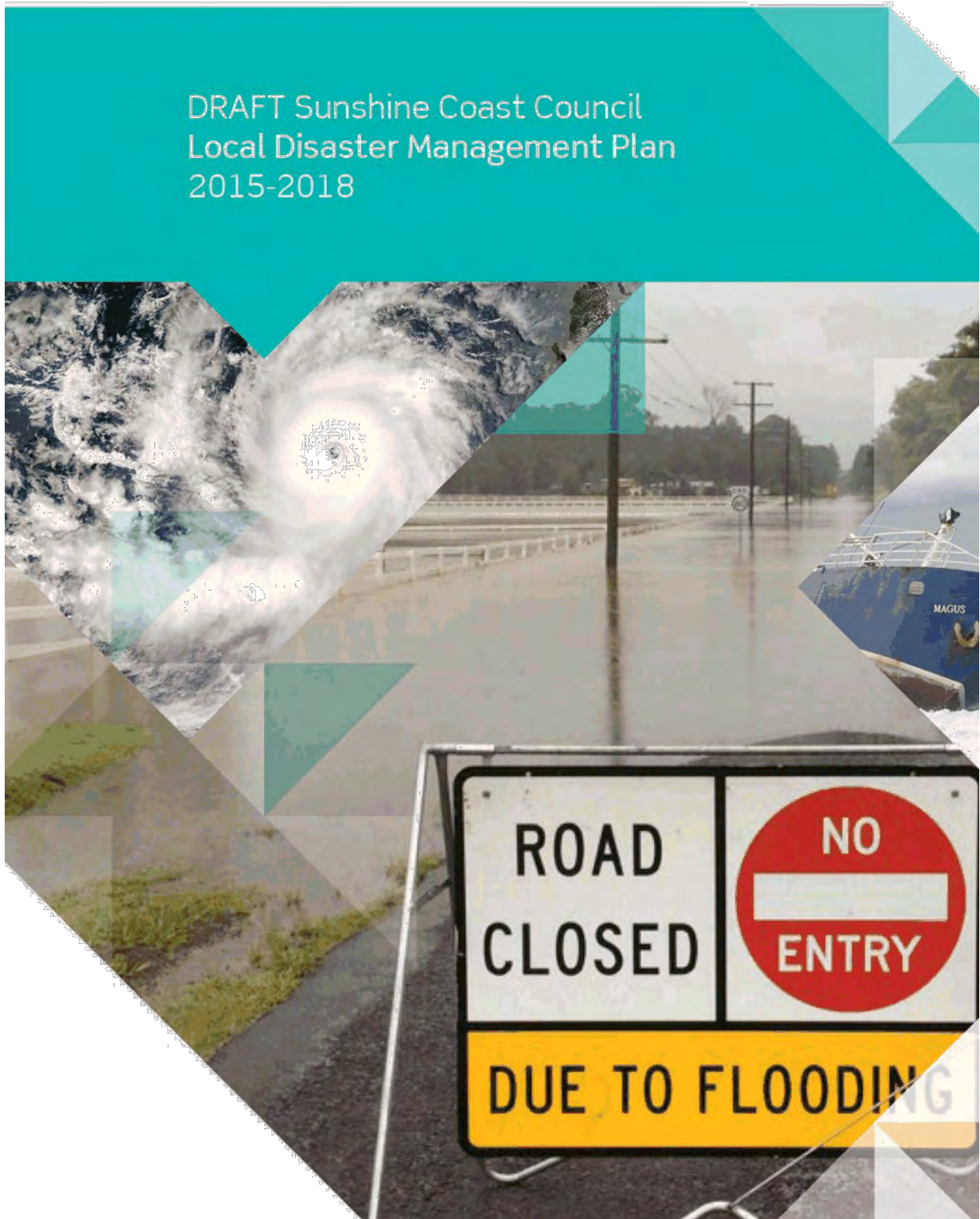




DRAFT Sunshine Coast Council
Local Disaster Management Plan
2015-2018





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Acknowledgements

Council wishes to thank all contributors and stakeholders involved in the development of this document.

Disclaimer

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such. While the Sunshine Coast Regional Council has exercised reasonable care in preparing this document it does not warrant or represent that it is accurate or complete. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document.

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Introduction

Foreword from the Chair of the Sunshine Coast Local Disaster Management Group

Severe weather events, flooding and bushfires are part of life here on the Sunshine Coast. These events do not respect local government boundaries and as we know from the last few years they can severely affect our community and economic life.

We all need to be prepared and 'Get Ready' for these events whether we are an individual, a business, a council or one of the emergency services.

Our commitment is that communities across the Sunshine Coast will continue to benefit from a coordinated approach to disaster management.

The Sunshine Coast Local Disaster Management Plan 2015 - 2018 (Local Plan) builds on and replaces the Sunshine Coast Council and Noosa Shire Council Local Disaster Management Plan 2014.

The Local Plan is based upon the principles contained in the *Queensland Disaster Management Act 2003 (The Act)*, an all hazards approach, and our commitment to building resilient communities by undertaking specific strategies to prevent, prepare for, respond to and recover from disaster events.

It identifies actions to ensure an effective and coordinated response to a disaster event in support of our local communities 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 Local Plan integrates federal and state disaster management arrangements and details how the local disaster management group (LDMG) can best provide assistance as and when required.

The plan's primary focus is to ensure the safety of our communities. It aims to preserve lives and prevent injuries, to mitigate property damage, and to protect our environment.

On your behalf, we 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.



Mayor Mark Jamieson

Chair

Sunshine Coast Local Disaster Management Group



Abbreviations

The following abbreviations are used throughout the Local 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
CRC	Community Recovery Committee
DACC	Defence Aid to Civil Community
DAF	Department of Agriculture and Fisheries
DCS	Department of Community Safety
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DEHP	Department of Environment & Heritage Protection
DHPW	Department of Housing and Public Works
DOCS	Department of Communities, Child Safety and Disability Services
DTMR	Department Transport & Main Roads
EOT	Emergency Operations Team
FCC	Field Command Centre
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
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
QFES	Queensland Fire and Emergency Services
QPIF	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

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 (SC Local Group)
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)

Definitions

References for definitions obtained from the *Australian Emergency Management Manuals, Principles and Reference series, and the Queensland Disaster Management Act 2003*.

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.

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:

- ensuring the continuity of their business or service.
- protecting their own interests and personnel.
- protecting the community and environment from risks arising from the activities of the organisation.
- protecting the community and environment from credible risks.

Community

A group of people with a commonality of association and generally defined by location, shared experience, or function.

Consequence

The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage, or gain.

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.)

Coordination centre

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

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

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

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

The Disaster Management Act 2003, described herein as *The Act*, provides the legislative basis for the Queensland Disaster Management Arrangements (QDMA) in Queensland.

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 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.

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.

Event

An event may be natural or caused by human acts or omissions. It can also mean any of the following:

- a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening.
- bushfire, an explosion or fire, a chemical, fuel or oil spill, or a gas leak.
- an infestation, plague, or epidemic.
- an attack against the State.
- another event similar to the above events.

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:

1. 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.

2. 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.

Hazard

A source of potential harm, or a situation with a potential to cause loss.

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.

Incident coordination centre / field coordination centre

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

Local disaster management plan (Local Plan)

A plan developed for the Sunshine Coast Regional Council region. The plan is designed to provide coordinated direction and authority for the Local Disaster Management Group, to mitigate potential adverse affects of an event and effectively respond to and recover from a disaster or emergency situation.

Mitigation

Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on communities, the economy, infrastructure and the environment.

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.

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.

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.

Preparedness

Measures to ensure that, should an emergency occur, communities, resources, and services are capable of coping with the effects.

Prevention

Measures to eliminate or reduce the incidence or severity of emergencies.

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.

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.

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.

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.

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.

Residual risk

The level of risk remaining after implementation of a risk treatment.

Resilience

A measure of how quickly a system recovers from failures.

Response

Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.

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.

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.

Risk identification

The process of identifying what can happen, why, and how.

Risk management

The culture, processes, and structures that are directed towards realising potential opportunities whilst managing adverse effects.

Risk reduction

Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk.

Risk treatment

Process of selection and implementation of measures to modify risk.

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.

Serious disruption

- Loss of human life, or injury or illness.
- Widespread or severe property loss or damage.
- Widespread or severe damage to the environment.

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.

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. This can also mean the susceptibility and resilience of the community and environment to hazards.



Version control and distribution

Amendment register and version control

This document is not to be substantially 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 may be amended in a number of ways. 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*

Version	Date	Prepared By	Comments
Final	Oct 09	Sunshine Coast Council	This is the first <i>Local Disaster Management Plan</i> for the Sunshine Coast region made under the Disaster Management Act 2003
Final	Aug 12	Sunshine Coast Council	This is the second <i>Local Disaster Management Plan</i> for the Sunshine Coast region made under the Disaster Management Act 2003
Final	Dec 13	Alan Rogers Local Disaster Coordinator	This is the third <i>Local Disaster Management Plan</i> for the Sunshine Coast region made under the Disaster Management Act 2003. It recognises the creation of a new Noosa Council as of January 1 st 2014.
Final	Dec 15	Andrew Ryan	This is the fourth <i>Local Disaster Management Plan</i> for the Sunshine Coast region made under the Disaster Management Act 2003. This plan was endorsed for use by the Local Disaster Management Group on the 2 nd December 2015. This plan will be tabled for adoption by Council in February 2016.

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.

Distribution list

Position and organisation	Copy	Comments
Sunshine Coast Local Disaster Management Group (SCLDMG) Chair and Deputy Chair	Electronic or hard copy	Copies as required
SCLDMG Local Disaster Coordinator (LDC) and Secretariat	Electronic and hard copy	Copies as required
SCLDMG Members	Electronic copy	Copy for each member
Sunshine Coast District Disaster Management Group (SCDDMG) District Disaster Coordinator (DDC) and Executive Officer(XO)	Electronic and hard copy	2 copies
Sunshine Coast Council Executive Leadership Team	Electronic or hard copy	Copy for each member
Sunshine Coast Council Disaster Hub 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
Queensland Fire and Emergency Services (Disaster Management)	Electronic and hard copy	2 copies
SCLDMG Community Sub Groups	Electronic	1 copy

Review and renewal of the local plan

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

- a) Activation of the local plan as a result of a disaster.
- b) Exercises designed to practise or test aspects of the local plan.
- c) Alterations to the roles or responsibilities of any agency involved in the local 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 local 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.

