



# Sunshine Coast Council Local Disaster Management Plan (Local Plan) 2019-2022

December 2018 edition





## Acknowledgement of Country

Sunshine Coast Regional Council acknowledges the traditional Country of the Kabi Kabi Peoples and the Jinibara Peoples of the coastal plains and hinterlands of the Sunshine Coast and recognise that these have always been places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Sunshine Coast community.



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### **Acknowledgements**

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

### **Disclaimer**

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# Introduction

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



Severe weather events such as storms and bushfires are part of life here on the Sunshine Coast.

It's not a matter of if they will happen, but when they will happen.

As we know from the last few years, events both natural and man-made 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 community service organisation, a council or one of the emergency services.

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

The *Sunshine Coast Local Disaster Management Plan 2019-2022 (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 we are prepared and deliver 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 any 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.

A handwritten signature in black ink, appearing to read 'MJA', written over a circular scribble.

Mayor Mark Jamieson  
Chair – Sunshine Coast Local  
Disaster Management Group

## Abbreviations

The following abbreviations are used throughout the Local Plan:

AHD	Australian Height Datum
AIDR	Australian Institute for Disaster Resilience
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
DCDSS	Department of Communities, Disability Services and Seniors
DCS	Department of Community Safety
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DEHP	Department of Environment and Heritage Protection
DHPW	Department of Housing and Public Works
DRFA	Disaster Recovery Funding Arrangement
DTMR	Department Transport and Main Roads
EMA	Emergency Management Australia
EOT	Emergency Operations Team
FCC	Field Coordination 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 (Local 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
QDMC	Queensland Disaster Management Committee
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
SCDDMP	Sunshine Coast District Disaster Management Plan (District Plan)
SCRFBG	Sunshine Coast Rural Fire Brigade Group
SDCC	State Disaster Coordination Centre
SES	State Emergency Service
The Act	Queensland Disaster Management Act 2003
VMR	Volunteer Marine Rescue (Coastguard)

# Definitions

References for definitions obtained from the *Queensland Disaster Management Act 2003* and the *Queensland Prevention, Preparedness Response and Recovery Disaster Management Guidelines 2018*.

## All hazards approach

The all hazards approach assumes that the functions and activities applicable to one hazard are most likely applicable to a range of hazards and consequently, a disaster management plan captures the functions and activities applicable to all hazards.

## 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:

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

## Community

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

A social group which has a number of things in common, such as shared experience, locality, culture, heritage, language, ethnicity, pastimes, occupation, workplace, etc.

## Consequence

The outcome or impact of an event and may be expressed qualitatively or quantitatively. There can be more than one consequence from an event. Consequences are generally described as the effects on people, society, the environment and the economy (Geoscience Australia).

## Coordination

The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources (people, material, equipment, etc.) in accordance with priorities set by disaster management groups. Coordination operates horizontally across organisations and agencies.

## Coordination Centre

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

## Declaration of disaster situation

The formal procedure to enable declared disaster powers under the *Disaster Management Act 2003* (s64-s69) as required. Specific powers may be used to prevent or minimise loss of life, injury or damage.

## 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 Hub

Disaster Hub is a web based platform that provides comprehensive, centralised and real-time information for the public, media and external agencies to access before, during and after emergency and disaster events. [disaster.sunshinecoast.qld.gov.au](http://disaster.sunshinecoast.qld.gov.au)

## 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 Recovery Funding Arrangements (DRFA)

The terms and conditions applicable to payments of financial assistance by the Commonwealth to any State, the Australian Capital Territory or the Northern Territory, for the purposes of disaster relief and recovery. Under these arrangements, the state or territory government determines which areas receive assistance and what assistance is available to individuals and communities. These new funding arrangements commenced for disaster events occurring on or after 1 November 2018.

## Disaster response capability (Local Government)

The ability to use Local Government resources, to effectively manage or help another entity to manage 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 to coordinate disaster operations in the disaster district for the district group.

## 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
- a failure or, or disruption to, an essential service or infrastructure
- 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 process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation. (United Nations Office for Disaster Risk Reduction, 2017).

## 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 prepared under s57 of the *Disaster Management Act 2003* that documents arrangements to manage disaster planning and operations within the local government area of responsibility

The Sunshine Coast Local Plan is designed to provide coordinated direction and authority for the Local Disaster Management Group, to mitigate potential adverse effects 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 and 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. These arrangements have been replaced by The Commonwealth Department of Home Affairs new Disaster Recovery Funding Arrangements (DRFA), however NDRRA will continue to apply for disaster events occurring prior to 1 November 2018.

### Place of Refuge

An alternative or in addition to an evacuation centre where individuals shelter within their homes, workplace or with family/friends if considered safe to do so.

### 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 likelihood of an event occurring or, if an event occurs, to reduce the severity of the event.

### 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.

### Recovery

The taking of appropriate measures to recover from an event, including the action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment.

### 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

Efforts to meet the needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.

### Residual risk

The risk that remains in unmanaged form, even when effective disaster risk reduction measures are in place, and for which emergency response and recovery capacities must be maintained (United Nations Office for Disaster Risk Reduction, 2017).

### Resilience

A system or community's ability to rapidly accommodate and recover from the impacts of hazards, restore essential structures and desired functionality, and adapt to new circumstances.

### Response

The taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support.

### 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 concept of risk combines an understanding of the likelihood of a hazardous event occurring with an assessment of its impact represented by interactions between hazards, elements at risk and vulnerability. (Geoscience Australia).

### Risk identification

The process of finding, recognising and describing risks. Risk identification involves the identification of risk sources, events, their causes and their potential consequences. Risk identification can involve [the use of] historical data, theoretical analysis, informed and expert opinions and stakeholders' needs.



## Risk management

The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, assessing, mitigating and monitoring 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

Vulnerability in relation to disaster events is a fluid and complex concept. The definition of vulnerability in the Qld Vulnerability Framework comprises three components:

- *target group statement* – people who would benefit from additional and targeted assistance to prepare for, respond to, and recover from disasters
- *vulnerability indicators* – for example proximity to an event, lack of financial resources, and disruption to, or lack of available services, supports/carers medication, aids and equipment
- *four protective factors* – wellbeing, connection, knowledge and security.



# 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 several 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.

Except for 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 Sunshine Coast Council.

Version	Date	Prepared by	Comments
1.0	Oct 09	Sunshine Coast Council	This is the first Local Disaster Management Plan for the Sunshine Coast region made under the <i>Disaster Management Act 2003</i>
1.1	Aug 12	Sunshine Coast Council	This is the second Local Disaster Management Plan for the Sunshine Coast region made under the <i>Disaster Management Act 2003</i>
1.2	Dec 13	Alan Rogers, Local Disaster Coordinator	This is the third Local Disaster Management Plan for the Sunshine Coast region made under the <i>Disaster Management Act 2003</i> . It recognises the creation of a new Noosa Council as of 1 January 2014.
1.3	Dec 15	Andrew Ryan, Local Disaster Coordinator	This is the fourth Local Disaster Management Plan for the Sunshine Coast region made under the <i>Disaster Management Act 2003</i> .  This plan was endorsed for use by the Local Disaster Management Group on 2 December 2015.  This plan was adopted by Sunshine Coast Council on 25 February 2016.
1.4	Dec 18	Tom Jamieson, Local Disaster Coordinator	This is the fifth Local Disaster Management Plan for the Sunshine Coast region made under the <i>Disaster Management Act 2003</i> .  This plan was endorsed for use by the Local Disaster Management Group on 5 December 2018.  This plan was adopted by Council on 6 December 2018.



## Distribution list

Position and organisation	Copy	Comments
Sunshine Coast Local Disaster Management Group (LDMG) Chair and Deputy Chair	Electronic or hard copy	Copies as required
LDMG Local Disaster Coordinator (LDC) and Secretariat	Electronic and hard copy	Copies as required
LDMG 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 Board of Management	Electronic or hard copy	Copy for each member
Sunshine Coast Council Disaster Hub website	Electronic copy	Electronic copy to be posted to the website
Queensland Fire and Emergency Services (Disaster Management)	Electronic and hard copy	2 copies
LDMG Community Sub Groups	Electronic	1 copy

## Review and renewal of the local plan

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

- a Activation of the local plan because of a disaster.
- b Exercises designed to practice 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 listed.

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 Sunshine Coast LDC.

The plan or its sub plans are to be reviewed annually by a working group from the Local Group and submitted to the Local Group for acceptance and adoption. Where major changes to the plan have occurred, the plan will be submitted to council by the Sunshine Coast 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 local community and visitors to the Sunshine Coast, 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 details 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 processes.
- b Assist the community to be aware of methods of mitigating the adverse effects of an event, through community engagement, education and raising 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 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 Local Group on specific hazards.
- d Identify resources to maximise local and regional response capability.
- e Establish relationships to increase disaster management capability.
- f Improve the capacity of disaster management agencies by encouraging the sharing of knowledge, participation in training and shared exercises.

### 1.2.3 Response

- a Ensure that the responsible lead agency is supported in their response to an emergency event.
- b Ensure there is effective and timely communication from the Local Group 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 Minimise the impact on the community, environment, built infrastructure and economy from a disaster event.
- e Lay the ground work for the re-establishment of the community as effectively and efficiently as possible.

### 1.2.4 Recovery

The Sunshine Coast Recovery Plan:

- a describes the Sunshine Coast philosophy for recovery
- b outlines the Sunshine Coast recovery frameworks and management processes
- c ensures community participation in the recovery process
- d provides guidance on appropriate recovery measures and activities.

This plan is also supported by a *Guideline document, Sunshine Coast – Guidelines for Disaster Management Planners and Practitioners*. This publication is a companion manual to this Recovery Plan and provides guidance to recovery planners and practitioners on best practice approaches in recovery. The guidelines provide guidance on each of the four major functions of disaster recovery (economic, environmental, human/social, and infrastructure).



### 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 Prevention, Preparedness Response and Recovery Disaster Management Guidelines 2018, 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 [www.disaster.qld.gov.au/dmg/Documents/QLD-Disaster-Management-Guideline.pdf](http://www.disaster.qld.gov.au/dmg/Documents/QLD-Disaster-Management-Guideline.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 6 December 2018.

