

Operational Planning Guidelines for Local Disaster Management Groups



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Foreword

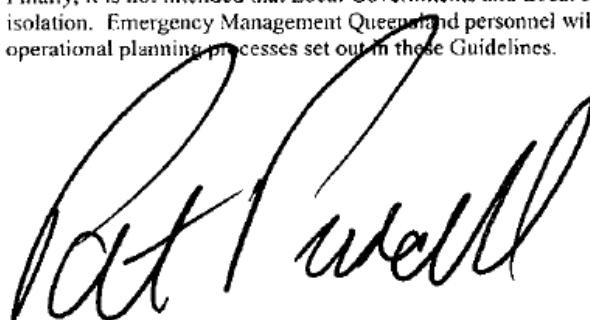
The lessons learned from recent events in Asia, the United States and particularly Tropical Cyclone Larry in Far North Queensland, provide a reminder of our joint responsibilities to the community of Queensland. We need to ensure that our disaster management system is capable of addressing the preparation for, response to and recovery from *any* event. A functional (all hazards) operational planning approach will ensure that our planning processes will be suitable for all events.

Our communities expect Local Governments and Local Disaster Management Groups to plan and provide an operational response capacity. This document includes practical tools for operational response planning – i.e. what the disaster-related functions are, and how the various functions are to be addressed.

These Guidelines are designed to assist Local Disaster Management Groups state wide to develop operational procedures required in preparation for, response to and short-term recovery from major events. The assistance of Local and District Disaster Management Groups in developing these Guidelines is acknowledged and appreciated. The document supplements the *Queensland Disaster Management Planning Guidelines for Local Government 2005*, which assist Local Disaster Management Groups in the development of disaster planning arrangements.

Queensland is a vast State with diverse communities facing a range of risks and with varying levels of financial, material and human resources. Local Disaster Management Groups will be expected to develop operational plans to reflect their current and potential operational capacity, commensurate with their level of vulnerability, and identify any gaps in that capacity. The identified gaps in operational capacity should then become the basis for operational response agreements with adjoining Local Disaster Management Groups.

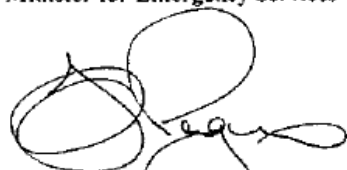
Finally, it is not intended that Local Governments and Local Disaster Management Groups will develop operational plans in isolation. Emergency Management Queensland personnel will actively advise and assist in the development of the operational planning processes set out in these Guidelines.



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Minister for Emergency Services



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Acknowledgements

This document has been compiled as a result of broad research and consultation, including current Australian and international planning documentation, the conduct of numerous development workshops, and the collaboration of selected disaster management practitioners.

The following is a representative sample of the research and consultation undertaken:

Australian and International Agencies/Organisations/Documents

Australia

Emergency Management Queensland personnel

Local Disaster Management Groups:

Brisbane, Burdekin, Caboolture, Cairns, Douglas, Gold Coast, Hervey Bay, Hinchinbrook, Ipswich, Johnstone, Logan, Mackay, Mareeba, Nebo, Pine Rivers, Redcliffe, Redland, Sarina, Townsville/Thuringowa, Whitsunday

District Disaster Management Groups:

Brisbane, Gold Coast, Logan, Maryborough, Townsville

Emergency Management Australia

Queensland Health (Tropical Population Health Unit Disaster Plan)

New South Wales State Emergency Service

Victoria State Emergency Service

Fire and Emergency Services Authority, Western Australia

Canada

British Columbia Provincial Emergency Program (Canada)

Canadian Center for Emergency Preparedness

United Kingdom

Civil Contingencies Secretariat – UK Resilience

London Emergency Services Liaison Panel

USA

Santa Rosa County (Florida) Comprehensive Emergency Management Plan

Lewis County (Washington) Comprehensive Emergency Management Plan

State of Arizona Emergency Response and Recovery Plan

City of New Bedford (Massachusetts) Emergency Management Plan

Iberville Parish (Louisiana) All Hazard Plan

US Office of Foreign Disaster Assistance

International Association of Emergency Managers

National Emergency Management Association

Federal Emergency Management Agency

American Red Cross

Florida Division of Emergency Management

Texas Department of Public Safety

New Zealand

Ministry of Civil Defence and Emergency Management (NZ)

Individuals

Mr Peter Roberts, PBR Support Pty Ltd, Innisfail

Professor Geoffrey Boughton, Curtin University of Technology, Western Australia

Amendments

The document will be amended by the provision of complete replacement or new sections, as required

No.	Date	Section	Name	Signature
1				
2				
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Document Format

Disaster management is an ever evolving discipline, and better ways of addressing issues are identified on a regular basis.

In order to enable new information to be included as it becomes available, this document has been designed for ease of amendment. The document has been formatted in sections, and should amendment become necessary, the entire section will be replaced.

Document Sections

Introduction

How to use these Guidelines

Roles and Responsibilities

Activation of the LDMG

Disaster Coordination Centre

Financial Management

Community Support

Evacuation

Evacuation Centre Management

Impact Assessment

Logistics

Medical Services

Public Health

Public Information and Warnings

Public Works and Engineering

Rescue

Re-Supply Operations

Transport

Introduction

Aim

The aim of the Operational Planning Guidelines is to assist Local Disaster Management Groups to step through a systematic process to develop a functional operational planning regime.

Authority

These Guidelines have been developed in accordance with the provisions of the Disaster Management Act 2003:

- *Section 63*, which provides for guidelines about disaster management plans
- *Section 30*, which provides for the establishment and functions of Local Government Disaster Management Groups, including “to manage disaster operations in the area under policies and procedures decided by the State group”.
- *Section 57*, which provides for the disaster management plans being consistent with the Guidelines.

Application of the Guidelines

Adherence to these Guidelines will provide a consistent approach throughout the State. This is particularly important given the level of mobility of both Local Government and Emergency Services personnel. When personnel move on transfer from one area to another, it will enable a seamless transition if the disaster management planning processes are the same.

These guidelines have been developed to address universal operational requirements across Queensland. It is accepted, however, that in some areas of the State, alternative approaches will be used to achieve the same operational end state. Notwithstanding, it is a requirement that any alternative approach adequately covers the issues addressed in this document.

It is also accepted that in some areas, support from the District level of the disaster management system may take some time to materialise, because of distance, isolation or climatic conditions. In many rural and remote areas, therefore, there is a need for a greater level of self-reliance.

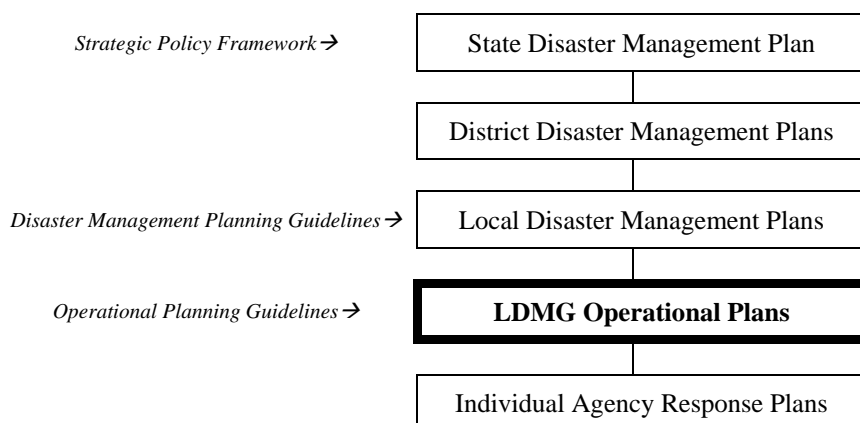
Participants

Disaster management planning is not solely the responsibility of Local Government and the Department of Emergency Services, represented by Emergency Management Queensland. It is a joint responsibility held by all member agencies of the Local Disaster Management Group (LDMG), and each member agency has a vital role to play in the provision of an appropriate operational response to any event impacting upon the community.

If an agency has agreed to accept the functional responsibility for a particular operational activity, it is then responsible for coordination of the development of the Operational Plan for that activity. Agencies who have a ‘Support Agency’ role will provide assistance in the plan development.

It is important that the local capacity of the various agencies is the basis for operational planning at the local level.

Hierarchy of Plans



How to use these guidelines to develop your Operational Plans

For each individual Operational Plan, the document is split into a number of segments.

- A. ***Context and Assumptions***, which introduces the operational function to be addressed, and provides commentary on the need for related planning, along with any special issues which may be relevant.
- B. ***The following table***, which will essentially become a template for the Operational Plan. It is envisaged that the completed plans will consist of a series of these completed tables, with appropriate reference to specific documents as required.