The plan or its sub plans are to be reviewed annually by a working group from each of the Local Groups and submitted to that Local Group for acceptance and adoption. Where major changes to the plan have occurred the plan will be submitted to the appropriate council by that council's LDC for renewal.

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.

1.0 Terms of Reference

1.1 Aim and purpose of this plan

The aim of this plan is to:

- minimise the effects of
- coordinate the response to
- 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 ensure that a coordinated and effective system of disaster management exists for the Sunshine Coast council area.

The Plan also detail specific strategies relating to the prevention and preparedness for, response to, and recovery from, a disaster as outlined below.

1.2.1 Prevention

- a) Develop systems that reduce disaster risks and ensure adherence to these procedures.
- b) Assist the community to be of 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.
Identify resources to maximize local and regional response capability.
- d) Establish relationships to increase disaster management capability.
- e) Improve the capacity of disaster management agencies by encouraging the sharing of knowledge, participation in training and shared exercises.

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 local and 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

The local plan is the result of the co-operative efforts and consultation amongst the Sunshine Coast Local Disaster Management Group (Local Group), and Emergency Service agencies.

The Queensland Local Disaster Management Guidelines 2012, support local government to develop a community specific disaster management system, including governance arrangements, a Local Disaster Management Plan and supporting plans, using the

comprehensive approach to disaster management. This local plan is consistent with these principles.

See: <http://www.disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20Local%20Disaster%20Management%20Guidelines.pdf>

1.3.1 Approval and adoption of the local plan by the Sunshine Coast LDMG

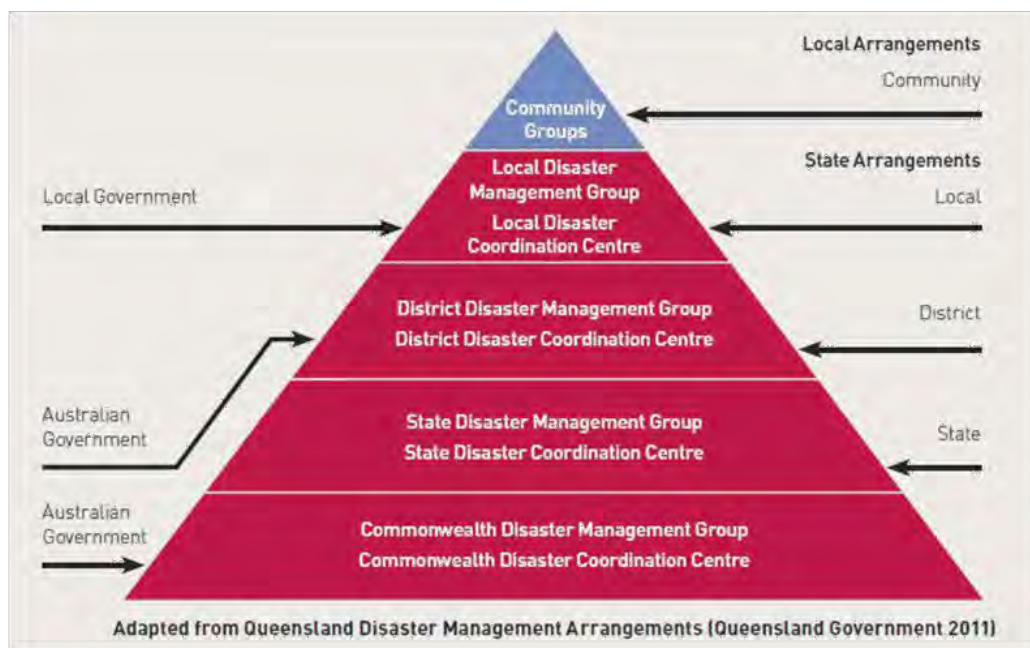
The Sunshine Coast Council accepts its roles and responsibilities as described in *The Act*. Sunshine Coast Council approved and adopted the *Sunshine Coast Local Disaster Management Plan 2014* at the Ordinary

Meeting of Council held on the 27th February 2014. It is intended that the Sunshine Coast Council will consider the adoption of the *Sunshine Coast Local Disaster Management Plan 2015 – 2018* in the first quarter of 2016.

1.4 Disaster management system in Queensland

Figure 1 Queensland disaster management arrangements (below) represents the disaster management framework in Queensland, which comprises local, district, and state levels.

Figure 1: Queensland disaster management arrangements



1.4.1 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*. The Disaster Management Act 2003, 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.

See:

<https://www.legislation.qld.gov.au/leGIsItN/CURrent/D/DisastmanA03.pdf>,

1.4.2 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.

See:

http://www.disaster.qld.gov.au/Disaster-Resources/Documents/Disaster_Management_Strategic_Policy_Framework.pdf

1.4.3 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*.

The five main principles are:

- 1) comprehensive approach
- 2) all hazards approach
- 3) all agencies approach
- 4) local disaster management capability
- 5) a prepared, resilient community.

The Queensland State Disaster Management Plan describes the Queensland Disaster Management Arrangements (QDMA) that implement the guiding principles and objectives of the Disaster Management Act 2003 (the Act) along with the Emergency Management Assurance Framework ('the Framework').

See:

http://www.disaster.qld.gov.au/Disaster-Resources/Documents/State-Disaster-Management-Plan_WEB.pdf

1.5 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 the establishment of a Local Disaster Management Group (Local Group). S4 of *The Act* also 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.

2.0 Sunshine Coast Profile

2.1 Regional context

This section provides a brief description of the key geographic features of the region along with other relevant community information to support disaster management planning and operations.

See *Figure 2: The Sunshine Coast Regional Council Area*.



Figure 2: The Sunshine Coast Regional Council Area

2.2 Geography

The Sunshine Coast Council area is located in south-east Queensland, about 100 kilometres north of Brisbane. The Sunshine Coast Council area is bounded by the Gympie Regional Council area in the north-west, Noosa Shire in the north-east, the Coral Sea in the east, the Moreton Bay Regional Council area in the south, and the Somerset Regional Council area in the south-west.

The Council area encompasses a total land area of 2291km², including significant beaches, coastline, waterways, national parks, state forests and bushland. The Council area is a rapidly growing residential and tourist area, with substantial rural, rural-residential and parkland areas. Much of the rural area is used for dairy farming, cattle grazing and crop growing. The Sunshine Coast Council area includes coastal urban centres and inland towns.

The Council area is served by the Bruce Highway, the Sunshine Motorway, Sunshine Coast Airport and the North Coast railway line. The topography of the Sunshine Coast is dominated by its broad coastal plain, the peaks of the Glasshouse Mountains in the south and the 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.

From the hinterland to the sea, the Sunshine Coast local government area has five major river catchments; the Maroochy and Mooloolah Rivers, the headwaters of the Mary and Upper Stanley Rivers, and the Pumicestone Passage. The Mary River and its tributaries flow to the north, the Stanley River and its tributaries flow to the south, and creeks such as Coochin and Bells flow to the Pumicestone Passage. The Mooloolah and Maroochy Rivers and their tributaries flow to the east.



The Sunshine Coast Council area includes the suburbs, townships and rural localities of:

- Alexandra
- Aroona, Bald Knob
- Balmoral Ridge
- Battery Hill
- Beerburrum
- Beerwah
- Belli Park
- Bells Creek
- Birtinya
- Bli Bli
- Bokarina
- Booroobin
- Bribie Island North
- Bridges
- Buddina
- Buderim
- Burnside
- Caloundra
- Caloundra West
- Cambroon
- Chevallum
- Coes Creek
- Conondale
- Coochin Creek
- Coolabine
- Cooloolabin
- Coolum Beach
- Crohamhurst
- Curramore
- Currimundi
- Diamond Valley
- Dicky Beach
- Diddillibah
- Doonan (part)
- Dulong
- Eerwah Vale
- Elaman Creek
- Eudlo
- Eumundi
- Flaxton
- Forest Glen
- Gheerulla
- Glass House Mountains
- Glenview
- Golden Beach
- Highworth
- Hunchy
- Ilkley
- Image Flat
- Kenilworth
- Kiamba
- Kidaman Creek
- Kiels Mountain
- Kings Beach
- Kulangoor
- Kuluin
- Kunda Park
- Kureelpa
- Landers Shoot
- Landsborough
- Little Mountain
- Maleny
- Mapleton
- Marcoola
- Maroochy River
- Maroochydore
- Meridan Plains
- Minyama
- Moffat Beach
- Mons
- Montville
- Mooloolaba
- Mooloolah Valley
- Mount Coolum
- Mount Mellum
- Mountain Creek
- Mudjimba
- Nambour
- Ninderry
- North Arm
- North Maleny
- Obi Obi
- Pacific Paradise
- Palmview
- Palmwoods
- Parklands
- Parrearra
- Peachester
- Pelican Waters
- Peregian Beach (part)
- Peregian Springs
- Perwillowen
- Point Arkwright
- Reesville
- Rosemount
- Shelly Beach
- Sippy Downs
- Tanawha
- Towen Mountain
- Twin Waters
- Valdora
- Verrierdale
- Warana
- West Woomby
- Weyba Downs (part)
- Witta, Woombye
- Wootha, Wurtulla
- Yandina
- Yandina Creek
- Yaroomba.

Tourism is an important industry, with numerous resorts, holiday accommodation places, attractions and golf courses. The main industrial areas are located in the suburbs of Beerwah, Bells Creek, Buderim, Caloundra West, Coolum Beach, Kunda Park, Maroochydore, Moffat Beach and Warana. The Sunshine Coast features two tertiary institutions (Sunshine Coast Institute of TAFE and University of the Sunshine Coast) and numerous private and public schools.