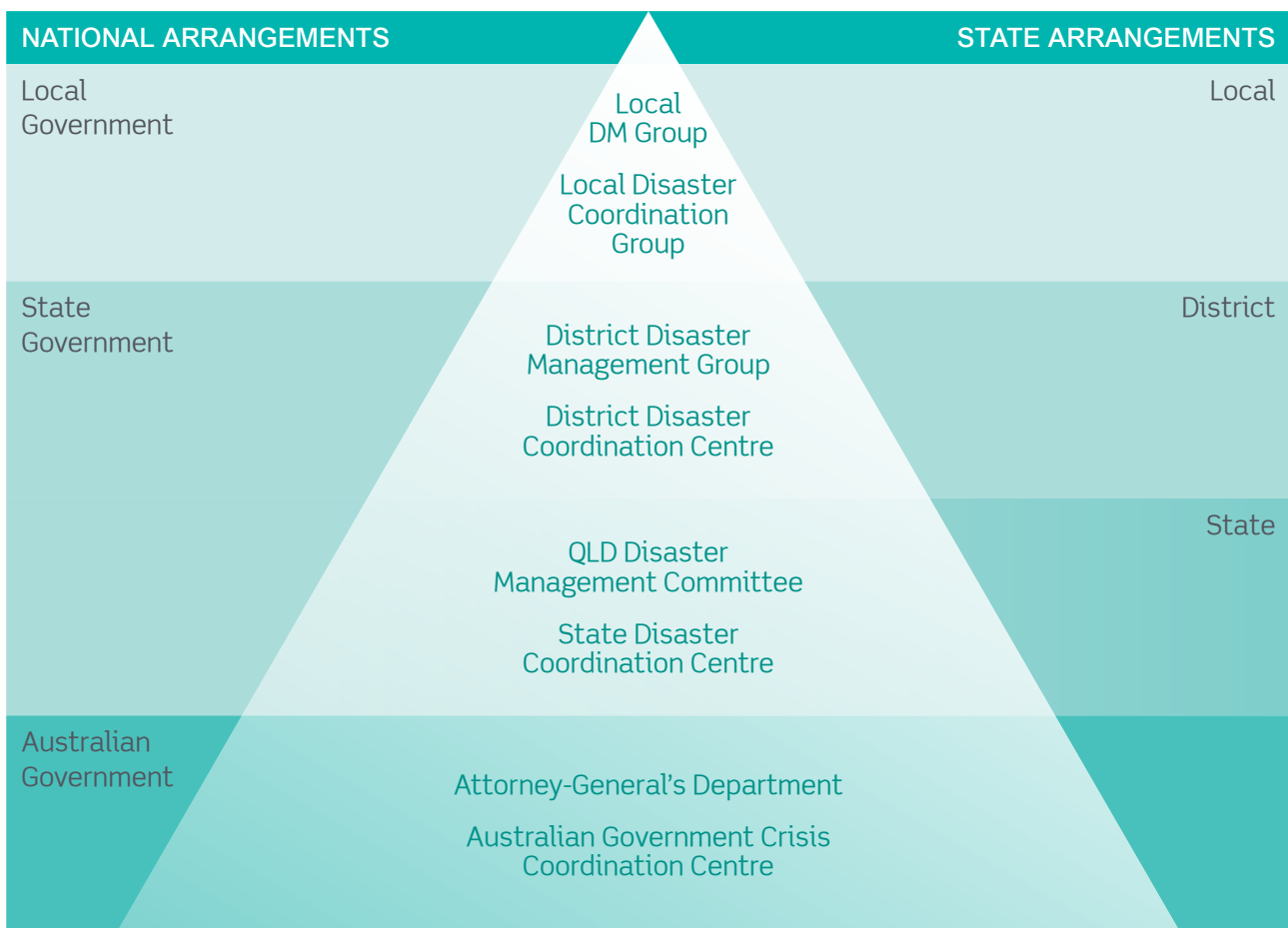


Figure 1: Queensland disaster management arrangements detailed in *The Queensland Prevention, Preparedness Response and Recovery Disaster Management Guidelines 2018*.

## 1.4 Disaster management system in Queensland

*Figure 1: Queensland disaster management arrangements* represents the disaster management framework in Queensland, which comprises local, district, and state levels.

### 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 Plan has been prepared so that it is consistent and complies with The Act. The *Disaster Management Act 2003*, reprint current 3 July 2017 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 [www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091](http://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091)

### 1.4.2 Queensland Emergency Management Assurance Framework

This plan is consistent with the principles contained in the Queensland Emergency Management Assurance Framework and the Standard for Disaster Management in Queensland. 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 [www.igem.qld.gov.au/assurance-framework/Pages/default.aspx#standard](http://www.igem.qld.gov.au/assurance-framework/Pages/default.aspx#standard)

### 1.4.3 Queensland State Disaster Management Plan 2018

The Queensland State Disaster Management Plan 2018 (SDMP) outlines Disaster Management principles contained within the Act and guide disaster management in Queensland. These are:

- Comprehensive approach
- All hazards approach
- Local disaster management capability
- Support to the local level (LDMGs) by district disaster management groups (DDMGs) and the state group, the Queensland Disaster Management Committee (QDMC).

The plan identifies four priority areas that contribute to effective disaster management in Queensland:

- 1 risk management
- 2 planning
- 3 local focus
- 4 resilience.

The Queensland State Disaster Management Plan 2018, describes the Queensland Disaster Management Arrangements (QDMA) that implement the guiding principles and objectives of The Act along with the Emergency Management Assurance Framework ('the Framework').

See <https://www.disaster.qld.gov.au/cdmp/Documents/Queensland-State-Disaster-Management-Plan.pdf>

## 1.5 Local disaster management capability

Local level capability is recognised as the frontline of disaster management. Section 4A(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). Section 4 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: Sunshine Coast Council Local Government Area 2018*.



Figure 2:  
Sunshine Coast Council  
Local Government Area 2018



## 2.2 Geography

The Sunshine Coast Council area is in South-East Queensland, about 100 kilometres north of Brisbane. It is bounded by the Gympie Regional Council area in the north-west, Noosa Shire Council 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 Sunshine Coast Council area encompasses a total land area of 2291km<sup>2</sup>, including significant beaches, coastline, waterways, national parks, state forests and bushland. It 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 Sunshine Coast 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 Glass House 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 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 Headland
- 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 South
- 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
- Kureelipa
- Landers Shoot
- Landsborough
- Little Mountain
- Maleny
- Mapleton
- Marcoola
- Maroochy River
- Maroochydoore
- 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
- Townen Mountain
- Twin Waters
- Valdora
- Verrierdale
- Warana
- West Woombye
- 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 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 20°C and a maximum of 29°C, and in winter the temperature averages from 10°C through to a maximum of 22°C. The highest summer temperature of 41°C was recorded in January 2014, and the lowest winter temperature of minus 0.7 °C was recorded in July 2007.

The recorded annual rainfall average on the coast is approximately 1500mm, whilst in the ranges it is about 1850mm. 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 2018 the population of Sunshine Coast Council region was estimated to be 319,500 people, who lived in 138,640 dwellings with an average household size of 2.48 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 138.2 people per square kilometre, far less overall than the Gold Coast (444.1 people per km<sup>2</sup>), and Brisbane (898.6 per km<sup>2</sup>). 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 annually receives over 3.7 million domestic day trip visitors, 1.8 million domestic overnight visitors and approximately 98,000 international visitors. Passenger movements at the Sunshine Coast Airport are estimated to be over 1 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 ninth largest significant urban area in Australia by population. Projections prepared by consultants for council indicate that by 2031 the total residential population of the Sunshine Coast is expected to grow to approximately 427,420 people.

The age structure of the Sunshine Coast is significantly older than the Queensland average with a median age of 43 as opposed to a Queensland average of 37. 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 37,834 to 80,682), 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 2016 was 5716, living in 2860 dwellings. The age structure of the Sunshine Coast's indigenous population is much younger than those of non-indigenous descent. Two thirds (67%) of the local indigenous population is under the age of 34, whereas the proportion of non-indigenous residents under the age of 34 on the coast is 40%.

People living on the Sunshine Coast were predominantly born in Australia (74.1%), which is higher than the Australian average (66.7%). There are 98 different countries of birth represented on the Coast, with the top five being UK (7.0%), New Zealand (4.5%), South Africa (1.0%), Germany (0.6%) and United States of America (0.5%) of the total population.

## 2.5 Economy

Since the development and implementation of the Regional Economic Development Strategy 2013-2033 (REDS), the Sunshine Coast economy has undergone a period of noticeable growth and change. The size of the region's economy is estimated by KPMG and AEC Group (June 2018) at \$17.2 billion, a marked increase from the \$13.8 billion estimated by AEC in June 2011.

The estimated current position of the region's economy in relation to the four key goals of the new economy are outlined below (as provided by KPMG and AEC Group):

- an increase of 13.6% to 17.9% in goods and services produced for export outside the region.
- an increase in high-value industry employment opportunities, from 59,000 to 82,633.
- a decrease in household incomes below the QLD average, from 22.3% to a low 9.33%.

This economic activity supports approximately 30,479 businesses on the Sunshine Coast (ABS 2017).

The 2018 figures for gross value add by industry (AEC Group 2018), indicate significant investment in the Health and Wellbeing industry has empowered it to surpass tourism and construction as the most valuable industry with an estimated worth of \$2,088 million. It is also the largest employer on the Sunshine Coast, noting 24,992 employees (AEC Group 2018). Construction sits at a close second at 1,404 million (Economy.id 2017), with Tourism, Sport and Leisure still showing growth, but now the Sunshine Coast's third most valuable industry at \$1.168 million (AEC Group 2018).

The increasingly diverse nature of the Sunshine Coast economy is becoming more apparent, with the following sectors also making important contributions (Economy.id): finance and insurance (\$1,021 million), retail trade (\$882 million), education and training (\$862 million), professional services (\$780 million), and manufacturing (\$723 million).

## 2.6 Environment

The Sunshine Coast region is recognised for its rich biodiversity which is supported in natural areas that include terrestrial bushland, the coast, waterways and wetlands. It is also supported in both the rural and urban landscapes.

The Sunshine Coast's subtropical location and climate and varied landform supports a diverse range of plants and animals, from tropical through to temperate and marine through to lowland and upland species. Under

relevant legislation, 153 locally recorded plant and animal species are classified as rare or threatened, such as, the Buderim holly and swamp stringybark.

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, rainforest, melaleuca, heath and wallum, fore dune and mangrove, and saltmarsh.