Operational Support Function	1	Functional Responsibility:	2	Completion/Review Date
				3 / /
Purpose:		4		
Support Agencies		5		
Introductory Statement (Optional)		6		
<u>Element</u>		<u>Issues to be addressed</u>		
7		8		
7		8		

Legend:

1. The function to be addressed in the Operational Plan.
2. The Local Disaster Management Group agency which has agreed that it has the responsibility for the function during an event, and therefore is the most appropriate agency to take the functional responsibility for the development and maintenance of the Operational Plan. The Guidelines indicate the usual lead agency for each function, but this should be reviewed by your LDMG to ensure that it is appropriate for your jurisdiction
3. The date for the initial completion of the development of the Operational Plan, which is then extended to the date for the next review of the Plan
4. A brief description of the purpose of the Plan.
5. A list of Local Disaster Management Group agencies, along with other agencies from within the community which may assist in either the development of the Plan, or have an operational involvement upon activation of the Plan.
6. Optional introductory statement about the content of the Plan
7. A brief description of items of importance (elements) in the development of the planning process.
8. A breakdown of the components of the content listed in (7), detailing the specific issues which need to be addressed.

C. **The Operational Checklist:**

Task	Commenced	Responsible Organisation	Contact Numbers	Completed	Comments
1	2	3 Responsible Officer	Ph Mob 5 Fax	6	7

The Operational checklist is designed for use during activations, to record actions taken, and the agency/officer responsible for the actions.

It is anticipated that the checklist would be utilised by the Executive Officer of the LDMG, or in larger operations, the Tasking/Operations Officer.

Legend:

1. The specific operational task to be undertaken.
2. The date and time of commencement of the task.
3. The agency to which the task has been delegated.
4. The specific officer in the agency.
5. Contact numbers for the officer.
6. The date and time of completion of the delegated operational task.
7. Optional comments.

Use of the checklist will ensure that all operational contingencies which have been planned for have been executed, and will provide an invaluable tool in the post-event review of activities undertaken.

Roles and responsibilities of participating agencies

All agencies should be involved in the formulation of the Local Disaster Management Strategies.

Traditionally accepted roles and responsibilities of various agencies are included in the document. These are agencies commonly represented on Local Disaster Management Groups throughout the State. Some of the roles and responsibilities listed are enshrined in legislation, while others have developed through practice or in response to community expectations.

The roles and responsibilities enumerated in this section are seen as an extension of the normal day to day business of the agencies involved. It is to be remembered that no organisation will normally be required to be involved in any activity which is not related to that agency's core business.

This section is representative of the usual agencies which will be involved in disaster management arrangements at the local level. There will be a myriad of agencies involved to differing degrees in various Local Government areas, and the roles and responsibilities of each agency should be agreed to by all concerned.

Agency	Roles & Responsibilities
Local Government	<ul style="list-style-type: none"> ▪ Maintenance of the Local Government function (via Local Government Business Continuity Contingency Planning) ▪ Maintenance of normal Local Government services to the community: <ul style="list-style-type: none"> ▪ Water ▪ Sewerage ▪ Refuse disposal ▪ Public health ▪ Animal control ▪ Environmental protection ▪ Maintenance of a disaster response capability ▪ Maintenance of telemetry and warning systems ▪ Collection and interpretation of information from telemetry systems, conjointly with Bureau of Meteorology
Local Disaster Management Group (LDMG)	<ul style="list-style-type: none"> ▪ Development of the comprehensive Local Disaster Management Planning strategies ▪ Design and maintenance of a public education/awareness program ▪ Design, maintenance and operation of a Local Disaster Coordination Centre, including the training of sufficient personnel to operate the Centre ▪ Coordination of support to response agencies ▪ Reconnaissance and impact assessment ▪ Provision of public information prior to, during and following disaster event impacts ▪ Recommendations re areas to be considered for authorised evacuation (See Storm Tide Warning-Response System Handbook, where appropriate)

	<ul style="list-style-type: none"> ▪ Public advice re voluntary evacuation. Storm Tide Warning Handbook (State Disaster Management Group / Bureau of Meteorology) – more appropriately the role of the DDC <u>for storm tide only</u> ▪ Identification, resourcing, staffing and operation of Evacuation Centres ▪ Provision of locally based community support services
<p>Emergency Management Queensland (EMQ)</p>	<p>The role of EMQ, with respect to disaster management, is to provide advice and assistance to all agencies and committees within the Queensland disaster management system, and administrative and executive support to the State Disaster Management Group (SDMG).</p> <p>EMQ is responsible for:</p> <ul style="list-style-type: none"> ▪ The overall management of Queensland’s disaster management system on behalf of the SDMG ▪ Provision of coordination, policy, planning and operational advice and assistance to disaster managers at all levels of the State’s disaster management system ▪ Coordination of State and Commonwealth assistance for disaster management and disaster operations ▪ Provision of management, administrative, equipment and training support to the State Emergency Service ▪ Facilitation of a comprehensive approach to disaster management ▪ Coordination of the provision of disaster management training ▪ Facilitation of the development and maintenance of the State Disaster Management Plan on behalf of the SDMG ▪ Operation and maintenance of the State Disaster Coordination Centre (SDCC).
<p>Queensland Police Service (QPS)</p>	<ul style="list-style-type: none"> ▪ Preservation of peace and good order ▪ 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 (See State Rescue Policy) ▪ Security of evacuated areas ▪ Registration of evacuated persons (activity undertaken by Red Cross, where they have a presence)

<p>Queensland Fire & Rescue Service (QFRS)</p>	<ul style="list-style-type: none"> ▪ Fire control ▪ Fire prevention ▪ Rescue of trapped persons (see State Rescue Policy) ▪ Specialist Urban Search and Rescue ▪ Assist in pumping out of flooded buildings ▪ Assist in clean-up of flood affected buildings ▪ Management of hazardous material situations ▪ Provision of Material Safety Data Sheet information relative to hazardous materials ▪ Provision of expert advisory services, through the QFRS Scientific Unit
<p>Queensland Ambulance Service (QAS)</p>	<ul style="list-style-type: none"> ▪ Assessment, treatment and transportation of injured persons ▪ Assistance with evacuation (for medical emergencies) ▪ Provision of advice regarding medical special needs sectors of the community
<p>State Emergency Service (SES)</p>	<ul style="list-style-type: none"> ▪ Assisting the community to prepare for, respond to and recover from an event or disaster ▪ Public Education ▪ Rescue of trapped or stranded persons (see State Rescue Policy) ▪ Search operations for missing persons ▪ Emergency repair/protection of damaged/vulnerable buildings ▪ Assistance with debris clearance ▪ First Aid ▪ Traffic Control ▪ Short term welfare support to response agencies ▪ Assistance with impact assessment ▪ Assistance with communications ▪ Assistance with lighting
<p>Queensland Health</p>	<ul style="list-style-type: none"> ▪ Coordination of medical resources ▪ Public health advice and warnings to participating agencies and the community ▪ Psychological and counselling services for disaster affected persons

	<ul style="list-style-type: none"> ▪ On going medical and health services required during the recovery period to preserve the general health of the community
Ergon / Energex	<ul style="list-style-type: none"> ▪ Maintenance of electrical power supply ▪ Advice in relation to electrical power ▪ Restoration of power ▪ Safety advice for consumers
Industry	<ul style="list-style-type: none"> ▪ Inclusion of specific local industries, which are a major force in the community. (e.g. large mining companies at Weipa, Mount Isa, etc), with particular emphasis on the response assistance that industry can provide, via specialist resources, manpower etc ▪ Tourism organisations in areas such as the Gold Coast, Cairns, etc. can provide valuable assistance in the coordination of accommodation, travel, etc for affected interstate and international tourists

Activation Of Local Disaster Management Group

Context and Assumptions

- The Executive Officer and individual members of the Local Disaster Management Group (LDMG) will maintain situational awareness during ‘peak’ periods (such as bushfire, storm or cyclone season) and will maintain a watching brief at all times.
- The LDMG may be required to be activated to coordinate the local response to a major event. The decision to activate the disaster management system is dependent upon a number of factors, including the perceived level of threat.
- There is a need to balance operational requirements with corporate acceptance – the ‘unnecessary’ activation of the LDMG (with its associated time and cost considerations) may result in diminished credibility of the disaster management arrangements, both within Local Government and participating organisations. Conversely, an inappropriate decision to not activate the LDMG may have social/community and political ramifications.
- The collaborative design and publication of a Standard Operating Procedure for the activation of the Group should result in a formalised process, understood and accepted by all parties.

Operational Support Function:	<u>ACTIVATION OF LOCAL DISASTER MANAGEMENT GROUP</u>	Functional Responsibility:	<u>Local Government</u>	Completion/Review Date
/ /				
Purpose:	To determine an activation process for the Local Disaster Management Group in response to a disaster event			
Support Agencies	All member organisations of the Local Disaster Management Group			
Introductory Comment				
<u>Element</u>	<u>Issues to be addressed</u>			
Initial Decision to Activate	<ul style="list-style-type: none"> ▪ Who decides? Is it the Mayor, the CEO, the Chair of the LDMG, the Executive Officer of the LDMG, or someone else? On what authority? ▪ On what criteria? Request from a response agency? Request from the DDC? Because of a perceived need, relative to weather conditions? Because of a perceived need relative to an impending hazard impact? ▪ On whose advice? ▪ Trigger points Official warnings (BoM)? Requirement for evacuations? 			
Initial Level of Activation	<ul style="list-style-type: none"> ▪ Executive members only? ▪ Full Group? 			
Decision to Activate Disaster Coordination Centre	<ul style="list-style-type: none"> ▪ Who decides? ▪ On what criteria? 			