2.3 Climate

The Region has a generally mild sub-tropical coastal climate modified by altitude in areas such as the Blackall and Conondale Range. Temperature averages in summer range from a minimum of 21 degrees and a maximum of 29 degrees, and in winter the temperature averages from 12 degrees through to a maximum of 22 degrees. The highest summer temperature of 43 degrees was recorded at Nambour on the 4th January 2014, and the lowest winter temperature of minus 0.7 degrees was recorded at Maroochydore on the 20th July 2007.

The recorded annual 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. Highest and lowest rainfall totals include 2011, when the Sunshine coast received a yearly total of 3549mm, in 1893 when Crohamhurst received an annual total of 4873mm. In 2002 the annual rainfall was recorded at a low 955mm.

2.4 Demography

In 2014 the ABS population of Sunshine Coast region was 282,822 people, who lived in 142,446 dwellings with an average household size of 2.44 persons. The bulk of the urban population in the Sunshine Coast region lives along the coast extending from Pelican Waters in the south to Peregian Beach in the north. Towns and urban centres are also located in the hinterland along the railway corridor and in the ranges.

The region has a population density of 102.7 people per square kilometre, far less overall than the Gold Coast (284.2 people per km²), and total Greater Brisbane (135.6 per km²).



The overall lower level density is due to development constraints on multi-story units, the amount of open space areas included in national and state parks and the old canelands which are prone to flooding and therefore are unsuitable for urban development.

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 Sunshine Coast is the fourth largest region outside the state capital by resident population and 10th largest significant urban area in Australia by population. Projections prepared by the Department of Infrastructure and Planning indicate that by 2031 the total residential population of the Sunshine Coast is expected to grow to between 439,100 and 516,250 people.

The age structure of the Sunshine Coast is significantly older than the Queensland average with a median age of 42 as opposed to a Queensland average of 36. This reflects the high number of retirees and baby boomers who have moved to the region, and the number of young adults (15-24 years)

migrating away for employment and educational opportunities.

In the two decades from 2006 to 2026, the number of people over the age of 65 is predicted to more than double (from 47,554 to 100,774), while the number of people over the age of 85 is likely to almost treble. Although this structural ageing of the population is a national phenomenon, the impacts are experienced earlier and more profoundly in sea change communities like the Sunshine Coast.

The Aboriginal and Torres Strait Islander Census population of the Sunshine Coast Council area in 2011 was 4,625, living in 2,228 dwellings. The age structure of the Sunshine Coast's indigenous population is much younger than those of non-indigenous descent. Sixty-four per cent (64%) of the local indigenous population is under the age of 30, whereas the proportion of non-indigenous residents under the age of 30 on the coast is 34%.

People living on the Sunshine Coast were predominantly born in Australia (73.8%), which is higher than the Australian average (67.3%). There are 75 different countries of birth represented on the Coast, with the top five being UK (6.6%), New Zealand (4.9%), South African (0.8%), German (0.7%) and Scottish (0.7%) born residents.

2.5 Economy

The Sunshine Coast region's gross regional product (GRP) has been growing strongly over the last 20 years. The size of the region's economy is estimated by AEC (June 2011) at \$13.8 billion.

Key drivers of this economic growth have been:

- Strong population increases on the Sunshine Coast.
- Growth in the key coastal industries such as tourism, retail and construction.
- Attracting a more flexible workforce.

This economic activity supports approximately 31,758 businesses on the Sunshine Coast; 85.3% of these businesses have five or less employees. The profile in terms of number of employees per business is similar to the

Australian average of 84.8% (source: Economic Development Strategy 2010-2014).

2010/11 figures for gross regional product by industry, shows tourism is the most valuable industry on the Sunshine Coast with an estimated worth of \$2,324 million.

Other industries related to the tourism sector are also strong performers, with construction worth \$1,240 million and retail \$1,071 million per annum.

The impact of strong population increases over the past twenty years has seen a growth in the health and community services (1,602 million), education (\$967 million), and finance (715 million) sectors of the Sunshine Coast economy.

The diverse nature of the economy is also apparent with the agricultural (\$544 million) mining (\$287 million) and manufacturing (\$938 million) sectors making important contributions.



2.6 Environment

The Sunshine Coast is one of the most biologically diverse areas in Australia. The range of ecosystems or vegetation communities found on the Coast include coastal and dune areas, heathland and paperbark forest, mangroves and saltmarshes, seagrass communities, open forest and woodlands, wet and dry sclerophyll, rainforest and rocky/montane heath.

This wide range in vegetation and ecosystems means there is a diverse range in habitat provided, and hence a particularly vast array of significant species are found on the Coast. The vegetation communities that are likely to have the greatest number of native animal species are those with the greatest variety of plant species, e.g. rainforests.

Approximately 50% of the Sunshine Coast Council area is vegetated, of which approximately 41% is remnant and 9% non-remnant vegetation. The remnant vegetation consists of 76 regional ecosystems comprising more than 93,000 hectares, providing sanctuary for more than 800 animal species and over 1600 species of flora and fungi. The 76 regional ecosystems are grouped into six broad vegetation communities including: eucalypt (68%); rainforest (18%); melaleuca (9%); heath and wallum (3%); foredune (0.4%); and mangrove and saltmarsh (1.6%).

The Sunshine Coast consists of 53km of coastline, divided into 30 pristine beach areas which identify the region as one of Australia's leading tourist destinations. (Alexandra Headland, Buddina Beach, Bulcock Beach, Coolum Beach, Coolum North Beach, Currimundi Beach, Currimundi Lake, Dicky Beach, Golden Beach, Hyatt Coolum Beach, Kings Beach, Marcoola Beach, Marcoola Boardwalk Beach, Marcoola Discovery Beach, North Peregian Beach, Maroochydore Beach, Maroochydore Seabreeze Beach, Mudjimba Beach, Moffat Beach, Mooloolaba Beach, Mooloolaba Pilot Station Beach, Mooloolaba Spit Beach, North Shore Beach, Peregian Beach, Shelly Beach, Tooway Lake, Twin Waters Beach, Warana Beach, Wurtulla Beach, Yaroomba Beach).



2.7 Public buildings, spaces and events

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) Caloundra Indoor Sports Stadium
- d) Events Centre Caloundra
- e) Kawana Community Centre
- f) Lake Kawana Community Centre
- g) Landsborough Recreation Centre
- h) Nambour Civic Centre
- i) Sunshine Coast Council Libraries located at Beerwah, Caloundra, Coolum Beach, Kawana, Kenilworth, Maleny, Maroochydore and Nambour.

2.8 Public spaces

Public spaces that may be used for gathering large groups or establishing temporary facilities include:

- a) Corbould Park Racecourse.
- b) Parkland at Kings Beach, Alexandra Headlands and Cotton Tree.
- c) Multi-sports complexes at Bokarina (Stockland Park) and Maroochydore.
- d) Shopping centres and tourist precincts.
- e) Showgrounds at Maleny and Nambour.
- f) Sunshine Coast Beaches, particularly the more popular beaches at Coolum, Alexandra Headlands, Maroochydore, Mooloolaba and Kings Beach.
- g) Sunshine Coast Airport terminal.
- h) Sunshine Coast University.

2.9 Special events

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) Kings Beach Parkland special events
- f) Mooloolaba triathlon
- g) Queensland Garden Expo
- h) New Year's Eve Celebrations
- i) Maleny and Sunshine Coast Shows.

2.10 Key infrastructure

Key infrastructure in the Sunshine Coast region includes:

- a) Strategic road corridors including the Bruce Highway and Sunshine Motorway
- b) Road network including council, state and federal sealed and unsealed roads, bridges and culverts
- c) North Coast rail line
- d) Sunshine Coast Airport and Caloundra Aerodrome
- e) Water storage reservoirs including Baroon Pocket, Wappa, 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, and Dulong
- l) Beaches, recreational parks and reserves
- m) Bikeways, footways and footbridges.

2.11 Essential utilities

Essential utilities on 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 Image Flat and Landershute. 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 connectivity:** It is estimated that 70 per cent of households in the Sunshine Coast Region have an internet connection at their dwelling. The National Broadband Network, Fixed line, WiFi, 3G and 4G internet connections are available through a range of service providers.
- (g) **Flood Telemetry:** River height gauges, rain gauges, wave monitoring and storm tide gauges provide live intelligence for storm and flood related events



3.0 Local Disaster Management Group

3.1 Sunshine Coast Local Disaster Management Group (Local group)

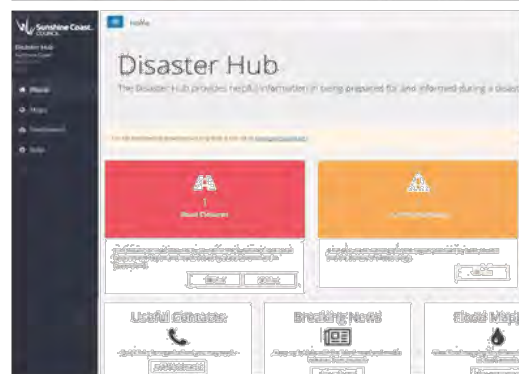
The Sunshine Coast Local Disaster Management Group was established by the Sunshine Coast Council in May 2008 in accordance with s29 of *The Act*. The Local Group will coordinate disaster operations within the area administered by the Sunshine Coast Regional Council.

3.2 Functions of the Local Disaster Management Group

In accordance with s30 of *The Act* the Sunshine Coast Disaster Local Disaster Management 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 or District group
- g) (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 local 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 district group
- k) to perform other functions given to the group under *The Act*.
- l) to perform a function incidental to a function mentioned in paragraphs (a) to (k).



3.3 Meetings of the Local Group

The Local Group will meet separately 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 three weeks, preferably four weeks in advance of the meeting and an agenda will be sent one week prior to the meeting. Notice of the meeting and a meeting agenda will be sent by email to members. Meeting minutes are to be prepared and sent as soon as practicable following the meeting.

For extraordinary meetings, notice of a meeting may be communicated by SMS, email or a 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. An Action 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 and actions.

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.