The Sunshine Coast consists of 60km of open shoreline, divided into 30 pristine beach areas which identify the region as one of Australia's leading tourist destinations. Our coastal environments contribute significantly to our identity and lifestyles. Locals and tourists continue to admire the coastal landscapes and access the coastal environment to enjoy activities such as swimming, surfing, fishing, snorkelling, and recreating along the coastal pathways. The coast is critical for the tourism industry, which is a significant part of the regional economy.

## 2.7 Public buildings

Throughout the Sunshine Coast region there are several public and community buildings, with many of these able to be utilised as evacuation centres or places of refuge. These include:

- a Recreation and Sports Stadiums
- b Beerwah Community Hall
- c Caloundra Indoor Sports Stadium
- d Events Centre Caloundra
- e Kawana Community Hall
- f Venue 114
- g Landsborough Sports Complex
- h Coolool Civic Centre
- i Sunshine Coast Council Libraries located at Beerwah, Caloundra, Coolool 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 Headland and Cotton Tree.
- c Multi-sports complexes at Bokarina (Sunshine Coast Stadium) 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 University of the Sunshine Coast.

## 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 Sunshine Coast Solar Farm, Valdora
- f Water storage reservoirs including Baroon Pocket, Wappa, and Ewen Maddock Dams
- g Water supply network
- h Sewerage treatment and disposal networks
- i Stormwater and underground drainage networks
- j Electricity distribution network

- k Sunshine Coast 57,960 panel Solar Farm
- l Telecommunications networks (voice and data)
- m Repeater stations for Radio and TV on Bald Knob, Buderim, and Dulong
- n Beaches, recreational parks and reserves
- o 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:** Most 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 several service providers including 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 (NBN), 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 Section 29 of The Act.

The Local Group will coordinate disaster operations within the area administered by the Sunshine Coast Council.

### 3.2 Functions of the Local Disaster Management Group

In accordance with Section 30 of The Act the Local Group has the following functions:

- a to ensure that disaster management and disaster operations in the area are consistent with the state group's strategic policy framework for disaster management for the state
- b to develop effective disaster management, and regularly review and assess the disaster management
- c to help the local government for its area to prepare a local disaster management plan
- d to identify, and provide advice to the relevant district group about, support services required by the Local Group to facilitate disaster management and disaster operations in the area
- e to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster
- f to manage disaster operations in the area under policies and procedures decided by the State or district group
- g to provide reports and make recommendations to the relevant district group about matters relating to disaster operations
- h to identify, and co-ordinate the use of, resources that may be used for disaster operations in the area
- i to establish and review communications systems in the 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 consider 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

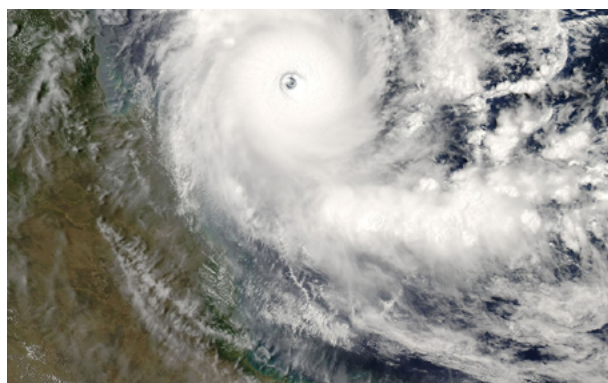
The Local Group may also work with local geographic community groups, business groups, and others, to prepare emergency and business continuity plans, to build community capacity and resilience.

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
- 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 can 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 Group Executive of Built Infrastructure, 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: LDMG membership as at December 2018
- Table 2: LDMG Advisors and invited observers as at December 2018.

Table 1: LDMG membership as at December 2018

Role	Position
Chairperson	Mayor, (SCC)
Deputy Chairperson	Deputy Mayor, SCC
Local Disaster Coordinator	Group Executive Built Infrastructure, SCC
Deputy Local Disaster Coordinators	Coordinator Disaster Management, SCC Manager Environment and Sustainability Policy, SCC
Local Recovery Coordinator	Group Executive Economic and Community Development, SCC
Deputy Local Recovery Coordinator	Manager, Community Development and Planning, SCC
Community Liaison Officer	Coordinator Healthy Places, SCC
Department of Communities, Disability Services and Seniors Representative	Senior Advisor – Community Recovery, Department of Communities, Disability Services and Seniors
Department of Education and Training	Principal Advisor Education Services, North Coast Region 1
Energex Representative	Principal Asset Officer (North Coast), Energex
Media Liaison Officer	Manager Communication, SCC
Queensland Ambulance Service Representative	Officer in Charge, Kawana Station, Queensland Ambulance Service
Queensland Fire and Emergency Services (Emergency Management) Representative	North Coast Region Emergency Management Coordinator
Queensland Fire and Emergency Services (Fire) Representative	Inspector, 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, Sunshine Coast University Hospital, Queensland Health
Queensland Police Service Representative	Senior Sergeant, Officer in Charge, Nambour Police Station
State Emergency Services (SES)	Local Controller SES
Unitywater Representative	Network Engineering Manager

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



Table 2: LDMG Advisors and invited observers as at June 2018

Role	Position
Australian Broadcasting Corporation – ABC Local Radio	Regional Contact Manager, ABC Radio
Australian Red Cross	Emergency Services Regional Coordinator SQ
Australian Volunteer Coast Guard Sunshine Coast Squadron	Commander Mooloolaba Coastguard
Caloundra Coastguard	Commander
Department of Transport and Main Roads	Principal Project Officer
District Disaster Management Group	Executive Officer to the District Disaster Coordinator
Information Technology Advisor	Head of Digital Information Services, SCC
Policy Advisor	Coordinator Disaster Management, SCC
Queensland Fire and Emergency Services (Disaster Management)	Regional Director
Queensland Parks and Wildlife Service	Senior Ranger
Queensland Rail	Manager Emergency Preparedness
Rural Fire Brigade	Group Officer Caloundra Area
SEQWater Representative	Manager Incident and Security Management
Sunshine Coast Airport Representative	Sunshine Coast Airport Operations Manager
Sunshine Coast Council Emergency Operations and Recovery Team (EORT)	Coordinator Disaster Management, SCC
TAFE Queensland (East Coast) Representative	Manager, Facilities and Services, Sunshine Coast TAFE
Surf Life Saving Queensland Representative	Regional Manager – Sunshine Coast
Telstra Representative	Sunshine Coast Account Executive
Tourism and Events Queensland	Director, Sunshine Coast
Visit Sunshine Coast Representative	Chief Executive Officer, Visit Sunshine Coast
University of the Sunshine Coast	Vice-Chancellor



### 3.15 Responsibilities of Local Group members

All Members of agencies represented on the Local Group are expected to attend and be able 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	LDMG 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 LDC	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 LRC	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.
Coast Guard Rep	Liaison between Australian Volunteer Coast Guard Sunshine Coast and LDMG.

Table 3: Responsibilities of LDMG members and advisors continued...

LDMG role	LDMG responsibilities
Council's Emergency Operations and Recovery Team (EORT)	To provide council response and recovery planning advice, and support to the Local Disaster and Recovery Coordinators. To action council's emergency response.
Dept. of Communities, Disability Services and Seniors Rep	Liaison between the agency and the LDMG. Community Recovery advice to the LDMG.
Dept. Education and Training Rep	Liaison between the agency and the LDMG.
Dept. Transport and Main Roads Rep	Liaison between the agency and the LDMG.
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.
Energex Rep	Liaison between the agency and the LDMG.
Information Technology Advisor	To provide expert advice and support to the Local Group on information and communication technology matters.
Media Liaison Officer	Preparation and dissemination of public information and warnings prior to and during an event.
Queensland Parks and Wildlife Rep	Liaison between the agency and the LDMG.
Queensland Rail Rep	Liaison between the agency and the LDMG.
Queensland Health Rep	Liaison between Queensland Health Dept., hospitals, doctors and implementation of the Health Sub Plan and the LDMG.
Rural Fire Brigade	Liaison between the agency and the LDMG.
Policy Advisor	To provide strategic policy and 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 Local Plan.
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.
Tafe Queensland (East Coast) Rep	Liaison between the agency and the LDMG.
Telstra Rep	Liaison between the agency and the LDMG.
Tourism and Events Rep	Liaison between the agency and the LDMG.
Unitywater Rep	Liaison between the agency and the LDMG.
Visit Sunshine Coast Rep	Liaison between the agency and the LDMG.
University of the Sunshine Coast 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	<p>Functions as allocated to the group under s30 of The Act.</p> <p>Development of a comprehensive local disaster management plan and strategies.</p> <p>Design and maintenance of a public education/awareness program, which is delivered through member agency resources.</p> <p>Support for the coordination of response agencies through the Local Disaster Coordination Centre (LDCC).</p> <p>Reconnaissance and impact assessment.</p> <p>Provision of public information prior to, during and following disaster events.</p> <p>Recommended areas/locations to be considered for directed evacuation.</p> <p>Public advice regarding voluntary evacuation.</p> <p>Identification, resourcing, staffing, management and operation of evacuation centres.</p> <p>Provision of locally based community support services.</p> <p>Design, maintenance and operation of a disaster coordination centre, including the training of sufficient personnel to operate the centre.</p>
Australian Red Cross	<p>Provision of community support and disaster relief to disaster affected communities.</p> <p>Provision of support with the operation of Evacuation Centres on the Sunshine Coast as per the Memorandum of Understanding.</p> <p>Assistance with outreach services to disaster affected communities.</p> <p>Assisting the community to prepare for, respond to and recover from an event or disaster e.g. Public awareness and education campaigns.</p> <p>Provision of advice and communication with the LDC and DDC.</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p>
Bureau of Meteorology	<p>Issue weather forecasts including weather warnings to agencies and the community.</p> <p>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.</p> <p>Collection and interpretation of information from rainfall and flooding telemetry systems, jointly with council.</p>
Energex	<p>Electricity supply information and warnings to Sunshine Coast disaster management agencies and the community.</p> <p>Operation and maintenance of electrical power supply distribution.</p> <p>Advice in relation to electrical power supply outages to agencies and community.</p> <p>Restoration of power and advice regarding timeframes for power restoration.</p> <p>Safety advice for consumers during disaster and emergency situations.</p> <p>Assisting the community to prepare for, respond to and recover from an event or disaster e.g. public education and awareness programs.</p>

Table 4: Roles and responsibilities of LDMG agencies and observers continued...