	<ul style="list-style-type: none">▪ On whose advice?▪ Trigger points
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NB: It may be advantageous to develop an activation flowchart for your LDMG

Operational Checklist

Receive initial information regarding the event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Confirm the information from a different source, where appropriate	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Notify the Chair of the Local Disaster Management Group	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Local Disaster Management Group (Executive members only)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Local Disaster Management Group (Full Group)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Local Disaster Coordination Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Disaster Coordination Centre

Context and Assumptions

- If the Local Disaster Management Group is activated, the Local Disaster Coordination Centre will also need to be activated to manage the response support functions to the event. As with the activation of the Local Disaster Management Group, there is a need to balance operational requirements with corporate acceptance – the ‘unnecessary’ activation of a Local Disaster Coordination Centre (with its associated time and cost considerations) may result in diminished credibility of the disaster management arrangements, within both Local Government and participating organisations.

- The collaborative design and publication of a Standard Operating Procedure for the Local Disaster Coordination Centre should result in a formalised process, understood and accepted by all parties.

Operational Support Function:	<u>DISASTER COORDINATION CENTRE</u>	Functional Responsibility:	<u>Local Government</u>	Completion/Review Date
				/ /
Purpose:	To determine standard operating procedures for the activation and conduct of the Local Disaster Coordination Centre (LDCC) in response to a disaster event			
Support Agencies	All member organisations of the Local Disaster Management Group			
Introductory Comment				
<u>Element</u>	<u>Issues to be addressed</u>			
Location of LDCC	<ul style="list-style-type: none"> ▪ Primary location of the Centre ▪ Contact numbers for the Centre 			
Alternative Location of LDCC	<ul style="list-style-type: none"> ▪ Secondary location(s) for the Centre, should the primary location be unavailable for whatever reason 			
Diagram of LDCC	<ul style="list-style-type: none"> ▪ Graphic representation of the LDCC, showing functional areas, communications points and access points 			
Provision of telecommunications facilities to the Local Disaster Coordination Centre (LDCC)	<ul style="list-style-type: none"> ▪ Are normal telecommunications (particularly telephone and facsimile) facilities sufficient for the purpose, or is there a need for a separate system? ▪ Separate numbers for the LDCC or use the normal Council switchboard facility? ▪ Determination of the number of extra lines required 			
Provision of emergency (back-up) telecommunications facilities and capability to the LDCC	<ul style="list-style-type: none"> ▪ Telstra priority lines (phone/fax) ▪ Two-way radio system (HF/UHF)? ▪ Mobile telephone system? 			

	<ul style="list-style-type: none"> ▪ Satellite telephone system?
Maintenance of telecommunications facilities to the LDCC	<ul style="list-style-type: none"> ▪ Handled by Council's IT personnel, or outside contractors? ▪ 24/7 response capability?
Provision of internet facilities to the LDCC	<ul style="list-style-type: none"> ▪ Is the internet to be used purely for information purposes, or is it an operational tool for the conduct of the LDCC? ▪ Back-up to the normal Council ISP? ▪ Local Government Association of Queensland (LGAQ) system? ▪ DES Disaster Management Portal?
Provision of telecommunications capability between the LDCC and the District Disaster Coordination Centre (DDCC)	<ul style="list-style-type: none"> ▪ Discrete disaster management radio system – Channel 34? ▪ Alternative radio communications – QPS or SES HF/UHF frequency? ▪ Internet? ▪ Dedicated phone/fax lines? ▪ Teleconference facility?
Provision of telecommunications capability between the LDCC and the various headquarters of participating agencies	<ul style="list-style-type: none"> ▪ It is the responsibility of the participating agencies to provide communications between their headquarters and their Liaison Officer in the LDCC ▪ Restriction of the number of two-way radios being used in the LDCC because of the noise factor? ▪ Separate facility for the use of two-way radios? ▪ Teleconference facility?
Provision of telecommunications capability between the LDCC and the various evacuation centres	<ul style="list-style-type: none"> ▪ Responsibility of the Chairperson, Community Support Committee (or whichever person/entity is responsible for the management of evacuation centres)
Appointment of a Communications/ IT Officer in the Disaster Coordination Centre	<ul style="list-style-type: none"> ▪ Responsible for the efficiency of all communications and information technology processes within the LDCC ▪ Responsible for the formulation and display of a Communications Network Graphic for the LDCC
Emergency Power	<ul style="list-style-type: none"> ▪ Detail of automatic back-up power supply, if appropriate ▪ If there is no automatically operated back-up supply, list details of arrangements for the supply of generation equipment and its connection

<p>Management and Staffing:</p> <p><i>(Position Descriptions are required for each nominated position)</i></p>	<p><u>Command</u></p> <ul style="list-style-type: none"> ▪ Executive Officer (XO) ▪ Administration Officer <p><u>Operations</u></p> <ul style="list-style-type: none"> ▪ Operations Officer/Deputy Executive Officer ▪ Operations Logger ▪ Telephone Operator <p><u>Plans</u></p> <ul style="list-style-type: none"> ▪ Intelligence / Plotting Officer <p><u>Logistics</u></p> <ul style="list-style-type: none"> ▪ Finance Officer ▪ Communications / Information Technology Officer ▪ Welfare / catering <p><u>Media</u></p> <ul style="list-style-type: none"> ▪ Media Liaison Officer
<p>Agency Liaison Officers</p>	<ul style="list-style-type: none"> ▪ Provide the link between their organisations and the LDCC ▪ Do not normally require the authority to commit their organisation's personnel and resources in support of operational requirements (this is the function of the agency representative on the Local Disaster Management Group). In some areas, the Liaison Officer and the LDMG representative are the same person, in which case a higher level of authority is required. ▪ Position description required (by mutual agreement)
<p>Security</p>	<ul style="list-style-type: none"> ▪ Is the LDCC a secure facility? ▪ Is access restricted? ▪ Who has authorised entry?
<p>Media in the LDCC</p>	<ul style="list-style-type: none"> ▪ Are the media to be permitted access? ▪ Is there a dedicated media briefing area?
<p>Initial Level of Activation</p>	<ul style="list-style-type: none"> ▪ Minimum staffing? ▪ Full staffing?
<p>Stages of Operation: Alert</p>	<ul style="list-style-type: none"> ▪ Threat identified ▪ Executive Officer to maintain a watching brief only

<p>Stages of Operation: Stand By <i>(example requirements)</i></p>	<ul style="list-style-type: none"> ▪ Ready to activate as required. ▪ Dependent upon lead time. ▪ Centre opened and brought to a minimal operational capacity with required equipment and staffing as determined by the situation ▪ The Chairperson and the Executive Officer will consult regarding future action ▪ Liaison Officers placed on standby ▪ Centre personnel placed on standby ▪ ▪ District Disaster Coordinator (DDC) advised of the situation
<p>Stages of Operation: Activation <i>(example requirements)</i></p>	<ul style="list-style-type: none"> ▪ LDCC activated to appropriate level ▪ Activation level dependent upon circumstances ▪ The Executive Officer opens the LDCC and brings it to operational status with the appropriate staffing levels ▪ The Executive Officer advises the DDC ▪ Communications established with the District Disaster Coordination Centre ▪ Communications established with the Agency Liaison Officers ▪ Liaison Officers from the various Agencies attend the LDCC as required ▪ The LDCC remains operational until all requests for assistance have been met
<p>Stages of Operation: Stand Down <i>(example requirements)</i></p>	<ul style="list-style-type: none"> ▪ LDCC closed ▪ Stand down of the LDCC will be at the discretion of the Executive Officer after consultation with the Chairperson of the LDMG ▪ A stand down of the coordination centre may be a gradual phasing down over a period of time or it may be an immediate cessation of the operation ▪ The Executive Officer advises the DDC of the stand down and forwards the final Situation Report
<p>Stages of Operation: Debrief <i>(example requirements)</i></p>	<ul style="list-style-type: none"> ▪ A full operational debrief of the LDCC staff will be conducted as soon as possible after the stand down ▪ At the end of an activation all members involved in the LDCC should participate in a 'hot' debrief. The aim of the debrief is to highlight which parts of the system operated effectively and those which did not. ▪ It is advisable to hold a second, more formal debrief at a later date to consider points that may not have been raised at the initial 'hot' debrief ▪ All Liaison Officers involved in the LDCC should be involved in a debrief with their respective organisations as soon as possible after the stand down, and should participate in the major (formal) debrief

Information Displays	<p><u>Current Operations Display Board</u> – A White Board showing all tasks being carried out in the affected area/s.</p> <p><u>Situation Map Board</u> – An appropriate map of the impacted areas marked with the developing threats and known information from the impact.</p> <p><u>Situation Report Board</u> – A White Board display to summarise the current operational situation for the affected area/s.</p> <p><u>Contacts Display Board</u> – Used to record important contact telephone and fax numbers for use during operations. Contact numbers in regular use are permanently displayed.</p> <p><u>Resources Allocation Board</u> – Display Board showing resource location, resources committed, resources available but not committed.</p> <p><u>Weather Display Board</u> – Displaying all relevant weather and flood warning information.</p> <p><u>Maps</u> – Topographical and Road maps of the affected area.</p> <p><u>Personnel Roster</u> – protracted operations</p> <p><u>Timing Details</u> – Briefings/Meetings/Situation Reports</p> <p><u>Media Releases, etc</u> Copies of publicly released material</p>
Plans and Documentation	<ul style="list-style-type: none"> ▪ Local Disaster Management Plan and any supporting Operational Plans ▪ Area-specific plans, such as Dam Emergency Action Plans ▪ District Disaster Plan ▪ State Disaster Plan ▪ <i>Disaster Management Act 2003</i>
Administration	<ul style="list-style-type: none"> ▪ List of equipment, stationery, etc required for the operation of the Centre, and where to access same
Extended Operations	<ul style="list-style-type: none"> ▪ Personnel Rosters ▪ Sleeping arrangements (where applicable) and catering
Information Management	<ul style="list-style-type: none"> ▪ Graphic of the Information Management System
Forms	<ul style="list-style-type: none"> ▪ Operations Log ▪ Message Forms ▪ Request for Assistance ▪ Situation Report

Operational Reporting

- To whom?
- By whom?
- When?