3.4 Sub-groups of the Local Group

A 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 sub-groups may include, but are not limited to:

- Communities of interest (at risk, vulnerable or isolated communities)
- Community awareness and education
- Community support

- Evacuation planning
- Information and communications technology
- Public health
- Public information and warnings.

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

3.5 Local community sub-groups.

The Local Group may also work with local geographic 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.

3.6 Reporting requirements

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 the Sunshine Coast Council in an annual report prepared by the Local Disaster Coordinator (or delegate). The report will outline the work of the 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*. The Local Group will forward a copy of the report to the DDC at the end of the financial year.

3.7 Membership of the Local Group

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 Officer of Queensland Fire and Emergency Services (QFES). The DDC will then be advised of the membership of the Local Group as per the requirements of s37 of *The Act*.

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.

3.8 Deputy / alternate members of the Local Group

Members of the Local Group are to identify a deputy/alternate 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/alternate member should have the necessary expertise and experience to fulfil the role of the relevant member of the Local Group if required.

3.9 Chair and Deputy Chair of the Local Group

Under s34 of *The Act* the Sunshine Coast Council has appointed the Mayor of the Sunshine Coast Council as chair of the Local Group and the Deputy Mayor as the deputy chair.

3.10 Functions of the Chair of the 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.

3.11 Sunshine Coast Local Disaster Coordinator

Under s35 of *The Act* the Chair of the Sunshine Coast LDMG, after consultation with the Chief Executive of the Queensland Fire and Emergency Services has appointed the Director Infrastructure Services, Sunshine Coast Council as Sunshine Coast Local Disaster Coordinator (LDC).

The LDC is the Local Group's member of the Sunshine Coast District Disaster Management Group (SCDDMG).

3.12 Functions of the LDC

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 the Sunshine Coast Council has delegated to the LDC authority to exercise the powers of the Chief Executive Officer during the activation of the LDMP 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.)

3.13 Secretariat for the Local Group

The LDC will provide a nominated Council Officer to act as the secretariat for the Local Group. The secretariat will provide day to day

support to the group (e.g. reports, meeting agendas, minutes, contact lists) and monitoring of training requirements of Local Group members.

3.14 Membership of the Local Group

See the following tables:

- *Table 1: SCLDMG membership as at June 2015*
- *Table 2: SCLDMG Advisors and invited observers as at June 2015.*

Table 1: SCLDMG membership as at June 2015

Role	Position
Chairperson	Mayor, (SCC)
Deputy Chairperson	Deputy Mayor, SCC
Local Disaster Coordinator	Director Infrastructure Services, SCC
Deputy Local Disaster Coordinators	Coordinator Disaster Management, SCC Manager Building and Property, SCC
Community Liaison Officer	Healthy Places Manager, SCC
Department of Communities Representative	Regional Director, Department of Communities
Energex Representative	Principal Asset Officer (North Coast), Energex
Media Liaison Officer	Manager Customer Relations, SCC
Queensland Ambulance Service Representative	Officer in Charge, Kawana Station, Queensland Ambulance Service
Queensland Fire and Emergency Services (Disaster Management) Representative	Area Director Sunshine Coast, Queensland Fire and Emergency Services (Disaster Management)
Queensland Fire and Emergency Services (Fire) representatives	Area Commander Caloundra, Sunshine Coast Queensland Fire and Emergency Services (Fire)
Queensland Fire and Emergency Services (Fire) Rural Operations Representative	Area Director Rural Operations, Queensland Fire and Emergency Services (Fire) Rural Operations
Queensland Health Representative	Emergency Response Coordinator, Nambour Hospital, Queensland Health
Queensland Police Service Representative	Senior Sergeant, Officer in Charge, Nambour Police Station
SES	Area Controller (Sunshine Coast)
Unity Water Representative	Planned Services Manager

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

Table 2: SCLDMG Advisors and invited observers as at June 2015

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

3.15 Responsibilities of Local Group members

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 government area, 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.

See the following tables:

- Table 3: Responsibilities of LDMG members and advisors
- Table 7: LDMG Lead agency identification.

Table 3: Responsibilities of LDMG members and advisors

LDMG role	SCLDMG responsibilities
Chairperson	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)	To provide advice and support to the Chair and LDMG. To chair LDMG Meetings in the absence of the Chair. To 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)	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. To provide advice and support to the Chair and Local Group. To activate the Local Plan and LDCC when required.
Deputy Local Disaster Coordinator	To undertake the functions of the LDC in the LDC's absence.
Local Recovery Coordinator(LRC)	To coordinate the local recovery group To liaise with functional lead agency representatives and work with identified agencies and the community to develop the specific operational recovery strategy To provide advice and support to the Chair and recovery group. To activate the Disaster Recovery Plan when required.
Deputy Local Recovery Coordinator	To undertake the functions of the LRC in the LRC's absence.
ABC Rep	Liaison between the agency and the LDMG. Support and advice to the Media Liaison Officer.
Australian Red Cross	Liaison between the agency and the LDMG. Responsibilities as identified in the Local Plan, particularly operational plans for community support, evacuation centre management and recovery.
Coastguard Rep	Liaison between Coastguard and LDMG.
Department of Communities Rep	Liaison between the agency and the LDMG. Community Recovery advice to the LDMG.

Council's Emergency Operations Team	To provide Council response planning advice and support to the Local Disaster Coordinator. To action council's emergency response.
Executive Officer – to the DDC	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.

Table 3: Responsibilities of LDMG members and advisors

LDMG role	SCLDMG responsibilities
Energex Rep	Liaison between the agency and the LDMG.
Health Rep	Liaison between Queensland Health Dept., hospitals, doctors and implementation of the Health sub Plan and the LDMG.
Information Technology Advisor	To provide expert advice and support to the Local Group on information and communication technology matters.
Maritime Safety Queensland Rep	Liaison between the agency and the LDMG.
Media Liaison Officer	Preparation and dissemination of public information and warnings prior to and during an event. Responsibilities identified in <i>Appendix A.10 Public Information and Warnings Plan</i> .
Policy Advisor	To provide strategic policy & planning advice and secretariat support to the Local Group, Chair and Local Disaster Coordinator. To ensure staff are rostered into the Local Disaster Coordination Centre.
Queensland Ambulance Service Rep	Liaison between the agency and the LDMG.
Queensland Fire and Emergency Services (Disaster Management Rep)	To provide advice and support to the Chair and the LDC. Liaison between the agency and the LDMG. Link to the Qld Disaster Management System. Policy advice about Qld Disaster Management system. Assessment of the <i>Local Plan</i> .
Queensland Fire and Emergency Services (Fire Rep)	Liaison between the agency and the LDMG.
Queensland Police Service Rep	Liaison between the agency and the LDMG.
SEQWater Rep	Liaison between the agency and the LDMG.
SES Rep	Liaison between the SES and the LDMG.
Sunshine Coast Airport Rep	Liaison between the agency and the LDMG.
Surf Lifesaving Qld Rep	Liaison between the agency and the LDMG.
Telstra Rep	Liaison between the agency and the LDMG.
Tourism Rep	Liaison between the tourism industry and the LDMG.
Transport & Main Roads Rep	Liaison between the agency and the LDMG.
UnityWater Rep	Liaison between the agency and the LDMG.

3.16 Agency roles and responsibilities

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Local Disaster Management Group	<ul style="list-style-type: none"> • Functions as allocated to the group under s30 of <i>The Act</i>. • Development of a 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.
Bureau of Meteorology	<ul style="list-style-type: none"> • Issue weather forecasts including weather warnings to agencies and the community. • Provision of specialist advice and communication directly to the State Disaster Coordination Centre (SDCC). Specialist advice was previously available directly from the Bureau to the LDC on request, as and when required. The SDCC has directed that all requests for specialist advice are to be made to the State Disaster Coordination Centre directly • Collection and interpretation of information from rainfall and flooding telemetry systems, jointly with the Council.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
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 sub-groups, including the development and maintenance of disaster management plans and sub plans. • Identification, development, maintenance and operation of a Local Disaster Coordination Centre (LDCC) at a primary location and maintenance of alternative locations. • Identification and delivery of training and staffing required to operate the LDCC. • Coordination of disaster operations by the LDC through the LDCC for the Local Group ensuring that strategic decisions of the Local Group are implemented. • Lead and coordinate recovery operations and provide immediate community support and recovery needs in conjunction with the Department of Communities and relevant agencies and stakeholders, including the management & operation of evacuation centres, places of shelter 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 agency 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 establishment of an Emergency Operations Team. • Development & maintenance of a response plans where the Council is identified as the Lead Agency e.g. flooding. • Development & maintenance of a Field Coordination Centre (FCC) capability which is able to be activated for any necessary events • Identification and delivery of training and staffing required to operate the FCC. • Maintenance of Council essential services to the community including: <ul style="list-style-type: none"> ▪ Animal control ▪ Civic leadership ▪ Community contact and information ▪ Disaster & emergency management ▪ Environmental protection ▪ Public Health ▪ Refuse disposal and waste management. • 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 QFES (DM) to the SES on the Sunshine Coast. • Provision of advice and communication about the operations of the FCC to the LDC and DDC. • Request and provide assistance through the LDC as required during disaster operations.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
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.
Sunshine Coast Destinations Limited	<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 to, 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 re-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. • Activation of Medical Transport Plan.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Queensland Fire and Emergency Services	<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 SES on the Sunshine Coast. • Perform the following roles and responsibilities in support of disaster operations: • Operation and maintenance of the State Disaster Coordination Centre (SDCC). • Manage resupply operations. • Coordinate and manage the deployment of SES across the State. • Support the deployment of Qld Corrective Services resources. • Provision of public information during disaster and emergency situations.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Queensland Fire and Emergency Services (Fire)	<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 QFES (Fire) is the lead agency including training in AIMS 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 QFES 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 to, and communication with the LDC and DDC about the operations of the QFES (Fire). • Request and provide assistance through the LDCC as required during disaster operations.
Queensland Government Department of Communities	<ul style="list-style-type: none"> • 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.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Queensland Government Queensland Health	<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. • Ongoing medical and health services required during the recovery period to preserve the general health of the community. • Provision of advice to, 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.
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 LDC, and request and provide assistance through the LDCC 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.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Queensland Government Department of Environment and Heritage Protection; and Department of Agriculture, and Fisheries	<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 to, and communication with the LDC and DDC about the status of operations. • Request and provide assistance through the DDCC or LDCC as required during disaster operations. • Provide permit advice/ exemptions (if applicable) post event to assist with recovery e.g. relaxation of permits, emergency works • Native animal advice (rescue, isolation)
Queensland Government Department of Transport and Main Roads <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.
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 Queensland Fire and Emergency Services (Disaster Management) of operations underway, and request and provide assistance through the ICC to the Lead Agency or the LDCC as required by QFES during disaster operations.

