres will be made as soon as possible during a disaster event.	Completed	Completed	M52	L12
5.53	Local Community Disaster Groups	Councils should develop plans for the effective and timely re-supply of makeshift centres.	Disaster Mangement Team	C		This matter will be dealt with on a case by case basis dependent on need and in accordance with LDMP resupply guidelines.	Completed	Completed	M52	M32
5.6	Local Community Disaster Groups	As part of their planning before the next wet season, local disaster management groups should identify communities which, because of distance, the potential for isolation by disaster, or any other reason, may require specific disaster management arrangements, and take steps to establish them. Such arrangements may include forming disaster management sub-groups in those communities.	Disaster Mangement Team	C		Groups formed for Connondale, Kenilworth and Cooran. Three more groups at Kin Kin, Eudlo and Mooloolah Valley to be formed prior to 2013 wet season.	Ongoing	Underway	H72	M32
5.7	Local Community Disaster Groups	Whatever form arrangements take, they should seek to ensure that, in the event that flooding causes isolation: there are lines of communication between the local disaster management group and the community <ul style="list-style-type: none"> • the community has the basic resources it needs to cope with its situation • the local disaster management group is aware of what supplies the community may need in prolonged disaster, and can respond to requests for assistance in a timely way • potential evacuation routes and centres are known. 	Disaster Mangement Team	C		Communication arrangements in the time of flood will be developed with each of the six planned local disaster groups.	Dec-2013	Underway	H72	M32
5.8	Local Community Disaster Groups	Where a local government forms a sub-group of its disaster management group: <ul style="list-style-type: none"> • the responsibilities of the sub-group must be clearly defined within the local disaster management • the responsibilities of the sub-group must be clearly defined within the local disaster management arrangements • each member of the sub-group must clearly understand his or her role. The Commission recommends that sub-groups and local disaster management groups set out their respective roles and responsibilities in writing. 	Disaster Mangement Team	M		Each Local Disaster Plan will set out in writing the roles and responsibilities of the sub-group.	Ongoing	Underway	M52	L12
3.8	Local Disaster Management Plan	Each district disaster co-ordinator should ensure that, before the next wet season, the disaster management plan of every local government in the co-ordinator's district susceptible to flooding: <ul style="list-style-type: none"> • is consistent with the Disaster Management Act 2003 • addresses local risks and circumstances • can be used easily in the event of a disaster. 	Disaster Mangement Team	S		Review of SCLDMP undertaken by DDC and EMQ in Sept/Oct 2011.	Subject to annual review.	Completed	M32	L4

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3.4	Local Disaster Management Plan	Every local government susceptible to flooding should ensure that, before the next wet season, its local disaster management plan: <ul style="list-style-type: none"> • is consistent with the Disaster Management Act 2003 • addresses local risks and circumstances • can be used easily in the event of a disaster. 	Disaster Mangement Team	C		Draft revised plan consistent with the Disaster Management Act 2003 presented to the LDMG meeting 1 Dec 2011 as a working draft for the wet season 2012. Revised plan adopted at March 2012 LDMG meeting. Presented to Council for endorsement in August 2012.	Subject to annual review.	Completed	M32	L4
3.6	Local Disaster Management Plan	Every local government should publish its disaster management plan (and relevant sub-plans) on its website before the next wet season.	Disaster Mangement Team	S		Local Disaster Management Plan published on Council Website www.sunshinecoast.qld.gov.au/disaster	Subject to annual review.	Completed	M32	L4
4.14	Public Information and Warnings	In the course of flood events, warnings referring to gauge heights should include information about the location of the gauge.	Flooding and Stormwater	M		2012-13 project for Flooding and Stormwater Team	Jun-2013	Underway	M32	L12
4.2	Public Information and Warnings	Councils should prepare SMS alert templates covering a range of different flood scenarios before the wet season.	Disaster Mangement Team / Media Public Relations	M		Community Education Officer developed SMS emergency alert templates for 2012 wet season	Now part of operational procedures	Completed	M52	L16
4.3	Public Information and Warnings	SMS alerts should direct recipients to websites or contact numbers providing more detailed information about flood locations and predictions, the location of evacuation centres and evacuation routes.	Disaster Mangement Team / Media Public Relations	M		Community Education Officer developed SMS emergency alert templates for 2012 wet season	Now part of operational procedures	Completed	M52	L12
4.4	Public Information and Warnings	Councils and Emergency Management Queensland should work together to ensure the approval process does not cause delays in delivering SMS alerts.	Disaster Mangement Team	C		Approval for SMS alert now delegated to EMQ Regional Director.	Now part of operational procedures	Completed	M52	L12
4.5	Public Information and Warnings	Wherever possible, Emergency Management Queensland should consult with local disaster management groups before sending emergency alerts to residents. Emergency Management Queensland should inform the local disaster management group, as soon as it can, about any message already sent to residents in that local disaster management group's area.	Disaster Mangement Team	C		LDC working with EMQ to develop protocols for use of emergency alerts. In principle agreement with Regional Director EMQ regarding consultation prior to warnings being sent.	Jun-2012	Completed	M52	L12
4.9	Public Information and Warnings	A siren may be appropriate in smaller towns or rural communities susceptible to flash flooding. If councils rely on sirens to warn residents, they should ensure that the community understands the meaning of the siren.	Flooding and Stormwater	C		Discussions with EMQ underway re feasibility of implementing this recommendation in smaller Sunshine Coast towns.	Dec-2012	Underway	M32	L12