Operational Checklist

Local Disaster Coordination Centre prepared for activation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Local Disaster Coordination Centre activated	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Physically open the facility	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide administrative equipment	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Appoint a Communications Officer to the Disaster Coordination Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications facilities to the Local Disaster Coordination Centre (LDCC)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide emergency (back-up) telecommunications facilities and capability to the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain telecommunications facilities to the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide internet facilities to the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain communications network display in the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications capability between the LDCC and the Disaster District Coordination Centre (DDCC)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications capability between the LDCC and the various headquarters of participating agencies	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications capability between the LDCC and the various evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Test technology	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Repair or replace any defective items	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Staff the LDCC to appropriate level	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide Position Description or similar tasking responsibility information to staff	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure security of LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure appropriate agency liaison officers attend the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure information displays are available	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure that appropriate plans and other documents are sourced and available for reference	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Extended operations – develop personnel roster	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Extended operations – provide appropriate sleeping, feeding and rest areas	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure the provision of adequate catering	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
In conjunction with the DDC, develop an operation reporting timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
In conjunction with the Media Liaison Officer, develop a media release timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Financial Management

Context and Assumptions

- Disaster-related finances are not normally included in the budgetary processes of local governments or other responding agencies. Disaster events happen, however, and may require the allocation of substantial funds as a consequence.
- Due to the nature of many disaster situations, finance operations will often be carried out within compressed time frames and other pressures, necessitating the use of non-routine procedures; this in no way lessens the requirement for sound financial management and accountability.
- It is important to remember that a Declaration of a Disaster Situation is not a pre-requisite for the reimbursement of expended funds.

Operational Support Function:	<u>FINANCIAL MANAGEMENT</u>	Functional Responsibility:	<u>All Participating Agencies</u>	Completion/Review Date
				/ /
Purpose:	To outline Local Government and other responding agency internal financial arrangements in support of a disaster event, and the eventual financial claiming process to recoup funds.			
Support Agencies	Each support agency is responsible for providing its own financial services and support to its response operations in the field.			
Introductory Comment				
	<u>Element</u>	<u>Issues to be addressed</u>		
	Authority/Delegation to Expend Funds	<ul style="list-style-type: none"> ▪ Pre-determined authorisation of expenditure relative to a disaster event by a specific council officer or class of officers OR ▪ pre-determined management process for the expeditious financial authorisation of such officer or class of officers 		
	Authorised Expenditure	<ul style="list-style-type: none"> ▪ Determination of the limit of expenditure permitted (individual expense & cumulative expenses) without further reference to senior management 		
	Recording of Expenses	<ul style="list-style-type: none"> ▪ When an incident occurs, each participating department or agency should immediately begin accounting for personnel and equipment costs relating to the disaster response ▪ Separate recording of disaster-related funding by logs, formal records and file copies of expenditures to provide clear and reasonable accountability and justification for reimbursement must be maintained ▪ <u>Dedicated Cost Centre Code</u> for disaster-related expenditure ▪ While innovative and expeditious means of procurement are called for during times of disaster events, it is still mandatory that good 		

	<p>accounting principles and practices be employed in order to safeguard the use of public funds from the potential of fraud, waste or abuse</p>
<p>Recouping of Funds</p>	<ul style="list-style-type: none"> ▪ Extreme care and attention to detail must be taken throughout the disaster response period to maintain logs, formal records and file copies of all expenditures (including personnel time sheets) in order to provide clear and reasonable accountability and justification for future reimbursement requests ▪ Reimbursement is not an automatic process, and requires solid evidence of disaster-related expenditure ▪ Claims for reimbursement of funds relating to disaster operational expenses are addressed to the Area Director, Emergency Management Queensland ▪ Natural Disaster Relief Arrangements ▪ NDRA Trigger Points ▪ State Disaster Relief Arrangements ▪ Booklet: <i>“Natural Disaster Financial Assistance Arrangements Within Queensland”</i>
<ul style="list-style-type: none"> ▪ This document deals with claimable expenditure as outlined in the booklet <i>“Natural Disaster Financial Assistance Arrangements Within Queensland”</i>, at Section 3-1: Counter Disaster Operations. <p style="text-align: center;">http://www.disaster.qld.gov.au/publications/pdf/NDRA_QLD.pdf</p>	

Operational Checklist

Determine authorisation for expenditure of funds during a major event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Instigate a management process which will expeditiously authorise specific officers or a class of officers to expend funds to a stipulated limit	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the limit of expenditure permitted without further reference to senior management	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Establish and maintain a specific cost centre for disaster or emergency event expenditure	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop a discrete recording system for disaster or emergency event related expenditure, to expedite the payment of appropriate claims post event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain all financial records in relation to the event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Prepare and submit financial claims in relation to counter disaster operational expenses to Emergency Management Queensland	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Prepare and submit financial claims in relation to public assets to the Department of Local Government, Planning and Sport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Community Support

Context and Assumptions

- This Operational Plan addresses short term sustenance, health and well-being. Longer term disaster recovery issues are managed at the District level of the disaster management system, through the District Recovery Committee.
- A level of resilience is expected from most communities, via their preparedness for major events. Effective public awareness programs *should* see communities prepared to be self-sufficient for a number of days in relation to food, water, etc.
- The involvement of community groups, such as those listed as support agencies, is invaluable in this area. In most communities, a robust community support system already exists, via service clubs and community based organisations. This Operational Plan seeks to harness the efforts of these organisations into an efficient, coordinated community support system during events which may have a major impact on the community.

Operational Support Function:	<u>COMMUNITY SUPPORT</u>	Functional Responsibility:	<u>Local Government</u>	Completion/Review Date
				/ /
Purpose:	The provision of immediate and continuing care of disaster affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated and the maintenance of health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.			
Support Agencies <i>(indicative listing only, dependent upon location)</i>	<ul style="list-style-type: none"> ▪ State Emergency Service ▪ Salvation Army ▪ St Vincent de Paul Society ▪ Meals on Wheels ▪ Service Clubs ▪ Australian Red Cross ▪ Social Worker (Queensland Health) ▪ Aboriginal/Islander Community Organisations ▪ Ethnic/National Grouping Community Organisations ▪ Ministers Fraternal ▪ Local Community Support Centre 			
Introductory Comment				
<u>Element</u>	<u>Issues to be addressed</u>			
Public Awareness of the Function	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of the Public Information Operational Plan, provide media releases regarding the services provided 			
Publication of Point of Contact	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of the Public Information Operational Plan, provide media releases regarding the contact numbers for assistance and or support centre location 			
Community Information/Reporting System	<ul style="list-style-type: none"> ▪ Investigate a community information/reporting system along the lines of Neighbourhood Watch to provide post impact information regarding needs of the affected community 			

<p>Outreach Teams (See also Impact Assessment Operational Plan)</p>	<ul style="list-style-type: none"> ▪ Form multi-disciplinary teams to enter the affected area post-impact, to assess the needs of the disaster affected community ▪ Design personal assistance forms for completion by Outreach Teams ▪ Provide post impact information regarding needs of the affected community (link with impact assessment teams looking after damage)
<p>Multicultural Community Liaison</p>	<ul style="list-style-type: none"> ▪ Provide a point of contact for ethnic/national groups (also involved in outreach teams)
<p>Aboriginal/Islander Community Liaison</p>	<ul style="list-style-type: none"> ▪ Provide a point of contact for Aboriginal/Islander groups (also involved in outreach teams), as appropriate
<p>Counselling & Mental Health</p>	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of Medical Services Operational Plan
<p>Logistics</p>	<ul style="list-style-type: none"> ▪ Coordinate the acquisition of welfare resources for evacuation centres and response personnel as required, in accordance with financial management procedures enumerated by the Local Government Finance Manager ▪ Coordinate the distribution of resources accessed by State to support members of the community isolated as a result of a pandemic ▪ Ensure that each service provider agency is monitored to ensure that it can maintain its agreed service to the community
<p>Evacuation Centre Management</p>	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of Evacuation Centre Management Operational Plan