Table 4: Roles and responsibilities of LDMG agencies and observers

Agency	Roles and responsibilities
Sunshine Coast Airport	<ul style="list-style-type: none"> • Development and maintenance of airport emergency plans. • Maintain airport operations. • Provision of advice to, 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 to, and communication with the LDC and DDC. • Request and provide assistance through the LDCC as required during disaster operations.
Unitywater	<ul style="list-style-type: none"> • Development & maintenance of Incident Coordination Centre capability and 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 to, 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.

Table 5: LDMG 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	Dam Management	SEQWater
5	Disaster Coordination Centre (LDCC)	Council / Local Disaster Coordinator
6	Electricity Supply	Energex
7	Emergency Medical Care	Queensland Ambulance Service
8	Evacuation	Queensland Police Service
9	Evacuation Centre Management	Council / Local Group Community Support Officer
10	Explosions & Chemical Hazards	Queensland Fire and Emergency Services (Fire)
11	Fire Fighting	Queensland Fire and Emergency Services (Fire)
12	Floodwater Rescue	State Emergency Service
13	Hazardous Materials	Queensland Fire and Emergency Services (Fire)
14	Incident Coordination	Lead Agency for Threat
15	Land Search	Queensland Police Service assisted by SES
16	Mapping	Council / Chief Information Officer / GIS
17	Marine Oil Spill (Ship sourced marine pollution)	Department Transport & Main Roads (Maritime Safety Qld)
18	Medical Evacuation and Transport	Queensland Ambulance Service
19	Medical Services	Qld Health
20	Pollution Control - Environment	Council
21	Public Health	Qld Health
22	Pre Hospital Care	Queensland Ambulance Service
23	Private Property Assistance	State Emergency Service supported by QFES (DM)
24	Public Health	Council supported by Qld Health Population Health
25	Public Information	Council - Local Group Media Liaison Officer
26	Public Warnings	Lead Agency will depend upon Situation e.g. BoM for Severe Weather
27	Recovery Coordination	Local Recovery Coordinator
28	Rescue	Queensland Fire and Emergency Services (Fire)
29	Rubbish / Debris Removal	Council
30	Safety of Damaged Buildings	Queensland Building and Construction Commission (QBCC)
31	Search Coordination	Queensland Police Service
32	Security of Property / Scene	Queensland Police Service
33	Storm and Flood	State Emergency Service
34	Swift Water Rescue	Queensland Fire and Emergency Services (Fire)

35	Telecommunications - Regional	Telstra & Optus
36	Terrorism	Queensland Police Service
37	Traffic Control	Queensland Police Service
38	Traffic Planning for Local Roads	Council
39	Traffic Planning for State / Main Roads	Qld Main Roads through SCDDMG
40	Transport of People	Council – may require assistance from Queensland Transport through SCDDMG
41	Transport of Goods / Supplies / Resources	Council– may require assistance from Queensland Transport through SCDDMG
42	Urban Search and Rescue (USAR)	Queensland Fire and Emergency Services (Fire)
43	Water Supply / Sewerage	Unitywater

4.0 Local disaster management group activities

4.1 Ordinary meetings

The ordinary meetings of the Local Group 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 Groups will meet at least four times each year with meetings 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 capacity

Within the Sunshine Coast region there are designated lead agencies, with each having agency specific responsibilities and accountabilities 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.

Each agency, particularly lead agencies, identify in reports at meetings of the Local Group 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 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 an emergency or a disaster situation within the Sunshine Coast region.

During all stages of a disaster activation, if additional resources are required by an agency to ensure the appropriate response effort, then this is to be brought to the attention of the LDC.

4.3 Building community resilience

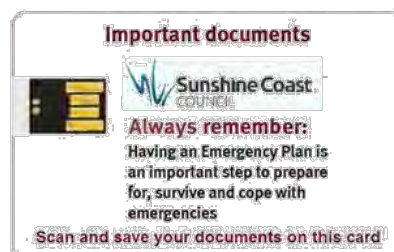
The Queensland state disaster management plan (State Plan) states that prepared and resilient communities are one of the five main principles of disaster management which form the basis of Queensland's disaster management arrangements.

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.

Building an understanding of risk and enhancing community capacity through community education by means of participation in State Government education initiatives, will continue to be a priority for the SCLDMG in building community resilience.



5.0 Community awareness, public information and warning systems

5.1 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 Groups currently provide public information and education programs to improve community awareness.

These include (for example):

- The Sunshine Coast Council Disaster Hub.
- Disaster and emergency community awareness brochures displayed and available in council offices and libraries.
- Preparedness articles in local papers and council newsletters.
- Queensland State Government advertising, presentations, and website material.
- QFES (DM) advertising, presentations and website material.
- EMA community awareness publications and emergency management for schools website.
- Information sessions to various organisations e.g. by the LDC, SES group leaders, etc.
- QFES (FIRE) fire and bushfire awareness program.
- 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 QFES, 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 as part of the State Government's Get Ready campaign:

- 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.

5.2 Education and training for those involved in disaster and 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.

Queensland Fire and Emergency Services (Disaster Management) 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. QFES (DM) have developed a disaster management 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 QFES (DM) Area Director.

5.3 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". (see: <https://training.gov.au/>)

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

- QFES (DM) provided courses from the Queensland Disaster Management Training Framework.
- Australian Emergency Management Institute (AEMI).
- See the following website:
www.em.gov.au/Education/Pages/default.aspx
- Courses from the public safety training package provided for example by QFES (FIRE) or SES trainers or other training providers.

5.4 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 but are not exclusive to:

- Australasian Inter-Service Incident Management System (AIIMS) system course. AIIMS courses are 2 days (theory program with some scenario work, non-accredited). QFES (FIRE) (through training and emergency management) 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.

- QFES (DM) Disaster Coordination Centre courses form the disaster management training framework.

5.5 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 disaster management 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 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 learnings from the exercise can be maximised.

5.6 Exercise program and type

Each year the SCLDMG conduct one or more of the following exercises:

- 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 Plans*.

- f) (f) Joint LDCC / DDCC Sunshine Coast disaster management system exercise with the focus of the exercise to be determined by the LDMG and DDMG.

5.7 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.

5.8 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
- 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, which is a 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 which is a 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 QFES (DM)

to provide an overview of the learnings 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.

All post disaster review reports will be forwarded to the SCDDC as part of standard operating procedure.



6.0 Disaster plans

6.1 The Local Disaster Management Plan (LDMP)

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

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

- utilise emergency risk management principles
- adopt a comprehensive, all-agencies approach to disaster management
- consider community preparedness and awareness
- develop 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.

6.2 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 recognised as sub plans relevant to the local district disaster management plan.

6.3 Council operational sub plans

Council as an organisation plays a pivotal role for the Sunshine Coast community in disaster prevention, preparedness, response and recovery functions. The Local Group expects that Council departments will prepare and maintain written operational sub plans that support this plan, and support disaster

coordination efforts in the “before, during and after” stages of a disaster event.

The key functional areas are:

- Community Services (coordination of overall disaster recovery effort, human/social impact assessment, human social issues).
- Infrastructure Services (impact assessment, restoration of essential services, infrastructure recovery, betterment).
- Economic Development (impact assessment and economic recovery).
- Environmental Operations (impact assessment, environmental protection and recovery).

These operational sub plans are to be made available to the Local Group to be recognised as sub plans relevant to the local district disaster management plan.

6.4 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 area.

The Local Groups' 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.



7.0 Disaster risk assessment

Disaster risk assessments are undertaken to determine risk management priorities and community vulnerability. The process involves the identification of disaster hazards, analysis of the risks, and then forming an assessment of each risk in terms of likelihood and consequence.

The risk assessments form the basis for mitigation strategies, community resilience building, preparedness, response and recovery actions, and provide guidance for the building of more sustainable and safer communities.

7.1 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 (Category 1/2/3 Sandy Cape to Point Danger)
4. Tropical Cyclone (Category 4/5 Sandy Cape to Point Danger)
5. Storm Tide (> highest astronomical tide 0.5m)
6. Flood (Riverine, Flash) Q20 impacting on Sunshine Coast Region)
7. Dam Failure
8. Tornado (Grade F1 - Winds 117-180 kilometres per hour)
9. Major Earthquake
10. Tsunami (>10m wave and Land Inundation >1kilometre 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 (>37 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 Councils has informed the development of the regional disaster risk register.

7.2 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.

7.3 Regional disaster risk assessment

The sections below provide the methodology and the regional hazard risk assessment.

Acknowledgement: The regional disaster risk management information contained in this 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.

7.4 Risk methodology

See the following tables:

- *Table 6: Likelihood descriptors*
- *Table 7: Consequence descriptors*
- *Table 8: Risk calculation table*
- *Table 9: Risk likelihood assessment*
- *Table 10: Risk consequence assessment*
- *Table 11: Risk assessment.*

Table 6: 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).

Table 7: 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.

Table 7: Consequence descriptors

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.

Table 7: Consequence descriptors

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 support itself, significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required.