Agency	Roles and responsibilities
Sunshine Coast Council	<p>Perform the following roles and responsibilities in support of the Local Group:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Identification, development, maintenance and operation of a LDCC at a primary location and maintenance of alternative locations.</li> <li>• Identification and delivery of training and staffing required to operate the LDCC.</li> <li>• Coordination of disaster operations by the LDC through the LDCC for the Local Group ensuring that strategic decisions of the Local Group are implemented.</li> <li>• Lead and coordinate recovery operations and provide immediate community support and recovery needs in conjunction with the Department of Communities, Disability Services and Seniors and relevant agencies and stakeholders, including the management and operation of evacuation centres, places of refuge or temporary relocation centres.</li> <li>• Assist the community to prepare for, respond to and recover from an event or disaster.</li> <li>• Issue of public information or warnings about disaster situations in accordance with Local Plan.</li> <li>• Provide advice and support to the DDC.</li> </ul>
	<p>General agency responsibilities:</p> <ul style="list-style-type: none"> <li>• Development and maintenance of prevention and mitigation strategies such as Land Use Planning and Capital Works programs.</li> <li>• Development and maintenance of a coordinated disaster response capability through the establishment of an Emergency Operations and Recovery Team.</li> <li>• Development and maintenance of a response plans where the Council is identified as the Lead Agency e.g. flooding.</li> <li>• Development and maintenance of a Field Coordination Centre (FCC) capability which can be activated for any necessary events</li> <li>• Identification and delivery of training and staffing required to operate the FCC.</li> </ul>
	<p>Maintenance of council essential services to the community including:</p> <ul style="list-style-type: none"> <li>• Animal control</li> <li>• Civic leadership</li> <li>• Community contact and information</li> <li>• Disaster and emergency management</li> <li>• Environmental protection</li> <li>• Public Health</li> <li>• Refuse disposal and waste management.</li> </ul>
	<p>Development and maintenance of communications systems between response and recovery agencies and coordination centres.</p>
	<p>Maintenance (including debris clearance) of local roads and bridges.</p>
	<p>Collection and interpretation of information from rainfall and flooding telemetry systems, conjointly with the Bureau of Meteorology.</p>
	<p>Maintenance of rainfall and flooding telemetry and warning systems.</p>
	<p>Community awareness and education for risks for which Council is lead agency.</p>
	<p>Support with QFES (DM) to the SES on the Sunshine Coast.</p>
	<p>Provision of advice and communication about the operations of the FCC to the LDC and DDC.</p>
	<p>Request and provide assistance through the LDC as required during disaster operations.</p>



Table 4: Roles and responsibilities of LDMG agencies and observers continued...

Agency	Roles and responsibilities
Queensland Ambulance Service	<p>Emergency re-hospital patient care assessment, treatment and transportation of ill and/or injured persons, selection of triage and treatment areas.</p> <p>Coordination of all other Volunteer first aid groups including QAS first responder groups.</p> <p>The establishment of an on-site triage/treatment area, casualty clearing and vehicle marshalling areas.</p> <p>Assistance with the evacuations of persons with medical conditions (specialised medical transport including aero - medical transport).</p> <p>Liaison with all other emergency services, local and state government and non-government agencies.</p> <p>Advise the LDCC.</p> <p>Request and provide assistance through the Coordination Centre as required during disaster operations.</p> <p>Provision of advice regarding transportation of medical special needs sectors of the community.</p> <p>Activation of Medical Transport Plan.</p>
Queensland Fire and Emergency Services	<p>Review and assess and report on the effectiveness of disaster management by the state at all levels, including Local Plans.</p> <p>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.</p> <p>Coordination of state and federal assistance for disaster management and operations.</p> <p>Facilitation of a comprehensive (prevention/preparedness/response/recovery) - all hazards – all agencies approach to disaster management.</p> <p>Assisting the community to prepare for, respond to and recover from an event or disaster e.g. public awareness and education campaigns.</p> <p>Management, coordination and support of the SES on the Sunshine Coast.</p> <p>Perform the following roles and responsibilities in support of disaster operations:</p> <p>Operation and maintenance of the State Disaster Coordination Centre (SDCC).</p> <p>Manage resupply operations.</p> <p>Coordinate and manage the deployment of SES across the State.</p> <p>Support the deployment of Qld Corrective Services resources.</p> <p>Provision of public information during disaster and emergency situations.</p>

Table 4: Roles and responsibilities of LDMG agencies and observers continued...

Agency	Roles and responsibilities
Queensland Fire and Emergency Services (Fire)	<p>Primary agency for bushfire, chemical/hazardous materials (HazMat) related incidents.</p> <p>Development and maintenance of Incident Coordination Centre plans and capacity which can 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.</p> <p>Development of fire prevention and mitigation strategies and response plans.</p> <p>Provide control, management and pre-incident planning of fires (structural, landscape and transportation).</p> <p>Safety of persons in relation to fire prevention, suppression, response and recovery operations.</p> <p>Advice and directions on public safety/evacuation from fire danger zones.</p> <p>Assisting the community to prepare for, respond to and recover from an event or disaster e.g. public education and awareness programs.</p> <p>Provide rescue capability for persons trapped in any vehicle, vessel, by height or in a confined space.</p> <p>Provide rescue of person isolated or entrapped in swift water/floodwater events.</p> <p>Provide Urban Search and Rescue (USAR) capability for building collapse events.</p> <p>Assist in pumping out and clean-up of flooded buildings.</p> <p>Primary Agency for chemical/hazardous materials (HazMat) related incidents.</p> <p>Provision of expert advisory services on hazardous materials through the QFES Scientific Unit.</p> <p>Provide mass and technical decontamination capabilities under State Biological Disaster and State Radiological Disaster Response.</p> <p>Support the Queensland Coastal Contingency Action Plan – Chemical Spill Response Plan.</p> <p>Provide rapid damage impact assessment and intelligence gathering capabilities.</p> <p>Provide logistical and communications support to disasters within capabilities.</p> <p>Provision of advice to, and communication with the LDC and DDC about the operations of the QFES (Fire).</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p>
Queensland Government Department of Communities, Disability Services and Seniors	<p>Coordinate provision of human-social recovery services during recovery operations in partnership with local, State, federal and non-government agencies.</p> <p>Work with affected individuals and communities to support their own recovery activities.</p> <p>Establish and manage community recovery outreach programs, centres (one-stop-shops) and coordination centres.</p> <p>Distribute financial assistance to eligible individuals and families affected by natural disasters in accordance with SDRA and NDRRA/DRFA.</p> <p>Establish outreach service teams to visit households and determine their recovery needs.</p> <p>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.</p> <p>Provision of advice and communication with the LDC and DDC about community recovery requirements and operations.</p> <p>Request and provide assistance through the LDCC as required during disaster response and recovery operations.</p>



Table 4: Roles and responsibilities of LDMG agencies and observers continued...

Agency	Roles and responsibilities
Queensland Government	Lead agency for health services.
Queensland Health	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	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 continued...

Agency	Roles and responsibilities
Queensland Government Department of Environment and Science Department of Agriculture, and Fisheries	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"> <li>• Transport</li> <li>• Main Roads</li> <li>• Maritime Safety Qld</li> </ul>	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	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 continued...

Agency	Roles and responsibilities
Sunshine Coast Airport	<p>Development and maintenance of airport emergency plans.</p> <p>Maintain airport operations.</p> <p>Provision of advice to, and communication with the LDC and DDC about the operations of the Airport Emergency Operations Centre.</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p>
Surf Life Saving Queensland (SLSQ)	<p>Development and maintenance of a capacity to respond or assist other agencies respond to disaster and emergency situations.</p> <p>Management, coordination and support of Sunshine Coast Surf Lifesaving Clubs and members during disaster operations.</p> <p>Provision of advice to, and communication with the LDC and DDC.</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p>
Unitywater	<p>Development and maintenance of Incident Coordination Centre capability and capacity which is able to be activated for events where Unitywater is a critical agency.</p> <p>Maintenance of Unitywater essential services to the community including:</p> <ul style="list-style-type: none"> <li>• Environmental protection</li> <li>• Public health</li> <li>• Waste water treatment and disposal (Sewage)</li> <li>• Water (via business continuity management planning).</li> </ul> <p>Provision of advice to, and communication with the LDC and DDC about the operations of Unitywater during disaster operations.</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p> <p>Assisting the community to prepare for, respond to and recover from an event or disaster e.g. public education and awareness programs.</p> <p>Impact assessment.</p>
Visit Sunshine Coast	<p>Assist the tourism industry community to prepare for, respond to and recover from an event or disaster e.g. public awareness and education campaigns.</p> <p>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.</p> <p>Participation in Community Recovery process for tourism industry.</p> <p>Provision of advice to, and communication with the LDC and DDC.</p> <p>Request and provide assistance through the LDCC as required during disaster operations.</p>

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/LDCC Community Liaison Officer
4	Dam Management	SEQ Water
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/LDCC Community Liaison Officer
10	Explosions and 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/Head of Information Technology
17	Marine Oil Spill (Ship sourced marine pollution)	Department Transport and Main Roads (Maritime Safety Qld)
18	Medical Evacuation and Transport	Queensland Ambulance Service
19	Medical Services	Queensland Health
20	Pollution Control - Environment	Council
21	Public Health	Queensland 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 and 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	Queensland Main Roads through SCDDMG
40	Transport of People	Council – may require assistance from DTMR through SCDDMG
41	Transport of Goods/Supplies/ Resources	Council – may require assistance from DTMR 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 Group 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 regional resilience

Disaster resilience is the capacity to change, grow and flourish following disruptions. A disaster resilient region means our businesses, community services sector, government agencies, communities and the individual know the risks and hazards we individually and as a region face, how we should respond, and has the ability to return to 'normal' life or business as quickly as possible in the aftermath of such events.

Disaster resilience is not simply about our region 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.

A disaster resilient community is one that collaborates and works together to understand the risks and manage those risks together. Ensuring a disaster resilient region is the shared and collaborative responsibility of all levels of government, non-government sector, business, community, and the individual.

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 LDMG in building regional resilience.



*Sunshine Coast Council  
Disaster Resilience Plan 2019-2022*

## 5.0 Community awareness, public information and warning systems

### 5.1 Community awareness

Section 30 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):

- 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.
- Community awareness publications and emergency management for school websites.
- Information sessions to various organisations and community groups lead by Sunshine Coast Council's Disaster Management Unit
- QFES (FIRE) fire and bushfire awareness program.
- BOM weather warnings and website material.