Operational Checklist

Prepare and release media advisories regarding the function of community welfare	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Prepare and release media advisories regarding the assistance available	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate outreach teams and instigate a reporting timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide logistic support to evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide logistic support to outreach teams	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide logistic support to operational personnel, both in the field and at the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide personal protective equipment or appropriate information to operational personnel	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Collect and report on members of the community in need of personal hardship assistance	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain ongoing link with the District Recovery Committee	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide emergency accommodation post-impact	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide short term catering for displaced members of the community	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide emergency clothing as appropriate	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Assist the District Recovery Committee with the development of Community Recovery Centres (One Stop Shops)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Provide a community liaison officer to the Community Recovery Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
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Evacuation

Context and Assumptions

- There are several emergency/disaster situations that might require an evacuation of all or part of the population.
- Small-scale, localized evacuations might be needed as a result of flash flooding, hazardous materials accident or major fire, while the evacuation of larger areas may be required as a result of events such as major flooding, cyclone and associated storm surge, earthquake, tsunami or terrorist threat.
- Evacuating hazardous areas is the most effective action for protecting people in many disaster or disaster-threat situations.
- Evacuation may be required pre-impact, as a protective measure, or post-impact, as a result of a loss of services.
- Local Disaster Management Groups have access to appropriate mapping and relevant population statistics.
- It is assumed that the public will receive and understand official information related to evacuation. Most of the public will act in its own interest and evacuate dangerous areas when advised to do so by authorities. Some individuals, however, may refuse to evacuate. Those individuals will be left until all who are willing to leave have been provided for. Time permitting, further efforts may be made to persuade those who are still there to evacuate.
 - NOTE: Enforced evacuation is specifically provided for only following a Declaration of a Disaster Situation under the provisions of the *Disaster Management Act*, or a Declaration of an Emergency Situation under the provisions of the *Public Safety Preservation Act*, or in relation to specific powers under the provisions of the *Fire and Rescue Service Act*. In these instances, the authority for the declaration lies with the District Disaster Coordinator, with Ministerial approval; a Commissioned Officer of Police; and an authorised officer, respectively. There is no legislative restriction to the provision of advice by the LDMG concerning voluntary evacuation.
 - In the event of an evacuation required as a result of a storm tide, the DDC may recommend voluntary evacuation. (see Storm Tide Warning Handbook, pp 13,14.)
- Some events are slow-moving and provide ample reaction time. The worst case assumption is that there will be little or no warning of the need to evacuate and it may be necessary day or night.
- There may not be time to obtain support from outside resources. Local resources could be severely stretched.
- Temporary accommodation facilities and food will need to be provided for evacuees although many may seek shelter with relatives and friends or in motels rather than use designated evacuation centre facilities.
- Most evacuees will use private transportation means; however, **transportation may need to be provided for some evacuees.**
- Spontaneous voluntary evacuation will occur when there is sufficient warning of the threat. Past events suggest that between 5 and 20 per cent of the people at risk will evacuate before being directed to do so.
- Some people will refuse to evacuate, regardless of the threat.
- Some owners of companion animals will refuse to evacuate unless arrangements have been made to care for their animals.
- It is appropriate that separate operational evacuation plans be developed for specific areas of high vulnerability within the Local Government area.

Operational Support Function:	<u>EVACUATION</u>	Functional Responsibility:	Local Disaster Management Group	Completion/Review Date
				/ /
Purpose:		To provide for the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Local Government ▪ Queensland Police Service ▪ State Emergency Service ▪ Queensland Ambulance Service ▪ Public and private transportation providers 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Stages of Evacuation		<ul style="list-style-type: none"> a. Decision b. Warning c. Withdrawal d. Shelter e. Return <p>It should be noted that no evacuation can be considered complete until the evacuated population has been returned (where possible) to its original location</p>		
Reasons for Evacuation		<ul style="list-style-type: none"> ▪ Identification of hazards which may result in the need to remove parts of the population from one place to another ▪ Mapping of those hazards (eg storm tide, flood, dam failure inundation mapping) ▪ Limited evacuation of specific geographic areas might be needed as a result of a hazardous materials transportation accident, major fire, gas leak, or localized flash flooding ▪ Large-scale evacuation could be required in the event of extensive flooding, cyclone, major hazardous materials spill, terrorist attack with chemical agent, etc 		
Decision		<ul style="list-style-type: none"> ▪ Responsibility – who makes the decision to evacuate? ▪ Who assists in or influences the decision making process? ▪ Legislative Authority ▪ Processes ▪ Timeliness ▪ Political backlash -v- Community expectation 		

Voluntary Evacuation	<ul style="list-style-type: none"> ▪ Decision to advise ▪ Areas to be evacuated ▪ Lead Time ▪ Anticipated duration ▪ Public Perceptions ▪ Some people will voluntarily evacuate early, but will not advise authorities
Mandatory Evacuation	<ul style="list-style-type: none"> ▪ Responsibility ▪ Processes
Evacuation Routes	<ul style="list-style-type: none"> ▪ Mapping ▪ Identification ▪ Maintenance ▪ Security ▪ Traffic Control ▪ Changed Traffic Conditions (all traffic one way?)
Evacuation Centres	<ul style="list-style-type: none"> ▪ See Evacuation Centre Management Operational Plan for comprehensive information
Warnings	<ul style="list-style-type: none"> ▪ Bureau of Meteorology – weather warnings (including storm surge specific warnings) ▪ Provision of advance warning to special facilities & advise them to activate their evacuation transportation & reception arrangements ▪ Provision of advance warning of possible need for evacuation to the public, clearly identifying areas at risk ▪ Method of warning?
Public Information	<ul style="list-style-type: none"> ▪ Public awareness programs to increase awareness of possible reasons for evacuation ▪ Pre-planned evacuation routes ▪ Availability of transportation ▪ The need to take appropriate food, clothing, and other disaster supplies during an evacuation ▪ The desirability of helping neighbours who may need assistance during an evacuation ▪ In conjunction with Public Information and Warnings Operational Plan

Demographic Information	<ul style="list-style-type: none"> ▪ Census information ▪ Identification of the location of special needs population ▪ Owner information of private residences/assets/businesses
Special Needs Population	<ul style="list-style-type: none"> ▪ Home-bound population ▪ Mobility impaired ▪ Aged ▪ Medical (Home Dialysis Machines, Oxygen Concentrators), etc ▪ Transient population (street people, motel and hotel guests, tourists, seasonal workers) ▪ Lack of transport (private or public) ▪ Pre-register special needs population (Cairns City and Mackay City have a system where people who will need assistance in evacuating register with the local government area, and arrangements are made for them) ▪ Public information re contact number for special needs assistance ▪ Will require extra consideration regarding lead time for evacuation
Animals	<ul style="list-style-type: none"> ▪ Service animals (seeing eye dogs, hearing dogs) and pets ▪ Primary Producers ▪ Zoos / Animal Parks
Hospitals, Nursing Homes, Correctional Facilities	<ul style="list-style-type: none"> ▪ If evacuation of these facilities is required, patients and inmates should be transported, with appropriate medical or security support, to a comparable facility ▪ <u>The facility operator is responsible</u> for making arrangements for suitable transportation and co-ordinating use of appropriate host facilities ▪ Information from the Commonwealth Department of Health and Ageing suggests that unless the nursing home proprietors have voluntarily developed continuing care arrangements for the residents of the facility, they are under no (legal) obligation so to do. This leaves the situation where the Local Disaster Management Group will potentially be left to address the issue of having to find suitable accommodation for numbers of infirm residents, many of whom may be bedridden, suffering from incontinence, or varying degrees of dementia. It is obvious that accommodating such persons in standard evacuation centres is not appropriate. ▪ In the case of short-notice or no-notice emergency situations, facilities may be unable to make the required arrangements for transportation and may need assistance from the Local Disaster Management Group with transportation and in identifying suitable reception facilities

Schools / Day Care Centres, etc	<ul style="list-style-type: none"> ▪ Liaison with Department of Education ▪ Liaison with private day care centre providers
Caravan Parks	<ul style="list-style-type: none"> ▪ Usually sited in hazard-prone areas ▪ Permanent residents: often special needs population ▪ Temporary residents: usually have transportation ▪ Should have evacuation plan
Tourist Resorts/Attractions/Major Shopping Centres	<ul style="list-style-type: none"> ▪ Operator responsible for safety of guests/customers ▪ Should have evacuation plan
Offshore Islands	<ul style="list-style-type: none"> ▪ Private operators responsible for safety of guests/visitors ▪ Should have evacuation plan, (linked to development application, where privately owned) ▪ Time critical for safe transportation ▪ Cyclone/storm tide major consideration ▪ Need early decision – stay or go? ▪ Good liaison with Local Disaster Management Group – should have representation on the Group
Transportation	<ul style="list-style-type: none"> ▪ In conjunction with Transport Operational Plan ▪ It is anticipated that the primary means of evacuation for most individuals will be by personal transport. However, some individuals do not own vehicles and others will need assistance in evacuating and provision must be made to provide transportation for these individuals. ▪ Coordination of transportation for evacuees without vehicles or who need assistance in evacuating, determining and establishing pickup points if necessary ▪ Coordination of transportation assistance for the evacuation of special facilities ▪ Airports/Marinas
Assembly Areas	<ul style="list-style-type: none"> ▪ Need ▪ Number ▪ Location ▪ Facilities