Table 8: 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

Table 9: Risk likelihood assessment

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	UNLIKELY	LIKELY	POSSIBLE
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

Risk	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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 (>37 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
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* Based on available Bureau of Meteorology Data at September 2011

Table 10: Risk consequence assessment

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
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

Risk	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	INSIGNF	MINOR	MODERATE	MAJOR	CATASTR
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Table 11: Risk assessment

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
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

Risk	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
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

Likelihood Rating Scale	LOW (3-39)	MEDIUM (42-63)	HIGH (66-81)	EXTREME (84-90)
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* Based on available Bureau of Meteorology Data at September 2011

7.5 Management of residual risk

Sunshine Coast Council recognises that by using the risk assessment process outlined in *ISO 31000:2009*, there will be instances when the Local Group identifies areas of residual risk, which will in turn require the application of suitable treatment options. The following methodology will be used to manage residual risk:

- a) A region wide hazard risk study will be undertaken at 5 yearly intervals.
- b) All disaster activations will be analysed to determine residual risk issues and to determine relevant mitigation actions.
- c) All disaster training exercises will be analysed to determine residual risk issues and to determine relevant mitigation actions.
- d) Recognition that the Queensland Disaster Management System provides for District and State assistance in the sharing of residual risk if required.
- e) SCC will endeavour to have in place Council to Council Assistance MoU's with neighbouring Council areas, to assist with potential resourcing issues faced in the response and recovery phases of a disaster.
- f) The Local Group will identify if there is a need for Community Sub-groups to be established.
- g) Current Local Group Community Sub-groups will have their plans reviewed annually.
- h) Residual risk issues identified by any LDMG member will be discussed at the Local Group meeting to determine the possible risk and consequence for the region, and to determine suitable mitigation strategies to address the identified issues.
- i) Identified areas of residual risk to be documented in Local Group minutes.

The following continuous improvement model (*Figure 3*) represents the process for the implementation, delivery and evaluation of disaster management activations and disaster management training exercises.

Figure 3: Improvement model flowchart

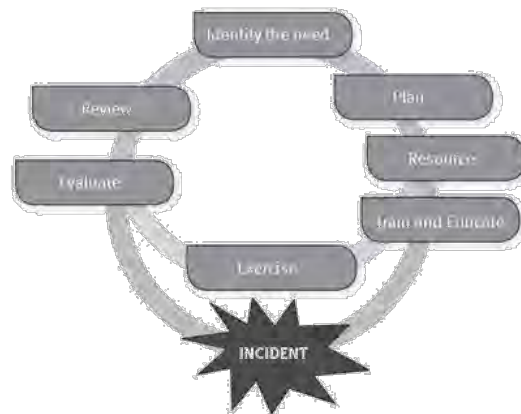


Figure 4: Continuous improvement: example post activation report



8.0 Disaster activation

8.1 Response principles

This plan provides the basis for the Local Group to coordinate disaster operations and response through various response agencies. The Local Plan identifies that the lead (response) agency is responsible for providing an immediate ongoing response and control for specific disaster or emergency threats. The Local Group will work closely with the District Group to manage and coordinate disaster operations. The Local Plan recognises that a response to a disaster / emergency event:

- a) 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.
- b) May commence prior to the impact of an event, if advance warning is given and known.
- c) Concludes when:
 - i). 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, **or**
 - ii). a formalised recovery phase of coordination is required.

8.2 Response capability

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

- Community support volunteers from agencies such as Australian Red Cross, Lifeline and St Vincent de Paul.
- Commercial businesses.
- Equipment and plant obtained through LDCC or FCC, including arrangements in place with commercial and public sector providers.
- Queensland Ambulance response and equipment resources.
- Queensland Fire and Emergency Services (Fire) 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.
- State Emergency Service response and equipment resources.
- Sunshine Coast Council response and equipment resources.
- Sunshine Coast Hospital and Health resources.

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

8.3 Coordination of response

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

- Local initial operational response
- Activation of the Sunshine Coast Local Disaster Coordination Centre (LDCC) / Field Coordination Centre (FCC)
- Activation of the Sunshine Coast District Disaster Coordination Centre (DDCC)
- Activation of the State Disaster Coordination Centre.

8.4 Local Disaster Coordination Centre (LDCC)

The Sunshine Coast LDCC with oversight from the LDC, has responsibility for coordination of disaster operations within the local government area. 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. 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 and levels of activation

by 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 Mayor of the local government area, members of the Local Group, the community, the DDC, the Executive Officer to the DDC, the Area Director QFES (DM), the lead agency, and other response and support organisations.

8.5 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 advice and relevant support to the Sunshine Coast LDCC as required, and will collect and disseminate information to the SDCC on disaster events occurring within the Sunshine Coast disaster district. The DDCC will implement decisions of the DDC and coordinates state and Australian government resources in support of the disaster affected community.

8.6 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.

8.7 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.

8.8 Sunshine Coast Field Coordination Centre (FCC)

An FCC is established by Council to assist in the coordination of field operations. The process for the activation and establishment of

the FCC will be in accordance with Council's FCC operational plan. Members of the LDCC may be requested to attend the FCC, and vice versa to ensure a coordinated and effective response. The FCC may also establish a forward coordination point in the field to aid in the coordination of response. The LDCC will support the FCC by identifying any necessary human and physical resources, and making them available for the response effort.

8.9 Agency Incident Coordination Centre (ICC)

An ICC (or similar structure) 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 LDC, and/or the DDC, may request that the lead agency establish an ICC, or similar coordination structure. Members of the LDCC, including suitable Council representatives, may be requested to attend the lead agency's ICC as a liaison officer to provide support to the lead agency to ensure a coordinated and effective response. This request will be made by the incident controller to the LDC. An ICC may also establish a forward coordination point in the field to aid in coordination of response.

8.10 Activation of the local groups and the local disaster management plan

The Local Plan provides the basis for the Sunshine Coast LDMG to coordinate disaster response operations. The Chair of the Local Group or the relevant LDC is authorised to activate their Local Group and implement the Local 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.

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 Local Plan is delegated to the relevant LDC through the adoption of this

plan by the Sunshine Coast Council. 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 Chair of the Local Group, the Mayor, the CEO of Sunshine Coast Council, the DDC, and the Area Director QFES (DM) when the LDC considers that the conditions justify an activation of the plan and establishment of a LDCC.

Activation procedures are outlined and contained in the LDCC Operations Sub-plan.

8.11 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 occurring on the Sunshine Coast. A LDCC may be established in the following locations:

- a) Eddie De Vere building Nambour, Mezzanine level, Disaster Management Unit Office.
- b) Eddie De Vere building Nambour, Level 1, Large Committee Room.
- c) Caloundra Administration Building, Level 3, Beerwah Room.

The nature and location of the LDCC for any given event will be decided by the LDC in consultation with the Chair of the Local Group and the Coordinator Disaster Management.

The functions of the LDCC are to:

- Coordinate disaster operations.
- Gather intelligence and undertake the necessary forward planning 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.
- Collect, collate and disseminate information on the disaster event and disaster

operations to the Sunshine Coast community and the relevant authorities.

The DDCC will usually be established at the Police Communications Centre on the first floor of 21 Carnaby St, Maroochydore. However the DDCC may be established at a different venue or even co located with one or other of the LDCCs if the DDC believes it to be beneficial to the overall coordination effort required.

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

Yellow	Alert
Amber	Leaning forward
Red	Stand up
Green	Stand down

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 sudden impact event such as 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 local disaster coordination centre. 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 longer than 24 hours, the Incident Coordinator should report daily situation reports 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.

Table 12: LDMG and LDCC activation triggers and required actions identifies activation triggers and actions.

Table 12: LDMG and 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 Lean Forward or Stand Up status. 	<ul style="list-style-type: none"> Hazard / threat identified Initial threat advice from relevant agency provided to LDC Monitor weather forecasts at regular intervals Availability of staff at relevant agencies determined Contact lists checked and updated including mobile phone and sms 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 QFES (DM) established Notify LDCC staff and confirm availability of staff for LDCC if needed Media and communication strategy prepared.
2. Lean 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 Sunshine Coast Disaster Management System. Lead agency advises it has established an active incident coordination centre(s). 	<ul style="list-style-type: none"> Preliminary SitRep developed Notifications sent and acknowledged Decision made on likely activation phase Availability of staff for LDCC confirmed Contact maintained between lead agency ICC, LDC, DDC and QFES (DM) If time available extraordinary LDMG 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.

Table 12: LDMG and LDCC activation triggers and required actions

Activation level	Threat / trigger	Actions
3. Stand Up	<ul style="list-style-type: none"> Event is imminent or has occurred, and has the potential to cause significant community impact. 	<ul style="list-style-type: none"> Local Group and 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 AIMS system is required Damage / impact assessment process being planned or underway Activate recovery plans.
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 Community informed of end or response operations Recovery arrangements implemented All council information updated Transition to coordination of disaster recovery operations finalised Handover to Local Disaster Recovery Coordinator for reporting purposes completed Hot debriefing/s held Cold debrief scheduled.

8.12 Accessing support

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

8.13 Requests to assistance from DDC (RFA)

When 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. All requests for assistance to the DDC shall go through the LDC (or delegate e.g. Coordination Centre Manager, via the "request for assistance" process).

The LDC will be proactive in informing the DDC if it is likely that requests for additional resources are to be made so that in turn the DDC can also be proactive in its planning for requests for additional resources from within the region, or if these are not available, from the State Government.

8.14 Requests to the State Disaster Coordination Centre for assistance

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.

8.15 Support from external agencies (public and private)

Support may be sourced from the following entities:

- 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 Local 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 LDC. The staging and reception of these resources will require planning and coordination in conjunction with the LDC.
- Should support, as described above, be withdrawn for whatever reason, the agencies should advise the LDC immediately.



Figure 5. The State Disaster Coordination Centre

9.0 Public information and warning notification and dissemination

The Local Plan identifies that public information and warnings provided by the Local Group shall be provided mainly through media releases by means of radio, television, social media, print media and the Disaster Hub. Landlines and mobile phones will also be utilised for emergency alert advice. The use of SEWS (Standard Emergency Warning System) or the national Emergency Alert (EA) telephone and SMS messaging will be used to support and reinforce the warning messages provided. The Queensland Government and Sunshine Coast Council contact centres will also be used to support and emphasise the messages provided through the various forms of media.

The Local Group Chair and LDC (or delegate) 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 Public information & warnings operational sub-plan)

9.1 Public warning systems

Disaster and 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 sub-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 Local Plan the LDC, Local Group Media Liaison Officer, Area Director QFES (DM) 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.