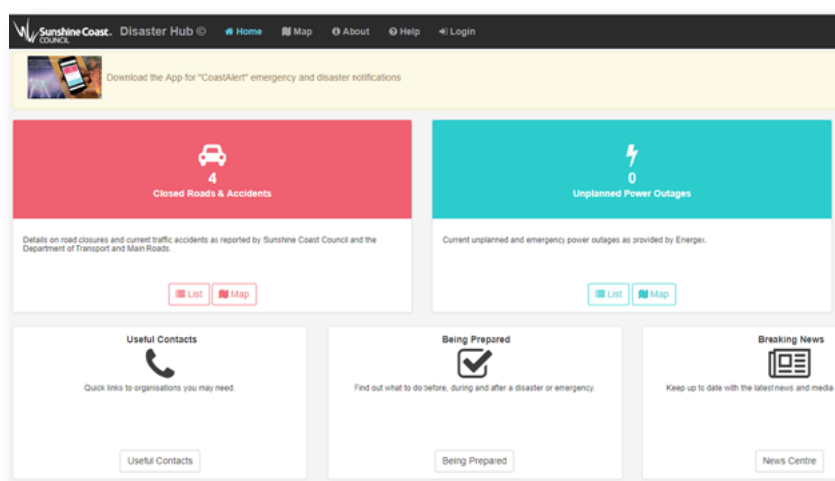
The Local Group recognises that providing information on how to "look after yourself, your family, your home, business and community" in the event of a natural or a man-made disaster is an effective way to build community resilience and help communities recover in the aftermath of an event. One of the 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 assist their neighbours before, during and in the aftermath of a disaster.



Sunshine Coast Council's Disaster Hub website



## 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 has a responsibility identified in The Act and State Plan to ensure that persons performing functions under The Act in relation to all phases of disaster operations are appropriately trained. QFES have developed the Queensland Disaster Management Training Framework (QDMTF) that identifies the relevant courses that are to be undertaken by those persons, depending on their role.

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

The Local Group secretariat will assist with identifying, supporting and reporting on attendance at relevant training for Local Group, and sub-group members and the Local Disaster Coordination Centre team. This will be undertaken in consultation with the QFES Emergency Management Coordinator - North Coast Region.

Those working closely in the Disaster and Emergency Management area should have an appropriate level of competency as required in the Queensland Disaster Management Framework (QDMF) and can also consider training that will provide a level of expertise and knowledge for their role, to better assist and support disaster operations. Queensland Fire and Emergency Services and the Sunshine Coast Regional Council can provide advice on appropriate courses and training available.

## 5.3 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.

## 5.4 Exercise program and type

Each year the LDMG 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 Management Sub-Plan.
- f Joint LDCC/DDCC Sunshine Coast disaster management system exercise with the focus of the exercise to be determined by the LDMG and DDMG.

## 5.5 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.

## 5.6 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 DDC as part of standard operating procedure.





## 6.0 Disaster plans

### 6.1 Local Disaster Management Plan

The Local Group recognise the importance of planning for disaster situations, and actively promotes the Local Disaster Management Plan (LDMP) 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 Sunshine Coast Council Groups, Branches and teams 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:

- Economic and Community Development (coordination of overall disaster recovery effort, human/social impact assessment, human social issues, economic impact assessment and recovery).
- Built Infrastructure (impact assessment, restoration of essential services, infrastructure recovery, betterment).
- Livability and Natural Assets, 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 as needed.

The Local Groups' 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 2018, a regional disaster risk assessment covering 18 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 Event
- 2 Severe Weather Event
- 3 Cyclone Event
- 4 Hydraulic Flood Event
- 5 Dam Failure Event
- 6 Earthquake Event
- 7 Tsunami Event
- 8 Landslide Event
- 9 Prolonged Drought Event
- 10 Bushfire Event (Rural and Interface Areas)
- 11 Major Urban Accident, Urban/Industrial Fire and Hazardous Material Event
- 12 Bio-security and Health Event
- 13 Heatwave Event
- 14 Terrorist Event
- 15 Cyber Security Event
- 16 Black Swan (Extreme) Event
- 17 Coastal Erosion Impact
- 18 Critical Infrastructure Event.

### 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.

### 7.4 Risk methodology

See the tables on the following pages:

- *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: Overall Residual Risk Rating.*



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

People	Environment	Economy	Governance	Social/ community	Infrastructure
<b>Descriptor: INSIGNIFICANT</b>					
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.
<b>Descriptor: MINOR</b>					
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.

Table 7: Consequence descriptors continued...

People	Environment	Economy	Governance	Social/ community	Infrastructure
<b>Descriptor: MODERATE</b>					
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.
<b>Descriptor: MAJOR</b>					
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.
<b>Descriptor: CATASTROPHIC</b>					
Widespread loss of lives (at least 1 per 10,000), regional health care system unable to cope, large displacement of people beyond regional capacity to manage.	Widespread severe impairment or loss of ecosystem functions across species and landscapes, irrecoverable environmental damage. Total incongruence with preferred elements of place.	Unrecoverable financial losses. Multiple major industries in the region seriously threatened or disrupted for foreseeable future. Asset destruction across industry sectors leading to widespread business failures and loss of employment.	Governing bodies unable to manage the event, ineffective public administration, loss of public order, widespread unrest and crime. State or national intervention required. Widespread international media coverage.	Community unable to support itself, widespread loss of objects of cultural significance, impacts beyond emotional and psychological capacity in all parts of the community, long term denial of basic community services.	Long term failure of significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required.



Table 8: Risk calculation table

Risk Table		Consequences					
		INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	
LIKELIHOOD	<b>Almost Certain</b> The event will occur at least once per year (ARI < 1 year).	Medium 42	Medium 48	High 69	Extreme 84	Extreme 90	
	<b>Likely</b> 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	
	<b>Possible</b> 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	
	<b>Unlikely</b> 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	
	<b>Rare</b> 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	
	<b>Improbable</b> 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	

ARI = Average Recurrence Interval.

Table 9: Risk likelihood assessment

Correct as at 27 September 2017

RISK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
01 East Coast Low Pressure System Event	RARE	RARE	RARE	RARE	UNLIKELY	LIKELY	LIKELY	LIKELY	UNLIKELY	RARE	RARE	RARE
02 Severe Weather Event	LIKELY	LIKELY	POSSIBLE	POSSIBLE	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	POSSIBLE	POSSIBLE	LIKELY	LIKELY
03 Cyclone Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	UNLIKELY	IMPROBABLE	IMPROBABLE	IMPROBABLE	IMPROBABLE	RARE	UNLIKELY	POSSIBLE
04 Hydraulic Flood Event	LIKELY	LIKELY	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	UNLIKELY	UNLIKELY	LIKELY	LIKELY
05 Dam Failure Event	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	RARE	RARE	RARE	RARE	RARE	RARE	RARE	UNLIKELY
06 Earthquake Event	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE
07 Tsunami Event	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE
08 Landslide Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	UNLIKELY	UNLIKELY	POSSIBLE	POSSIBLE
09 Prolonged Drought Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
10 Bushfire Event (Rural and Interface Areas)	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	POSSIBLE	LIKELY	LIKELY	LIKELY	POSSIBLE
11 Major Urban Accident, Urban/Industrial Fire and Hazardous Material Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
12 Bio-security and Health Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
13 Heatwave Event	UNLIKELY	UNLIKELY	IMPROBABLE	IMPROBABLE	IMPROBABLE	IMPROBABLE	IMPROBABLE	IMPROBABLE	IMPROBABLE	POSSIBLE	UNLIKELY	POSSIBLE
14 Terrorist Event	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY
15 Cyber Security Event	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE	POSSIBLE
16 Black Swan (Extreme) Event	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE	RARE
17 Coastal Erosion Event	LIKELY	LIKELY	POSSIBLE	POSSIBLE	UNLIKELY	LIKELY	LIKELY	LIKELY	POSSIBLE	POSSIBLE	LIKELY	LIKELY
18 Critical Infrastructure Event	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY	UNLIKELY

<b>Likelihood Rating Scale</b>	IMPROBABLE	RARE	UNLIKELY	POSSIBLE	LIKELY	ALMOST CERTAIN
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Table 10: Risk consequence assessment

RISK	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
01 East Coast Low Pressure System Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
02 Severe Weather Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
03 Cyclone Event	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC
04 Hydraulic Flood Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
05 Dam Failure Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
06 Earthquake Event	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC
07 Tsunami Event	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC
08 Landslide Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
09 Prolonged Drought Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
10 Bushfire Event (Rural and Interface Areas)	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
11 Major Urban Accident, Urban/Industrial Fire and Hazardous Material Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
12 Bio-security and Health Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR
13 Heatwave Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
14 Terrorist Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
15 Cyber Security Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
16 Black Swan (Extreme) Event	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC	CATASTROPHIC
17 Coastal Erosion Event	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE	MODERATE
18 Critical Infrastructure Event	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR	MAJOR

Likelihood Rating Scale	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC
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Table 11: Overall Residual Risk Rating

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 Event	MEDIUM 57	MEDIUM 57	MEDIUM 57	MEDIUM 57	MEDIUM 60	HIGH 75	HIGH 75	HIGH 75	MEDIUM 60	MEDIUM 57	MEDIUM 57	MEDIUM 57
02 Severe Weather Event	HIGH 66	HIGH 66	MEDIUM 54	MEDIUM 54	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 54	MEDIUM 54	HIGH 66	HIGH 66
03 Cyclone Event	HIGH 81	HIGH 81	HIGH 81	HIGH 81	HIGH 78	LOW 39	LOW 39	LOW 39	LOW 39	MEDIUM 63	HIGH 78	HIGH 81
04 Hydraulic Flood Event	HIGH 75	HIGH 75	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	MEDIUM 60	MEDIUM 60	HIGH 75	HIGH 75
05 Dam Failure Event	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	LOW 33	LOW 33	LOW 33	LOW 33	LOW 33	LOW 33	LOW 33	MEDIUM 51
06 Earthquake Event	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63
07 Tsunami Event	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63
08 Landslide Event	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 51	MEDIUM 51	MEDIUM 54	MEDIUM 54
09 Prolonged Drought Event	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72
10 Bushfire Event (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
11 Major Urban Accident, Urban/Industrial Fire and Hazardous Material Event	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72
12 Bio-security and Health Event	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72	HIGH 72
13 Heatwave Event	MEDIUM 51	MEDIUM 51	LOW 33	LOW 30	LOW 30	LOW 30	LOW 30	LOW 30	LOW 30	MEDIUM 54	MEDIUM 54	MEDIUM 54
14 Terrorist Event	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51	MEDIUM 51
15 Cyber Security Event	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54	MEDIUM 54
16 Black Swan (Extreme) Event	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63	MEDIUM 63
17 Coastal Erosion Event	HIGH 66	HIGH 66	MEDIUM 54	MEDIUM 54	MEDIUM 51	HIGH 66	HIGH 66	HIGH 66	MEDIUM 54	MEDIUM 54	HIGH 66	HIGH 66
18 Critical Infrastructure Event	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60	MEDIUM 60

Likelihood Rating Scale	LOW (3-39)	MEDIUM (42-63)	HIGH (66-81)	EXTREME (84-90)
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## 7.5 Management of residual risk

Sunshine Coast Council recognises that by using the risk assessment process outlined in AS/NZS/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 region wide hazard risk study will be undertaken at 5 yearly intervals.
- All disaster activations will be analysed to determine residual risk issues and to determine relevant mitigation actions.
- All disaster training exercises will be analysed to determine residual risk issues and to determine relevant mitigation actions.
- Recognition that the Queensland Disaster Management System provides for District and State assistance in the sharing of residual risk if required.
- 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.
- The Local Group will identify if there is a need for Community Sub-groups to be established.
- Current Local Group Community Sub-groups will have their plans reviewed annually.
- 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.
- Identified areas of residual risk to be documented in Local Group minutes.