Security of Evacuated Areas	<ul style="list-style-type: none"> ▪ Road blocks ▪ Police or private security provider patrols
Return	<ul style="list-style-type: none"> ▪ Has the hazardous situation that caused the evacuation abated? ▪ Has sufficient debris been removed to permit travel? ▪ Are roads and bridges safe to use? ▪ Have fallen power lines been removed; ruptured gas, water, and sewer lines repaired; and other significant safety hazards eliminated? ▪ Have structures been inspected and determined to be safe to re-occupy? ▪ Public health information (See Public Health Operational Plan) ▪ Identification of persons requesting re-entry? ▪ Temporary re-entry? ▪ Staged re-entry to permit repairs, etc? ▪ Special needs groups?
Documentation	<ul style="list-style-type: none"> ▪ Recording system for evacuation details ▪ Maintained in Disaster Coordination Centre

Operational Checklist

General Planning Considerations

Determine area(s) vulnerable to specific hazard events	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine population of identified risk area(s)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify warning mechanisms	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine evacuation routes	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine traffic control requirements for evacuation routes	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine if there are special population concerns (schools, hospitals, nursing homes, etc.)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine trigger point for activation of evacuation teams	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Preparation

Establish boundaries of possible area(s) to be evacuated and primary evacuation routes	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide advance warning of possible need for evacuation to the public, clearly identifying areas at risk.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Pre-warn special population establishments of the possibility of an impending evacuation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate with special facilities regarding precautionary evacuation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Commence and maintain a map of the entire evacuation area	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Have copies made for use by evacuation teams	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine evacuation routes for risk area(s) & check the status of these routes	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Estimate public transportation requirements & determine pickup points	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate with transportation providers to ensure vehicles & drivers will be available when and where needed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop traffic control plans & stage traffic control devices at required locations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop a grid or locality system for the deployment of door-to-door evacuation notification teams, to ensure maximum coverage without duplication of effort	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Operational Deployment

Advise Disaster District that evacuation recommendation will be issued	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Make the decision to recommend to the DDC that a mandatory evacuation is required	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Receive notice of mandatory evacuation from DDC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide evacuation teams with written instructions to be handed to members of the community	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
If transportation is likely to be required for evacuees or their possessions, request assistance from the Transport Functional Committee	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide transportation assistance to those who require it.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Determine if requirements exist for additional external support	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify and activate all appropriate Assembly Areas	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify and activate all appropriate Evacuation Centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify Evacuation Centres with the capacity to cater for animals	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Commence and maintain a record of numbers of evacuees at nominated evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Assign a liaison person to all evacuation centres, with communications ability to contact the LDCC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure the Media Liaison Officer has been kept fully informed, and is proactively disseminating information on the evacuation and evacuation centres through the media	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Disseminate evacuation recommendation to the public through available warning systems, clearly identifying areas to be evacuated	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Disseminate evacuation recommendation to special facilities. Provide assistance in evacuating, if needed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate and brief door-to-door evacuation notification teams	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide regular Situation Reports on evacuation to Disaster District.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide security in, or control access to, evacuated areas	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop a system for re-entry	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Determine when it is safe for residents to return, and if some areas need to remain restricted	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
If evacuated areas have been damaged, conduct damage assessments	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
If evacuated areas have been damaged, eliminate significant health and safety hazards	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
If roads in evacuated areas have been damaged or blocked by debris, clear and re-open roads	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine requirements for traffic control for return of evacuees	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain access controls for areas that cannot be safely re-occupied	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine requirements for, and coordinate provision of, transportation for return of evacuees (in conjunction with Transport Operational Plan)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Advise neighbouring jurisdictions and Disaster District that return of evacuees will begin	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Advise evacuees through the media that they can return to their homes and businesses; indicate preferred travel routes	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide traffic control for return of evacuees	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate temporary housing for evacuees unable to return to their residences	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate with special facilities regarding return of evacuees to those facilities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

<p>If evacuated areas have sustained damage, provide the public information that addresses:</p> <ul style="list-style-type: none"> ▪ Documenting damage and making expedient repairs ▪ Caution in reactivating utilities and damaged appliances ▪ Cleanup and removal or disposal of debris ▪ Recovery programs 	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Terminate Evacuation Centre operations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
<p><u>Post Deployment Actions</u></p>				
Submit final evacuation information for the Situation Report to the DDC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Contribute to the operational debrief	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Evacuation Centre Management

Context and Assumptions

The operation of evacuation centres will attract intense media scrutiny as a result of problems experienced in past major events overseas. The perceived success or failure of the operational response to an event may well be judged by the level of community satisfaction in relation to the provision and management of evacuation centres.

- Dependent upon the event, an evacuation centre facility may be required for anything from a few hours to several days. Initially, only shelter and refreshments will be provided, but in an extended event, more substantial catering may be necessary. In the case of short duration evacuations (eg up to 24 hours) the provision of seating and shelter only may be appropriate.
- Some of the more populous Local Governments may have the capacity to house large numbers of evacuees in hotel/motel accommodation within the Local Government area.
- The majority of Local Governments in Queensland do not have such capacity, and therefore need to address alternative short-term accommodation issues.
- If accommodation is required for a period beyond a few days, the issue should be addressed in consultation with the District Recovery Committee.
- It is to be remembered that the activation of Evacuation Centres may be required in response to an event outside the Local Government area.

Operational Support Function:	<u>EVACUATION CENTRE MANAGEMENT</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To provide for the management of facilities which provide affected people with basic human needs including accommodation, food and water, and community personal support processes		
		NB This Operational Plan <u>does not</u> deal with Cyclone <i>Shelter</i> Buildings		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Australian Red Cross ▪ Service Clubs ▪ State Emergency Service 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Identification of Centres		<ul style="list-style-type: none"> ▪ Creation of temporary facilities, such as tent cities ▪ Capacity ▪ Safe location ▪ Alternative power available ▪ Length of stay capability 		

	<ul style="list-style-type: none"> ▪ Toilet facilities ▪ Shower facilities ▪ Kitchen facilities ▪ Vehicular access ▪ Vehicle parking ▪ Wheelchair access ▪ Special needs groups ▪ Pets
Safe location	<ul style="list-style-type: none"> ▪ Must be in an area not affected by the hazard
Length of stay capability	<ul style="list-style-type: none"> ▪ Can the building be taken 'offline' from its normal function for an extended period, if required? ▪ Adequate ventilation is required at a rate 20–30m³ per person per hour. Mechanical ventilation maybe necessary where these rates cannot be achieved. ▪ Mats, beds and/or cots should be separated by at least 0.75m ▪ The water supply must be sufficient to provide at least 15L per person per day
Ablutions	<ul style="list-style-type: none"> ▪ Limitations regarding number of persons per toilet, shower facility ▪ One water closet should be provided for every 20 people. Allowances should be made for separate male and female sanitary conveniences. They should preferably be located within the building however they may be located externally provided they are not further than 50m from the evacuation centre. ▪ One shower head is needed for every 30 people. There should be separate male and female showers and be designed to afford privacy. ▪ Chemical toilets ▪ Latrines ▪ <u>Separate</u> toilet installations for the food handlers should be provided (if possible) close to the mass feeding centre ▪ Toilets and latrines must be kept in the best possible state of cleanliness at all times and constantly inspected for same ▪ Diluted liquid hand sanitiser in a squeeze bottle should be located near the exit for use by food handlers

<p>Kitchen facilities</p>	<ul style="list-style-type: none"> ▪ Limits numbers accommodated ▪ When selecting a temporary site for the kitchen, the use of existing facilities is suggested where possible ▪ Food preparation facilities should comply with the Food Standards Code of Australia ▪ These offer suitable conditions for maintaining a satisfactory standard of cleanliness, and protection from the invasion of rodents and insects ▪ This would include buildings such as restaurants, hotel dining rooms, school tuckshops, churches, public halls etc ▪ Only potable water may be used in kitchen facilities ▪ Where there is no supply connected, potable water must be transported, stored and handled in such a manner as to avoid contamination. ▪ Where refrigeration facilities are either non-existent or inadequate, perishable foods should only be accessed on a daily basis and cooked and served as soon as possible ▪ A sufficient number of basins, each with soap, nail brush and a clean towel (preferably disposable paper towels), must be provided exclusively for the use of food handlers ▪ Separate double-basins must be provided for washing of cooking utensils and tableware (plates, eating utensils etc)
<p>Refuse collection</p>	<ul style="list-style-type: none"> ▪ One waste container 50-100L should be provided for every 15 people ▪ Special arrangements ▪ A refuse removal service must be promptly started as proper collection and disposal prevents many problems, particularly fly breeding, rodent invasion and fire risk ▪ When this service is impractical, an attempt must be made to separate refuse ie putrescible (food scraps) and non-putrescible (boxes, paper, cans etc), and store putrescibles in the lidded bin ▪ Solid wastes from kitchens must be deposited immediately in lidded refuse bins ▪ The bins must be tightly covered and removed outside for collection and disposal when full - flies and cockroaches will be a problem ▪ An adequate supply of detergents, disinfectants, brushes, cloths, brooms and other housekeeping necessities must be provided ▪ Disposable plates, cups etc. should be used in mass feeding centres