9.2 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 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.

9.3 Relationship between activation, declarations and financial assistance

The activation of disaster management arrangements, the Local Plan, or LDCC 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.

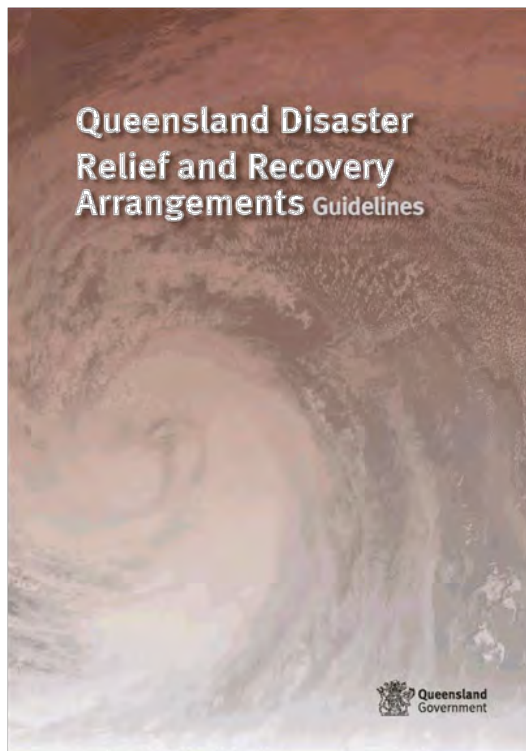
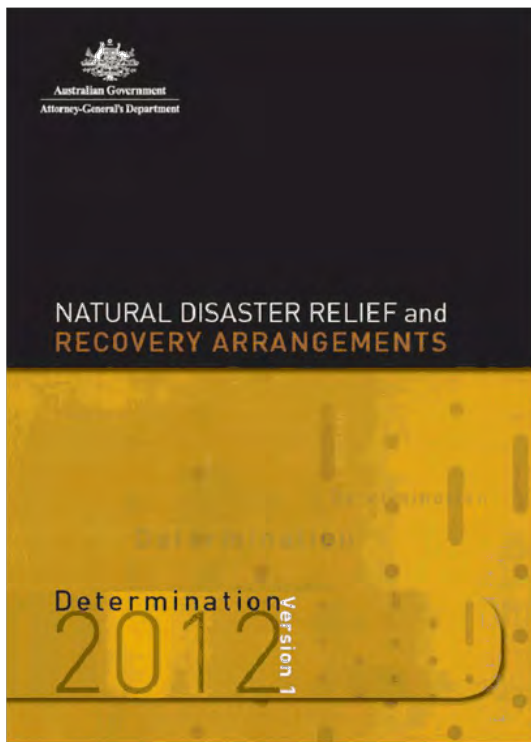
A declaration of a disaster situation under *The Act* provides for special powers to DDCs and declared disaster officers.

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 an activation of financial arrangements. It is not an activation to obtain additional disaster management powers.

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

9.4 Activating the Local Group

Details on the activation of the Local Group and Local Plan are found in the LDCC Operations Sub-plan.



10.0 Operational sub-plans

10.1 Purpose

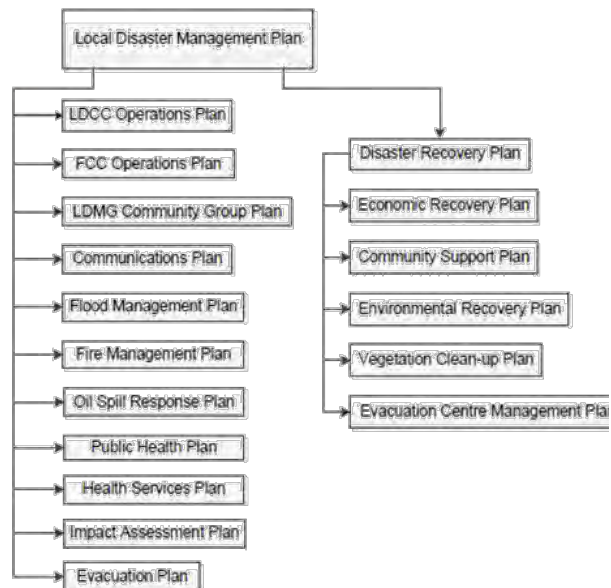
The following operational sub-plans provide functional support during and after activation of the Local Plan. The operational sub-plans provide support to the Local Plan, and are utilised as and when required. With the exception of the Communications Plan, they are not embedded directly within the Local Plan.

Each sub-plan resides with a relevant business owner as shown in *Table 13* and undergoes an annual review to ensure currency. *Figure 6* illustrates the general alignment of sub-plans with the Local Plan and the Disaster Recovery sub-plan.

Table 13: Operational sub plan / Business owner

Operational sub-plan	Business owner
LDCC Operations Plan	Disaster Management Unit
FCC Operations Plan	Disaster Management Unit
Communications Plan	Disaster Management Unit
Financial Management Plan	Corporate Services
Disaster Recovery Plan	Community Services
Community Support Plan	Community Services
Evacuation Plan	Disaster Management Unit
Evacuation Centre Management Plan	Community Services
Impact Assessment Plan	Disaster Management Unit
Environmental Recovery Plan	Environmental Operations
Vegetation Clean-up Plan	Waste and Resource Management
Economic Recovery Plan	Corporate Strategy and Delivery
Public Health Plan	Disaster Management Unit & Queensland Public Health
Health Services Plan	Queensland Health
Fire Management Plan	Environmental Operations
Oil Spill Response Plan	Environmental Operations
LDMG Community Group Plan	Disaster Management Unit
Flood Management Plan	Disaster Management Unit

Figure 6: Sub-plan relationships to the Local Plan



11.0 Communications plan

11.1 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.

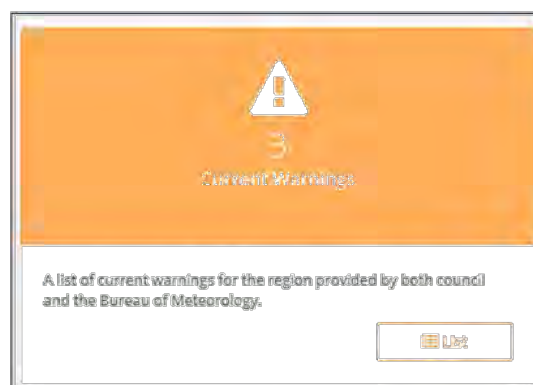
It provides the guidelines for the public awareness and education programs to be undertaken by members of the Local Group and also sets out the process and procedures for issuing warnings and providing advice, before, during and after an event.

11.2 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.

Context and assumptions of this plan

- a) Public awareness and education programs will include material about natural and human caused disasters.
- b) The Sunshine Coast Community Resilience Strategy provides guidance for disaster communication processes which support the building of community resilience.
- 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) Radio, television, social media, print media and the Disaster Hub will be the primary vehicles utilised for public information and warnings in most events. Landlines and mobile phones will also be utilised for emergency alerts.



11.3 Support agencies

- a) Local Group members,
- b) Electronic and broadcast media, and
- c) Print and online media.

11.4 Public awareness programs

The Local Group 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 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) QFES (FIRE) Bushfire awareness program and website material
- c) QFES (DM) website and disaster preparedness presentation
- d) Sunshine Coast Council Disaster Hub website and disaster preparedness presentations.
- e) Australian Red Cross website materials and disaster preparedness presentations.

11.5 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, 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.

11.6 Media liaison officer

A senior council officer from each local government area will be appointed as the Media Liaison Officer for that Local Group. That officer or their delegate in liaison with the LDC will coordinate public information and warnings on behalf of the group.

11.7 Spokespersons

The actual task of speaking about or providing information to the community regarding the disaster 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.

11.8 Information to be released and communicated to community

In the **before, during and after stages** of a disaster event, 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) and number of people involved
- continuing hazards and precautions to take
- environmental impact
- economic impact
- agencies involved in response and their key issues
- 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, the LDC and the Chair of the Local Group.

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.

(see: <https://www.em.gov.au/Emergency-Warnings/Pages/Emergencywarningsguidelinesandprinciples.aspx>)

11.9 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.

11.10 Public information

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.

11.11 Documentation

ALL media releases are to be logged, retained and filed with the LDCC records relating to the disaster event.

11.12 Media contact list

The media contact list is held by the Local Group Media Liaison Officer.



12.0 Emergency warnings and alerts

12.1 Warning systems and processes

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.

(see <http://www.disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20Emergency%20Alert%20Guidelines.pdf>)

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, and
- 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 personnel 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 Disaster Hub site updates).
- h) Social Media.
- i) Emergency Alert System.
- j) Customer Contact Centres.
- k) Community Transport Service Operators (e.g. ferry or bus companies).
- l) Any other means deemed appropriate.

The Council Disaster Hub 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 Local Government 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 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
- earthquake.

Any of these events may result in the need for evacuation and recovery procedures.

Figure 7. Example media release

Sunshine Coast Council Media Release
 February 17, 2015
Council urges parents to keep kids out of flood waters

With significant rainfall expected later this week, Sunshine Coast Council is urging parents to ensure children do not swim or play in flooded drains or waterways.

Local Disaster Management Co-ordinator Andrew Ryan said these flooded areas were extremely dangerous.

"Flood waters are very unpredictable – as we saw with the recent drowning in North Queensland – and we can't stress enough how important it is that no one enters them," Mr Ryan said.

"As always, we also ask people not to drive through flood waters – if it's flooded, forget it."

Mr Ryan said Council and the Local Disaster Management Group was monitoring the weather forecast.

"We're keeping a watchful eye on the forecast from the Bureau of Meteorology for the rest of the week, and will keep the community updated," he said.

"At this stage between 150-250mm is expected on the Sunshine Coast between Thursday and Saturday, with damaging winds also forecast.

"People should be aware of the dangerous beach, surf and boating conditions which this weather is likely to bring.

"There is also a possibility of localised flooding, which may be worsened with the highest tide of the year expected on Thursday and Friday.