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



Figure 3: Improvement model flowchart

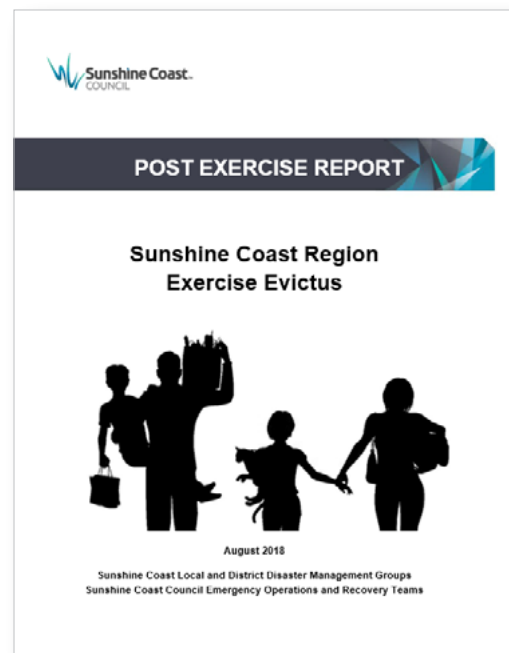


Figure 4: Continuous improvement: example Post Exercise/Activation report



## 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 Local Disaster Management Group 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
- Department of Communities, Disability Services and Seniors 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 University 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 Local Disaster Management Group 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 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 of 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 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 Local Group 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 Street, 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 and operation of the LDCC is a process with four levels:

Yellow	Alert
Amber	Lean 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 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.

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.

Refer to *Table 12: LDMG and LDCC activation triggers and required actions*.

Table 12: LDMG and LDCC activation triggers and required actions

THREAT/TRIGGER	1 ALERT	2 LEAN FORWARD	3 STAND UP	4 STAND DOWN
ACTIONS	<ul style="list-style-type: none"> <li>Hazard/threat identified</li> <li>Initial threat advice from relevant agency provided to LDC</li> <li>Monitor weather forecasts at regular intervals</li> <li>Availability of staff at relevant agencies determined</li> <li>Contact lists checked and updated including mobile phone and SMS contact list</li> <li>Notify Chair and members of the LDMG of threat/emergent situation</li> <li>Contact with incident controller at lead agency ICC established</li> <li>Contact with DDC (or delegate) and QFES (DM) established</li> <li>Notify LDCC staff and confirm availability of staff for LDCC if needed</li> <li>Media and communication strategy prepared.</li> </ul>	<ul style="list-style-type: none"> <li>Probable disruption/impact of an expected event on the community, is less than 24 hours away.</li> <li>Potential for multiple events which will require a coordinated response from a number of agencies from the Sunshine Coast Disaster Management System</li> <li>Lead agency advises it has established an active incident coordination centre(s).</li> <li>Preliminary SitRep developed</li> <li>Decision made on likely activation phase</li> <li>Notifications sent and acknowledged</li> <li>Availability of staff for LDCC confirmed</li> <li>Contact maintained between lead agency ICC, LDC, DDC and QFES (DM)</li> <li>If time available extraordinary LDMG meeting held</li> <li>Preparations undertaken to activate LDCC as per sub-plan</li> <li>Scale (size) of LDCC being considered</li> <li>After hours support and access arranged if likely to be required</li> <li>LDMP public information and warnings plan activated.</li> </ul>	<ul style="list-style-type: none"> <li>Event is imminent or has occurred, and has the potential to cause significant community impact</li> <li>Local Group and Local Plan activated in full or in part as per sub-plans</li> <li>Cost capture commenced</li> <li>DDC advised of level of activation and situation</li> <li>Situation reporting from LDCC underway</li> <li>Regularly hold and minute LDMG core group or extraordinary meetings</li> <li>Scale up LDCC as required when existing resources cannot cope with the volume of work and further expansion of the AIMS system is required</li> <li>Damage/impact assessment process being planned or underway</li> <li>Activate recovery plans.</li> </ul>	<ul style="list-style-type: none"> <li>Coordination of disaster response operations to the event has concluded.</li> <li>Transition to coordination of disaster recovery operations underway/ completed</li> <li>Community is in recovery phase or returning to pre-event status</li> <li>Status of all outstanding actions for disaster response operations confirmed and handover of tasks to normal operational methods completed</li> <li>Final SitRep for disaster response operations forwarded to DDC</li> <li>All documentation /electronic files, including finance, finalised and stored</li> <li>LDCC staff and Local Group members deactivated for disaster response operations</li> <li>LDCC closed for disaster response operations</li> <li>Community informed of end or response operations</li> <li>Recovery arrangements implemented</li> <li>All council information updated</li> <li>Transition to coordination of disaster recovery operations finalised</li> <li>Handover to Local Disaster Recovery Coordinator for reporting purposes completed</li> <li>Hot debriefing/s held</li> <li>Cold debrief scheduled.</li> </ul>



## 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.

## 8.13 Requests for 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.
- 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.

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 and 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 and 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.

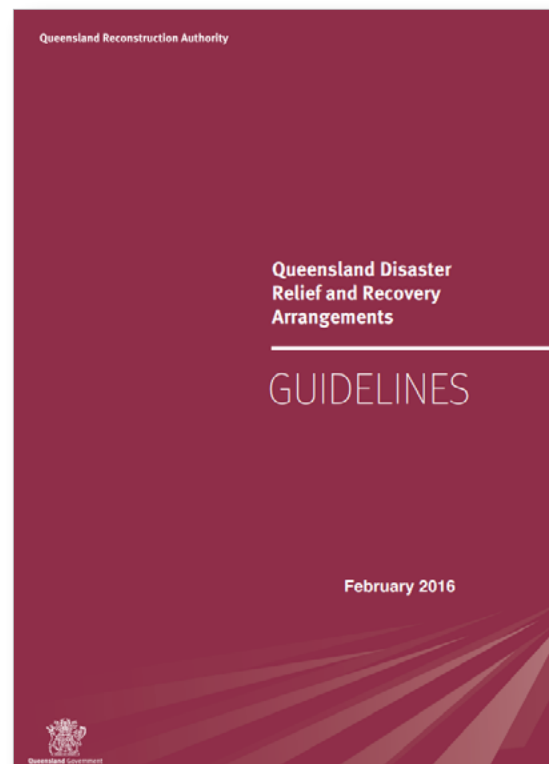
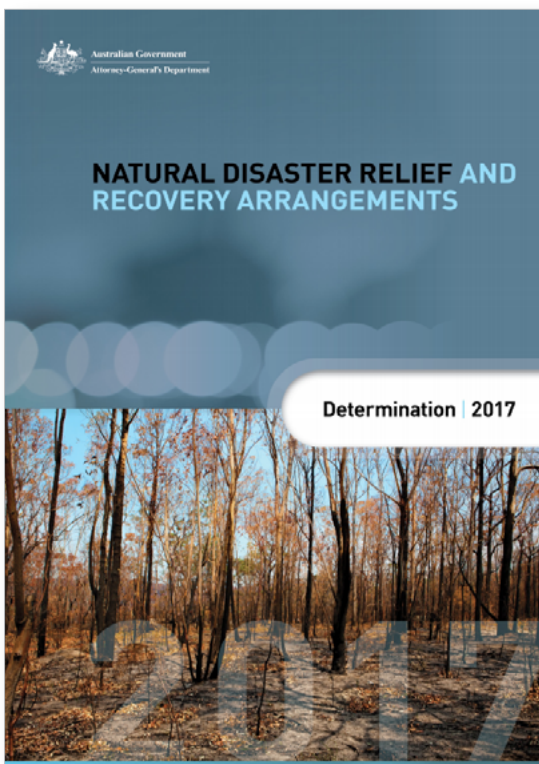
A declaration of a disaster situation under The Act provides for special powers to DDCs and declared disaster officers.

The activation of either NDRRA or SDRRA 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 SDRRA 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: Operational sub plan/Business owner* and undergoes an annual review to ensure currency. *Figure 5: Sub-plan relationships to the Local Plan* illustrates the general alignment of sub-plans with the Local Plan, the Disaster Recovery Sub-plan, and Disaster Resilience Plan.