<p>Vehicular access and parking</p>	<ul style="list-style-type: none"> ▪ Flood free, with sealed driveway access, wide enough to permit entry by buses ▪ Sufficient room for anticipated numbers
<p>Wheelchair access</p>	<ul style="list-style-type: none"> ▪ Restricts use by wheelchair bound people
<p>Pets</p>	<ul style="list-style-type: none"> ▪ Holding pens for pets / service animals
<p>Social considerations</p>	<ul style="list-style-type: none"> ▪ Ethnic tensions ▪ Indigenous mixes (clans / skin groups) ▪ Anti-social behaviour ▪ Dietary requirements – religious beliefs ▪ Changing/nursing facilities for mothers with infants ▪ Television/video for children, where available ▪ Any separate arrangements for special needs groups
<p>Public Information</p>	<ul style="list-style-type: none"> ▪ Regular disaster-related information for evacuees ▪ Notice board ▪ PA announcements
<p>Security</p>	<ul style="list-style-type: none"> ▪ For inside the centre ▪ For the car parking area ▪ Use evacuees, where appropriate ▪ Should have emergency fire exits, fire fighting equipment and clear evacuation plans ▪ Protection of food, water and the physical environment if associated with a contamination
<p>Management Processes</p>	<ul style="list-style-type: none"> ▪ Staff requirements and management structure ▪ Roster system ▪ Communications procedures ▪ Reporting requirements ▪ Registration of evacuees

Operational Checklist

Identify centres appropriate for the event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide centre management personnel	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide support personnel for administration, kitchens, cleaning, security, first aid	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide refuse collection equipment and service	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide public information process for evacuees	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide basic entertainment facilities for evacuees	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide communications facility to the LDCC or the appropriate co-ordinating agency	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide evacuee registration process	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
In conjunction with LDCC, develop operational reporting timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Impact Assessment

Context And Assumptions

As identified in the hazard analysis process undertaken during the development of the Local Disaster Management Plan, many events have the potential for causing extensive fatalities, injuries and property and environmental damage. The timely and accurate assessment of the health impact on the community, along with damage to public or private property, with associated implications for business continuity and continuity of government, will be of vital concern following a major event, and will have great bearing upon the manner in which response and recovery are effected.

- Critical infrastructure has been identified in the Local Disaster Management Plan.
- The impact of the event is not such that the Local Disaster Management Group has lost the capacity to undertake the function. *(Should the event be of such a magnitude that the LDMG no longer has the capacity to perform this function, the function will be performed by personnel brought to the area to assist.)*
- Each member agency of the LDMG will advise in relation to its individual resources.
- Senior levels of Government require information as early as possible following an event; such information includes early data about deaths/injuries, condition of the airport, road and rail access, power, water, sewerage, property damage and evacuations.

Operational Support Function:	<u>IMPACT ASSESSMENT</u>	Functional Responsibility:	<u>Local Disaster Management Group</u>	Completion/Review Date
				/ /
Purpose:	To assist the Local Disaster Management Group in planning, formatting, and conducting a complete initial impact assessment. This assessment gathers information on the magnitude of the event, and the extent of its impact on both the population and the community infrastructure.			
Support Agencies	All member organisations of the Local Disaster Management Group			
❖ See <u>Community Support Operational Plan</u> regarding the role of Outreach Teams in relation to the provision of impact assessment information regarding the well-being of the affected community				
Introductory Comment				
<u>Element</u>	<u>Issues to be addressed</u>			
Area affected by the event	<ul style="list-style-type: none"> ▪ Location and size ▪ Urban, rural, remote 			
Numbers affected by the event	<ul style="list-style-type: none"> ▪ Dead ▪ Injured - Determine or estimate the number of major injuries ▪ Sick ▪ Homeless (as a result of the event) 			

	<ul style="list-style-type: none"> ▪ Evacuated (where to) ▪ Requiring evacuation ▪ Members of the community suffering personal hardship
Characteristics and condition of the affected population	<ul style="list-style-type: none"> ▪ Resilience of the population ▪ Type of community, eg indigenous community, high proportion of special needs groups, etc
Emergency medical, health, nutritional, water, and sanitation situation	<ul style="list-style-type: none"> ▪ Level of services available – <ul style="list-style-type: none"> • determine the number of medical facilities that are still functioning and the total number of usable beds • determine the number of food outlets still able to function ▪ Level of assistance required to maintain sustainability
Level of continuing or emerging threats (natural/human-caused)	<ul style="list-style-type: none"> ▪ Secondary hazards, eg mosquito or blackfly infestations
Damage to infrastructure and critical facilities	<ul style="list-style-type: none"> ▪ Condition of water and sewage treatment facilities and of the distribution network ▪ Determine whether water mains are broken. Are leaks in the sewage system contaminating the water supply? ▪ Impact of water loss on key facilities and on individual users. How quickly can the operator be expected to restore services? ▪ Identify and evaluate possible alternative water sources
Damage to homes and public buildings	<ul style="list-style-type: none"> ▪ Approximate the number of private dwellings and public buildings (schools, churches, hospitals, government buildings) damaged or destroyed ▪ Identify any damaged or destroyed buildings which were listed as evacuation centres
Damage to commercial premises	<ul style="list-style-type: none"> ▪ Approximate the number of commercial buildings damaged or destroyed
Damage to agriculture and food supply system	<ul style="list-style-type: none"> ▪ Description of effects on agricultural crops ▪ Description of effects on specific localised agricultural concerns – eg dairy industry, aquaculture, etc
Damage to economic resources, and social organization	<ul style="list-style-type: none"> ▪ Damage to industry which may result in long-term social problems ▪ Effects on community or government infrastructure

Level of response by the affected area and the internal capacity to cope with the situation

- Is the community capable of looking after itself with minimal assistance?
- Is major outside assistance required?
- Type of assistance?
- Urgency of assistance?
- Number of people requiring urgent personal hardship assistance?

Operational Checklist

Preparation

Identify agencies to be included in an impact assessment team	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop an impact assessment reporting format and information management system	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify and provide transport, communications and information recording equipment for impact assessment teams	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the area affected by the impact of the event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop a grid or locality system for the deployment of impact assessment teams, to ensure maximum coverage without duplication of effort	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Deployment

Determine the number of fatalities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of seriously injured casualties	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of ill people (epidemic or pandemic)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people evacuated	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people requiring evacuation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people missing	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people requiring personal hardship assistance	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Determine the number of medical facilities which are still operational, and the number of usable beds	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of food outlets still able to function	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the status of water treatment and supply	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the status of sewage systems	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of private dwellings damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of public buildings damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of commercial premises damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify any damaged or destroyed buildings which were listed as evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Post Assessment Action

Determine the effects on the power distribution system	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the communications networks	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on fuel distribution capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on gas distribution capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on road transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on marine transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Determine the effects on rail transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on air transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on industry	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the agricultural sector	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the tourism sector	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the environment	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the continuity of government	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the local response capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Utilise the impact assessment information to forecast resource requirements	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Include details of the impact assessment and forecast resource requirements in Situation Reports to the DDC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Logistics

Context and Assumptions

- Resource management, particularly of material resources, is an area which can cause extreme problems in the response to a major event, unless processes are developed to manage the issue.
- ‘Convergence’ will occur – this is the situation where resources, both requested and otherwise, will start to arrive en masse in the affected area.
- In smaller events, the issue may be adequately addressed via the Local Government’s normal stores procedures, but larger events will require specific logistics planning and processes to be employed.

Operational Support Function:	<u>LOGISTICS</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To develop a process to manage the receipt and delivery of the appropriate supplies, in good condition, in the quantities required, and at the places and time they are needed.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Chamber of Commerce ▪ Local transport operators ▪ Service clubs 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Management		<ul style="list-style-type: none"> ▪ Possible extension of Local Government stores role ▪ In major events, consider out-sourcing the management of logistics ▪ Link with Local Disaster Management Group operational priorities for resource supply (eg the provision of generators to hospitals, cold stores, etc) ▪ Staffing - management and warehouse staff, with 24/7 capacity 		
Warehousing		<ul style="list-style-type: none"> ▪ Identification of suitable premises in the Local Government area ▪ Accessibility - are the premises outside the impacted area? ▪ Availability - can the premises be diverted from normal use? ▪ Security – consider the provision of a 24 hour security presence ▪ Capacity - covered, secure area for the storage of materials ▪ Capacity - open, secure area for the placement of containers, gas cylinders, etc 		

	<ul style="list-style-type: none"> ▪ Capacity - large enough hard standing area for ease of movement of heavy vehicles ▪ Capacity - cold storage area for foodstuffs (may require refrigerated trailers if cold room capacity is insufficient) ▪ Office space ▪ Information and Communications Technology (ICT) capacity – telephone, fax, computer systems, two-way radio links to LDMG and transport operators ▪ Alternative power supply, or fittings for generator connection ▪ Identification of satellite distribution points
Asset Recording / Tracking	<ul style="list-style-type: none"> ▪ Link to ‘Requests for Assistance’ process from LDMG to DDMG ▪ Information management system to address <ul style="list-style-type: none"> ▫ Resources on hand ▫ Resources ordered ▫ Current location of resources ▫ Anticipated delivery times (for resources received and dispatched)
Transportation	<ul style="list-style-type: none"> ▪ Utilisation of Council tenders information to identify suitable transport providers ▪ Identification of vehicles with self-contained lifting capacity for loading and unloading ▪ Provision of forklifts, elevated work platforms for the loading, unloading and internal movement of materials ▪ Ensure priority fuel provision for transport vehicles ▪ Consider fuel truck with metered output for the maintenance of fuel supplies to large generators