"The tides and predicted 1-2m surf combined mean we could see a storm surge with minor flooding along roads such as Bradman Ave in Maroochydore, River Esplanade in Mooloolaba and Myalga Ave in Caloundra."

Weather warnings, road closures and other important information can be found on Council's new Disaster Hub at www.disaster.sunshinecoast.qld.gov.au.

For life threatening emergencies call 000.

For emergency help in storms and floods call SES 13 25 00.

For regular weather updates, tune into your local radio station.

ENDS

13.0 Community resilience strategy

13.1 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.

13.2 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.

13.3 Dependencies

A resilient Sunshine Coast depends upon:

- a. **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.
- b. **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.
- c. **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.

- d. **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.
- e. **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.
- f. **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.
- g. **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).

13.4 Objectives and desired outcomes

Our objectives in developing this strategy are to:

Improve awareness

Desired outcomes for residents and visitors:

- 1.1 are aware of the natural and human-made hazards and associated risks and how they may impact on them and others in the community.
- 1.2 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.
- 1.3 know their own and their neighbours strengths and weaknesses in relation to preparing for and responding to a disaster event.
- 1.4 feel empowered to make decisions and take actions to protect themselves, their families and those around them.

Enhance preparedness

Desired outcomes for individuals, families and local businesses:

- 2.1 anticipate disasters and act to protect themselves, their assets and their livelihoods, minimising physical, economic and social losses.
- 2.2 have the plans and resources in place to be self-sufficient for a minimum of three days.
- 2.3 are adaptive and flexible in responding to emergencies.
- 2.4 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:

3.1 Individuals have the means of communicating their situation and requesting or offering assistance to family, neighbours or volunteer organisations.

3.2 Community assets, leadership, networks and resources are leveraged to achieve a collective preparedness and response to a disaster.

3.3 Local people are capable of organising themselves before, during and after disasters in order to restore social, institutional and economic activity.

3.4 Formal and informal support networks are available to individuals, families and businesses in a time of crisis.

3.5 The community works in partnership with emergency services, local authorities and relevant organisations, ensuring safe and complementary efforts.

The guiding principles are:

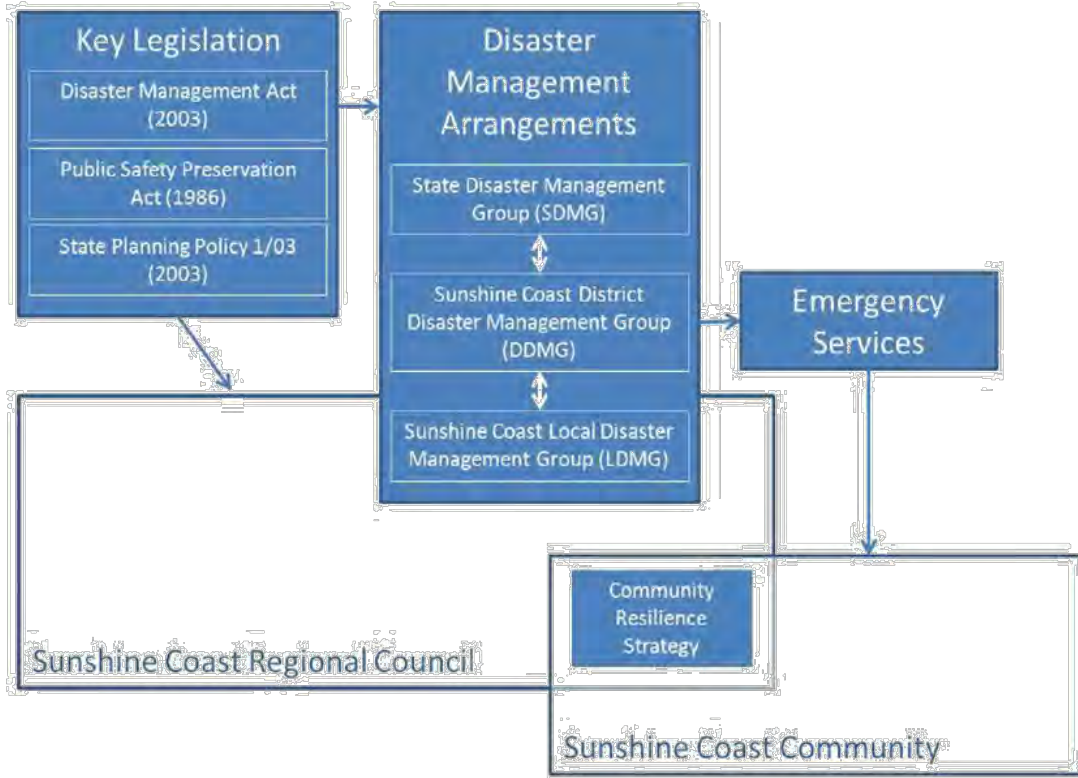
- **An engaged community** where individuals, small groups and authorities work towards common goals
- **Accessibility** of information and resources
- **Mutual support**
- **The protection of critical infrastructure**
- **The preservation of the environment.**

13.5 Framework

This strategy sits within the National Strategy for Disaster Resilience, the 'Building a More Resilient Queensland' concept. It is also consistent with Council's own community engagement framework.

See *Figure 8: Community Resilience Strategy Framework*. (next page)

Figure 8: Community Resilience Strategy Framework



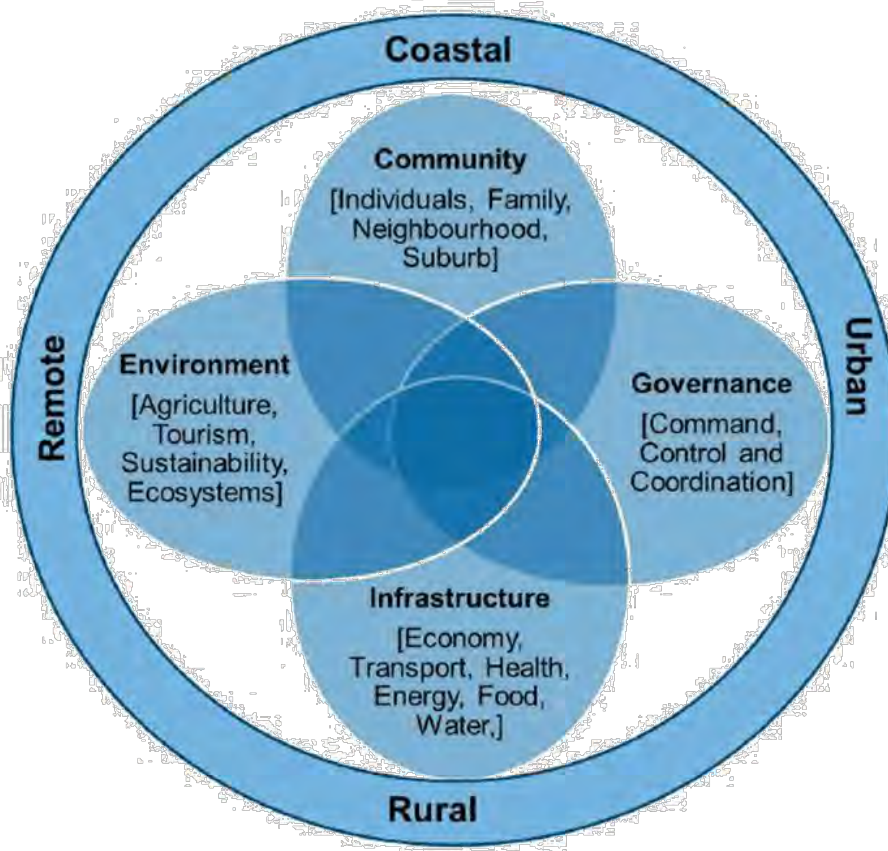
13.6 Our approach

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.

See Figure 8: Sunshine Coast Approach to Resilience (next page)

Figure 8: Sunshine Coast Approach to Resilience



13.7 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.

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 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.

13.8 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 local level.

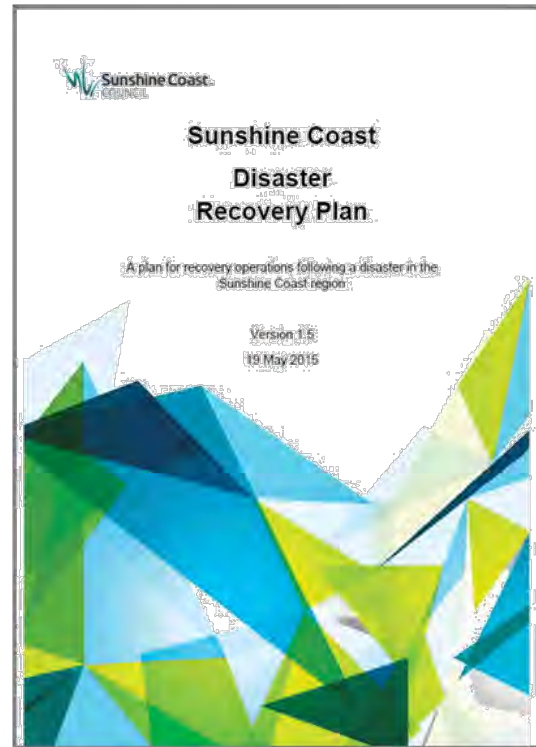
14.0 Disaster recovery

The Sunshine Coast Council has developed a comprehensive *Disaster Recovery Plan* to ensure an effective and timely recovery process following a disaster event. The plan complements the *Sunshine Coast Local Disaster Management Plan 2015 - 2018* and provides a framework for the effective recovery of the Sunshine Coast Regional Council area following a disaster in accordance with the *Disaster Management Act, 2003* and relevant guidelines. It is endorsed by the Local Disaster Management Group and has been adopted by Council resolution.

The plan is known as the "*Sunshine Coast Disaster Recovery Plan*" and can be found on Council's Disaster Hub website under the heading "Being Prepared".

Link:

http://www.sunshinecoast.qld.gov.au/addfiles/documents/emergency_management/16_recovery_arrangements.pdf





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