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4.1	Public Information and Warnings	In issuing warnings for a district or region, local and state authorities should use a range of different warning mechanisms effective for the particular district or region, including methods which do not rely on electricity.	Disaster Mangement Team / Media Public Relations	C		SCLDMP Public Information and Warnings Sub Plan has been updated. Council updated its two-way radio system prior to 2012 wet season, however it should be noted that delivering warnings without electricity across a region the size of the Sunshine Coast presents significant challenges and is difficult to exercise.	Now part of operational procedures	Completed	H72	M52
4.8	Public Information and Warnings	Councils that have not already done so should consider how social media may be used effectively to provide accurate information about flood levels and local conditions to residents during a flood event.	Disaster Mangement Team / Media Public Relations	C		SCC Facebook and Twitter feeds used extensively during 2012 wet season.	Now part of operational procedures	Completed	H56	L16
4.25	Road Information	The Department of Transport and Main Roads, in its capacity as the primary provider of information about road conditions to the public, should continue to improve the accuracy of road condition information and the timeliness of its distribution to the public and other agencies.	Disaster Mangement Team	C		Link from Council's Website to DTMR Website for Road Closure information in place. Some ongoing issues yet to be resolved.	Completed and ongoing	Completed and ongoing	H56	L16
4.26	Road Information	The Department of Transport and Main Roads should identify and include local road names when reporting road conditions.	Disaster Mangement Team	M		Link from Council's Website to DTMR Website for Road Closure information in place. Some ongoing issues yet to be resolved.	Completed and ongoing	Completed and ongoing	H56	L16
5.33	SES	The Queensland Government and councils should take measures, as soon as possible, to attract more SES volunteers, particularly in areas susceptible to flooding which do not have sufficient numbers. New SES units should be established where possible.	Disaster Mangement Team	M		Supporting EMQ recruitment program and continue to develop the aquality of SES facilities, equipment and resources to attract more SES volunteers	Completed and ongoing	Completed and ongoing	M52	M32
5.32	SES	Before the next wet season, councils, SES controllers and Emergency Management Queensland should work together to identify and address deficiencies in the ability of the SES to respond effectively to flooding. At the very least, suitable flood boats and flood boat training should be provided to SES units which require them.	Disaster Mangement Team	M		Prior to 2012 wet season SES Controllers on the Sunshine Coast worked with EMQ and Council to secure additional resources to respond effectively to flooding.	Completed	Completed	M52	M32

ACTIONS ON FLOODS COMMISSION INTERIM REPORT RECOMMENDATIONS - APPENDIX A

Ref #	Theme	Report Recommendation	Council Service Unit Key: Primary Interest <i>Secondary Interest</i>	Complexity	Budget Implication	Actions (August 2011 to July 2012)	Anticipated Completion	Status 25_05_12	Risk Rating prior to Action	Risk Rating after Action
3.11	Training	Emergency Management Queensland should endeavour to ensure that before the next wet season: <ul style="list-style-type: none"> • training is provided to those involved in disaster management at the local and district levels to ensure that the respective roles of all agencies, and in particular local government and the Queensland police, during an event are clearly understood • training is provided to all local disaster co-ordinators • training is provided to SES volunteers • local disaster management groups are given practical training based on the event of large-scale flooding across different local government regions (as in Exercise Orko). 	Disaster Mangement Team	M		Between March 2011 and July 2012 a comprehensive program of DM training for council staff has been instituted. The following indicates the number of people attending and the types of training. <ul style="list-style-type: none"> • AEMI courses -12; • AIIMS - 10; • Leadership training - 24; • Evacuation Modules 1, 2 & 3 - 33; • Evacuation Centre Management - 21 • Queensland Disaster Management Arrangements - 125, • Disaster Coordination Centre - 45, • Evacuation modules 1&2 - 83, • Warnings and Alerts - 69, • Resupply - 22 • NDRRA Funding - 30 • AEMI Coordinating Resources for a Multi Agency Incident - 6 Council staff, plus additional external participants. Council continues to work collaboratively with EMQ and will be delivering further QDMA; Disaster Coordination Centre; Recovery and Disaster Management Planning training	Ongoing	Completed and ongoing	H72	L32
3.5	Training	Every person who is required to work under a local disaster management plan should be familiar with the plan before the next wet season.	EMQ / Disaster Mangement Team	M		A key component of DM training is familiarity with the Local Disaster Management Plan.	Task completed 1 December 2011	Completed and ongoing	M52	M32

ACTIONS

Not Started	0
Underway	20
Completed	41
Completed and ongoing	10
Total	71