Table 13: Operational sub plan/Business owner

Operational sub-plan	Business owner	
Communications Plan (embedded within LDMP)	SCC	Disaster Management Unit
Community Support Plan	SCC	Economic and Community Development
Disaster Recovery Sub-Plan and Guidelines	SCC	Economic and Community Development
Disaster Resilience Plan	SCC	Disaster Management Unit
Economic Recovery Plan	SCC	Corporate Strategy and Delivery
Emergency Debris Removal and Storage Sub-plan	SCC	Waste and Resource Management
Emergency Spill Response Sub-plan	SCC	Environmental Operations
Environmental Recovery Plan	SCC	Environmental Operations
Evacuation Centre Management Plan	SCC	Economic and Community Development
Evacuation Plan	SCC	Disaster Management Unit
FCC Operations Plan	SCC	Disaster Management Unit
Financial Management Plan	SCC	Business Performance
Bushland Reserve Network Fire Management Guidelines	SCC	Environmental Operations
Flood Management Plan	SCC	Disaster Management Unit
Health Services Plan	State	Queensland Health
Impact Assessment Plan	SCC	Disaster Management Unit
LDCC Operations Plan	SCC	Disaster Management Unit
LDMG Community Group Plans	SCC	Disaster Management Unit
Public Health Plan	SCC	Disaster Management Unit and
	State	Queensland Health

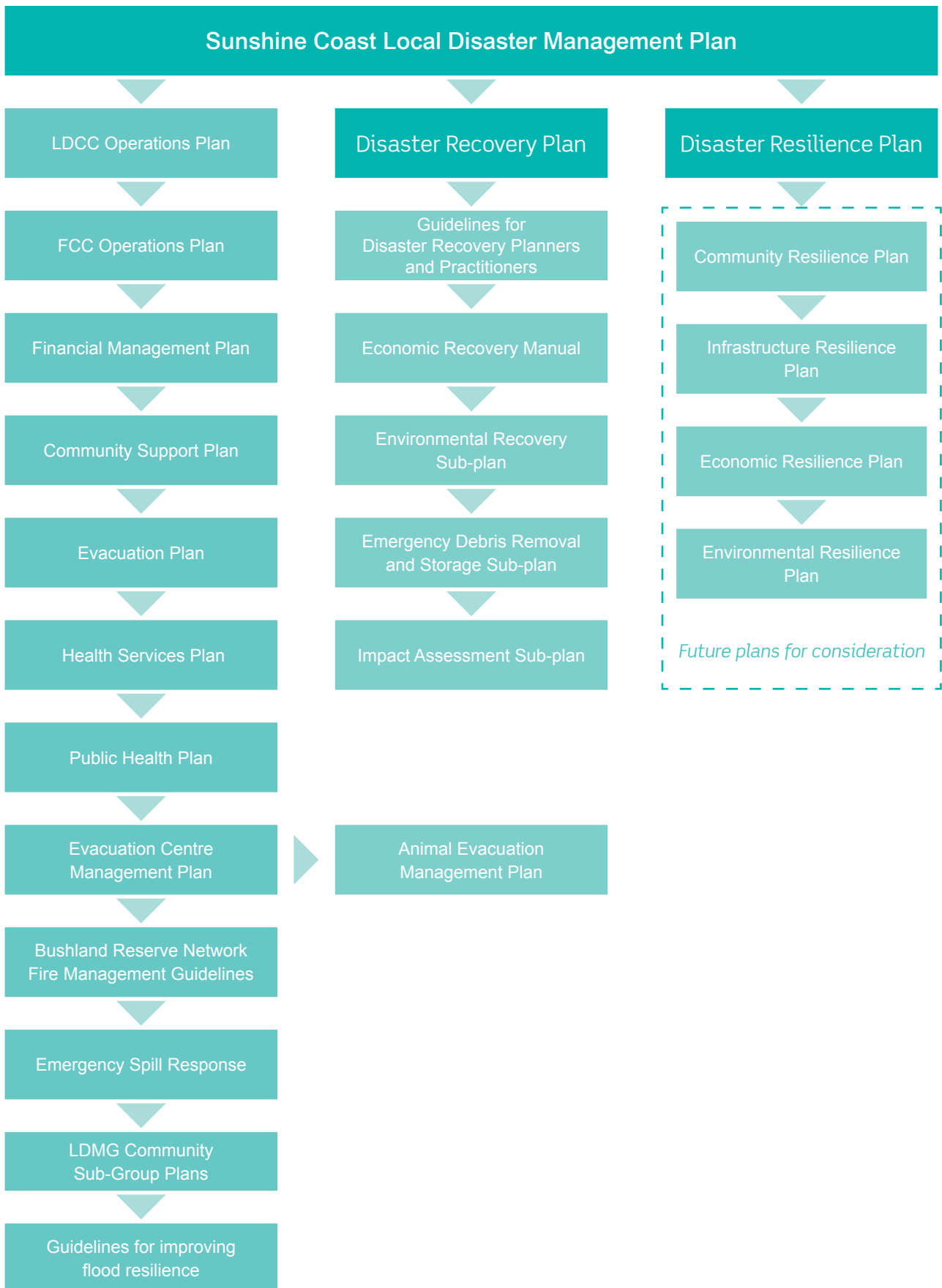


Figure 5: Sub-plan relationships to the Local Plan

# 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

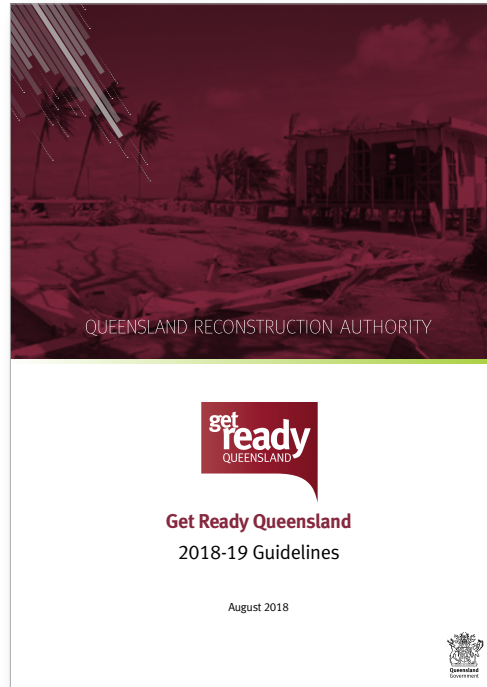
All agencies involved in disaster management on the Sunshine Coast have a responsibility for ensuring their part of this operational plan is implemented. The on duty Local Group Media Liaison Officer has the key role in the implementation of this sub-plan.

Context and assumptions of this plan:

- a Public awareness and education programs will include material about natural and human caused disasters.
- b 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.
- c Warnings about threats may emanate from different sources, depending upon the event.
- d Radio, television, social media, print media and the Disaster Hub website and Coast Alert notifications will be the primary vehicles utilised for public information and warnings in most events.

## 11.3 Support agencies

- a Local Group members
- b Electronic and broadcast media
- 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 region's 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 [www.disaster.qld.gov.au](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, but not limited to:

- a Get Ready Week promotions
- b SES group leader lectures
- c QFES (FIRE) Bushfire awareness program and website material
- d QFES (DM) website and disaster preparedness presentation
- e Sunshine Coast Council Disaster Hub website and disaster preparedness engagement activities
- f 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 from the LDMG will be authorised by the on duty 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 will be appointed as the Local Group Media Liaison Officer. 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's *Emergency Warnings Choosing Your Words* document when preparing emergency public information. This is a national reference document on how to construct emergency warnings for the Australian community.

See <https://www.ag.gov.au/Publications/Pages/Emergency-warnings-choosing-your-words.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

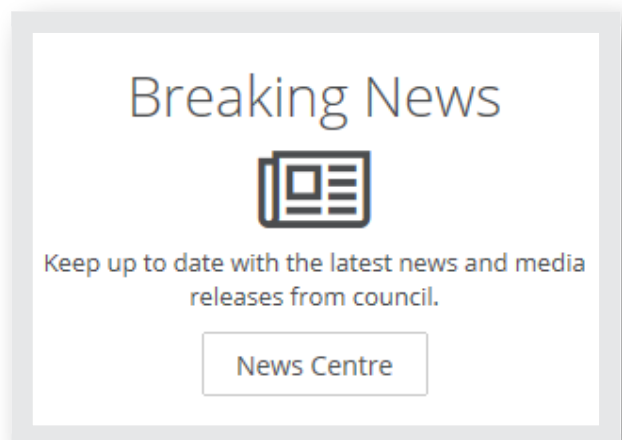
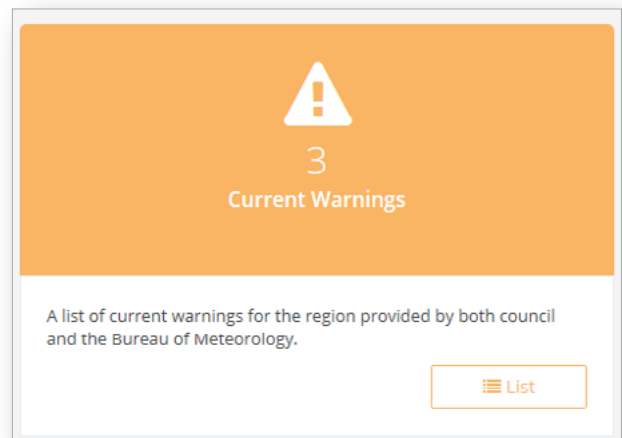
All public information is to be coordinated by the Local Group through the LDCC to ensure the timeliness of the message and message consistency in order to avoid lack of action by the community, panic, fear and or confusion resulting from incorrect information, rumours and hearsay.

## 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:

- 1 inform the community of an impending or current threat
- 2 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.

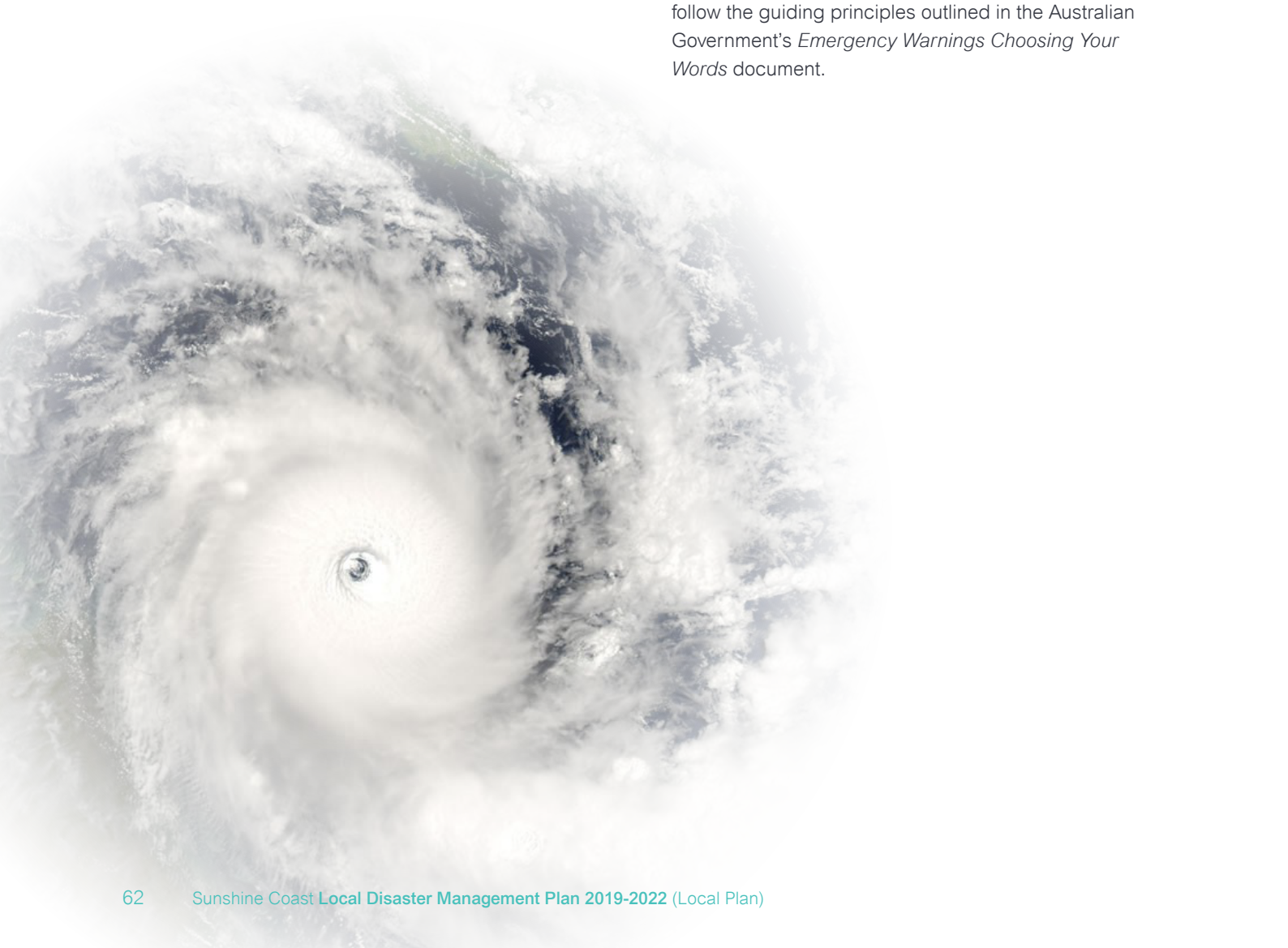
A National - Standard Emergency Warning Signal (SEWS) can be utilised within Queensland to alert individuals of a warning of major emergency. The activation of SEWS is restricted to authorised users at state or federal level only.

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 *Queensland Emergency Alert Manual M.1.174*.

See <https://www.disaster.qld.gov.au/dmg/st/Documents/M1174-Queensland-Emergency-Alert-Manual.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
- 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.

Sunshine Coast Council's 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 council's 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 image shows a sample media release document from Sunshine Coast Council. The header includes the council logo and the text 'Media release'. The date is 'March 29, 2018' and the title is 'Council continues to prepare for heavy rain and strong winds'. The body text provides details about the council's preparations, including the Local Disaster Management Group (LDMG) being on a 'lean forward' level and the Field Coordination Centre in Wisps Road being non-operational. It lists expected weather conditions, such as heavy rain and strong winds, and provides instructions on what to expect and what to do. The document concludes with 'ENDS' and contact information for the council, including website, email, and phone numbers, as well as addresses for the Caloundra, Maroochydore, and Nambour offices.

Figure 7: Example media release



## 13.0 Disaster Resilience

### 13.1 Context

Australia has 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.

A disaster resilient community is one that collaborates and works together to understand the risks and manage those risks together. Ensuring a disaster resilient region is the shared and collaborative responsibility of all levels of government, non-government sector, business, community, and the individual.

The fundamental building blocks of disaster 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.

### 13.2 Definition of disaster resilience

Disaster resilience is the capacity to change, grow and flourish following disruptions. A disaster resilient region means our businesses, community services sector, government agencies, communities and the individual know the risks and hazards we individually and as a region face, how we should respond, and has the ability to return to 'normal' life or business as quickly as possible in the aftermath of such events.

Disaster resilience is not simply about our region 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.

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 Our approach

The Sunshine Coast approach to resilience is based on the four core functions of Recovery:

- 1 Human and Social
- 2 Infrastructure
- 3 Environment
- 4 Economic.

Each core function encapsulates a range of systems, processes and resources that may contribute to resilience to any given scenario or event. Where the four functions integrate effectively, resilience is at its strongest.

See *Figure 9: Sunshine Coast approach to Regional Resilience* on the following page.

The guiding principles for any preparedness or resilience work across the region are:

- **Working Together:** Becoming a well-adapted and resilient community is a long-term strategy which requires shared responsibility by community, business, non-government sector, government and the individual
- **Evidence-based decision making:** Disaster resilience initiatives are supported by evidence to ensure that the strategies and actions adopted make the best use of available resources and are appropriate to the region's needs and priorities
- **Compliance with relevant legislation:** To actively comply with relevant legislation and to promote a reputation where council has strong and accountable leadership.
- **Continual learning:** The ongoing review, monitoring and evaluation of operational and preparedness to ensure desired outcomes are achieved.
- **Knowledge and Information Sharing:** Understanding our local risks, knowing how to prepare and how to access and share current information. Information must be easily accessible by all stakeholders and members of our community.
- **Managing Reducing Risk:** The Sunshine Coast LDMG will regularly undertake a hazard risk assessment and maintain a local risk register incorporating risk identification, risk analysis and risk evaluation. This assessment is used to identify possible hazards and target risk reduction measures.



## 13.5 Delivery

In order to achieve the objectives and desired outcomes detailed in the *Sunshine Coast Resilience Plan 2019-2022*, council will develop action plans 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 actions will be the coordinated involvement of key representatives of emergency services agencies on the Sunshine Coast through the LDMG.

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.

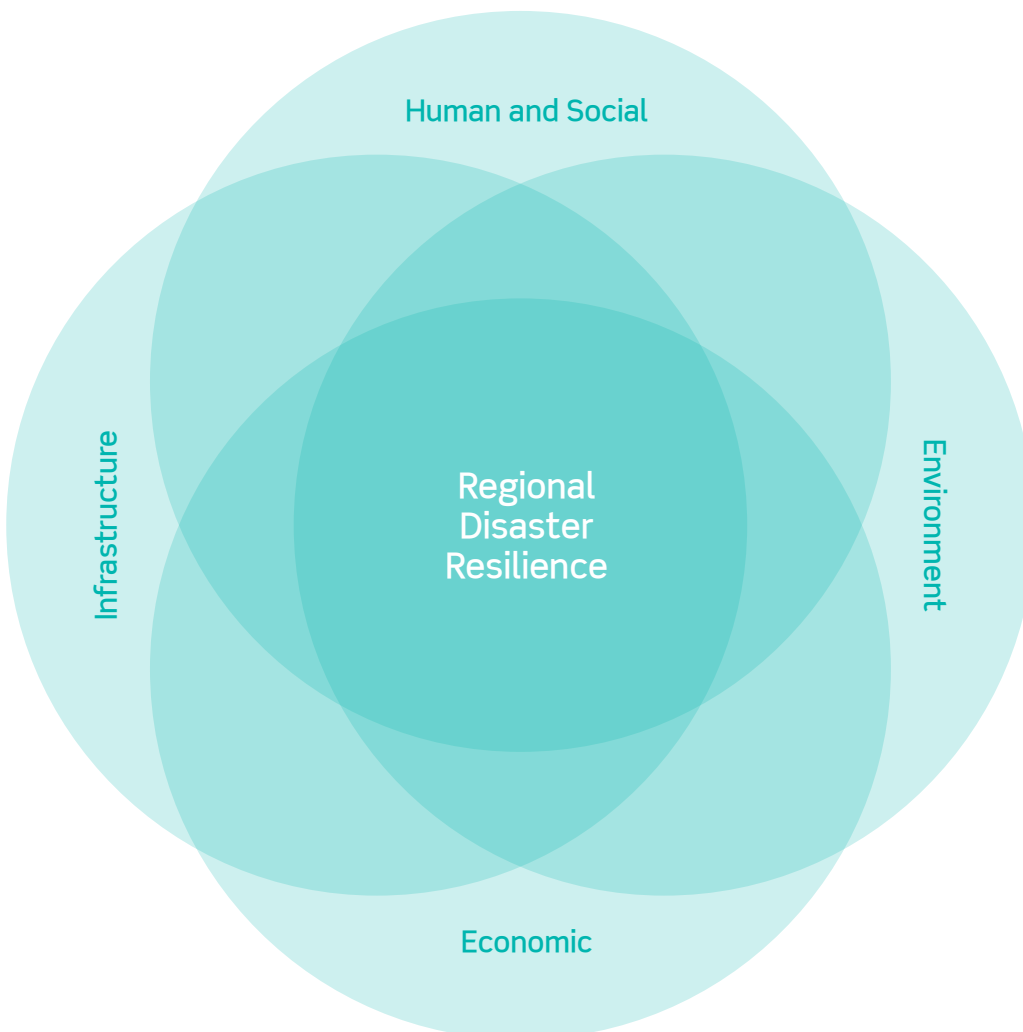


Figure 9: Sunshine Coast approach to Regional Resilience

## 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 2019-2022* and provides a framework for the effective recovery of the Sunshine Coast Council area following a disaster in accordance with the *Disaster Management Act, 2003* and relevant guidelines.

The objectives of the Recovery Plan are to:

- Describe the Sunshine Coast philosophy for recovery
- Outline the Sunshine Coast recovery frameworks and management processes
- Ensure community participation in the recovery process
- Provide guidance on appropriate recovery measures and activities

This plan is also supported by a *Guideline document: Sunshine Coast – Guidelines for Disaster Management Planners and Practitioners*. This publication is a companion manual to this Recovery Plan and provides guidance to recovery planners and practitioners on best practice approaches in recovery. The guidelines provide direction for each of the four key functions of disaster recovery (economic, environmental, human/social, and infrastructure) and refer to specific Sunshine Coast recovery operating manuals where these exist.

The Disaster Recovery Plan and Guidelines are endorsed by the Local Disaster Management Group and have been adopted by Council resolution.









**Sunshine Coast**<sup>™</sup>  
COUNCIL

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