Operational Checklist

Develop Logistics Management Plan	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify personnel to operate disaster logistics centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify premises suitable for use as disaster logistics warehousing facilities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop/implement information management system to record and track the movement of resources	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify specific transport resources – forklifts, elevated work platforms	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify specific transport resources – heavy trucks with self-contained lifting capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Instigate priority fuel supply planning to ensure continuation of service	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Medical Services

Context and Assumptions

- This issue will normally only require to be addressed in rural and remote areas of the State.
- In the more populous areas of Queensland, the normal health resources are usually such that they are either self-sufficient, or within a short distance of alternative services.
- In rural and remote areas, this Plan should refer directly to the Emergency Plan developed by the local hospital or clinic. These plans should include reference to the Emergency Management Unit of Queensland Health, and the Queensland Emergency Medical System (QEMS)

Operational Support Function:	MEDICAL SERVICES	Functional Responsibility:	<u>Old Department of Health</u>	Completion/Review Date
				/ /
Purpose:		To provide coordination of the health and medical resources needed in responding to medical care needs following a disaster event.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Private Medical Practitioners ▪ Day surgery facilities ▪ Private In-Patient Care Providers (Hospitals, Hospices, Nursing Homes) ▪ Private Domiciliary Care Providers ▪ Queensland Ambulance Service ▪ St John Ambulance Service ▪ Royal Flying Doctor Service 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Coordination		<ul style="list-style-type: none"> ▪ Provision of a coordinated and effective medical response to serious incidents, emergencies or disasters within the defined area of responsibility ▪ Involvement of private medical practitioners/private hospitals in emergency or disaster response ▪ Ensuring that all medical facilities and care providers have adequate planning in place, both agency-specific and showing links to other levels of management 		
Response Capability		<ul style="list-style-type: none"> ▪ Provision of medical retrieval/triage teams to travel to the scene of serious incidents, emergencies or disasters to provide immediate care ▪ Queensland Ambulance Service Multi-Casualty Plan 		
Transportation		<ul style="list-style-type: none"> ▪ Transportation to appropriate medical facilities for definitive treatment and care 		

	<ul style="list-style-type: none"> ▪ Special transportation needs in conjunction with Transport Operational Plan
Continuing Care	<ul style="list-style-type: none"> ▪ On going medical and health services required during the recovery period to preserve the general health of the community
Special Needs	<ul style="list-style-type: none"> ▪ Provision for disabled persons in the community - it is essential that each community is aware of persons suffering some form of disability who may, in times of major incidents or disasters, need to have special provisions made in respect of evacuations, transport and continuing care and treatment ▪ Health and community service groups who interface with persons with disabilities on a day to day basis are probably best suited to identify such persons and to provide centralised records which can be given to various emergency service responders ▪ Where such persons are housed in special accommodation or institutions, special plans and arrangements need to be considered by the community and response agencies for response and recovery purposes
Psychological and counselling services	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of the Community Support Operational Plan
Public health advice	<ul style="list-style-type: none"> ▪ In conjunction with the provisions of the Public Health Operational Plan
Alternative facilities	<ul style="list-style-type: none"> ▪ Identification of possible alternative sites for medical care in the event that the dedicated facility becomes unusable

Public Health

Context and Assumptions

- A major event may cause significant disruption to the community and pose a range of risks to public health.
- Water supplies, sewage treatment, refuse disposal, power supplies and access to food may be compromised.
- There may be an increased risk of disease.
- Public health issues may continue for some time after the event.

In most local government areas, the council's Environmental Health section has developed a public health disaster plan. This Operational Plan should refer directly to that document.

Where a public health disaster plan has not been developed, the Environmental Health section, with assistance from the Queensland Population Health Network, should develop a specific public health disaster plan to include the issues listed hereunder.

Operational Support Function:	PUBLIC HEALTH	Functional Responsibility:	<u>Local Government</u>	Completion/Review Date
				/ /
Purpose:		To assist in the protection of the community, via temporary or preventative health measures to minimise the threats to public health.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Queensland Health (Population Health Units) 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Provision of safe and adequate water		<ul style="list-style-type: none"> ▪ Water quality ▪ Safety and Control ▪ Bacteria ▪ Safe Supply ▪ Sources ▪ Treatment ▪ Boiling ▪ Storage ▪ Transportation and dissemination of potable water 		

Shelter	<ul style="list-style-type: none"> ▪ Safety and suitability of evacuation centres
Food and food related concerns	<ul style="list-style-type: none"> ▪ Temporary kitchen facilities ▪ Food handling ▪ Sanitation ▪ Food poisoning ▪ Disease risk ▪ Mass feeding ▪ Emergency food supplies ▪ Inspection and disposal of unfit foodstuffs ▪ Donations of foodstuffs ▪ Kitchen guidelines – mass feeding centres
Provision of emergency ablution facilities	<ul style="list-style-type: none"> ▪ Temporary toilet facilities ▪ Temporary shower facilities ▪ Disposal of sewage ▪ Disposal of sullage
Refuse disposal	<ul style="list-style-type: none"> ▪ Identification of emergency landfill sites ▪ Collection of refuse ▪ Transportation of refuse ▪ Removal of putrescible waste
Vermin and vector control	<ul style="list-style-type: none"> ▪ Surveillance ▪ Vector identification ▪ Vermin identification ▪ Treatment options
Infectious disease control	<ul style="list-style-type: none"> ▪ Reinforce basic hygiene practices to minimise the spread of disease ▪ Surveillance and reporting ▪ Advice on any isolation or separation of infected individuals from susceptible groups ▪ Provide advice and assistance in the control of suspected disease outbreaks and instigate preventative control

<p>Personal hygiene</p>	<ul style="list-style-type: none"> ▪ Advice to response agency personnel ▪ Advice to evacuation centre kitchen personnel ▪ Advice to community and business
<p>Disposal of dead stock and animals</p>	<ul style="list-style-type: none"> ▪ Selection of disposal sites ▪ Method of disposal ▪ Collection, transport and burial procedures
<p>Disinfection of buildings</p>	<ul style="list-style-type: none"> ▪ Commercial food premises ▪ Homes ▪ Other facilities
<p>Provision of public information</p>	<ul style="list-style-type: none"> ▪ Pre-formatted public notices (in conjunction with Public Information & Warnings Operational Plan) ▪ Pre-formatted media releases (in conjunction with Public Information & Warnings Operational Plan)

Public Information and Warnings

Context and Assumptions

- It is part of the role of the Local Disaster Management Group to provide public education related to hazard awareness, family protection planning and emergency self-help.
- Public information is that given to the public in relation to a current event.
- It will include information about the event, and any actions recommended.
- Broadcast radio will be the primary vehicle for public information in most events. In rural and remote areas without local access to broadcast radio, early contact should be made with radio stations covering the area to ensure that priority information is included in on air broadcasts.
- Warnings may emanate from different sources, dependent upon the event.
- Warnings are ineffective if they do not have the intended result – action by the community.

Operational Support Function:	<u>PUBLIC INFORMATION & WARNINGS</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information and warnings to the public during disaster events		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Electronic Media ▪ Print media ▪ Bureau of Meteorology ▪ Emergency Services ▪ Community Organisations ▪ WICEN (Wireless Institute Civil Emergency Network) 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Authorisation of release		<ul style="list-style-type: none"> ▪ Determination of the person/position authorized to release disaster-related information to the public 		
Media Liaison Officer or Public Information Officer		<ul style="list-style-type: none"> ▪ Should be identified in the disaster management plan ▪ If no dedicated media liaison officer is appointed, the Mayor or Deputy Mayor would normally undertake the role (some media training would be advantageous) ▪ Should have a good working relationship with the media, because of the transient nature of media employees 		

<p>Method of release</p>	<ul style="list-style-type: none"> ▪ Radio / Television ▪ Newspapers ▪ Newsletters / mail drops ▪ Notice boards ▪ Emergency Services public address vehicles ▪ Multi-lingual releases as appropriate to the area ▪ Telephone 1800 number ▪ Internet web site/portal
<p>Information to be released</p>	<ul style="list-style-type: none"> ▪ Nature of the disaster ▪ Location of the disaster (area affected) ▪ Number of people involved ▪ Continuing hazards ▪ Environmental impact ▪ Economic impact ▪ Agencies involved in response ▪ Scope of agency involvement and activity ▪ Extent of estimated public and private damages ▪ Safety instructions ▪ How and where to get personal assistance ▪ How and where to get information regarding assistance for livestock and companion animals ▪ Telephone numbers for donations and donations policy ▪ Pre-formatted media releases?
<p>Regular bulletins</p>	<ul style="list-style-type: none"> ▪ Dissemination of emergency instructions and protective actions to the public ▪ Timing to coincide with electronic media deadlines
<p>Rumour control</p>	<ul style="list-style-type: none"> ▪ Coordination of public information to avoid panic, fear and confusion resulting from rumours and hearsay ▪ ALL releases must come from an authoritative source ▪ Media talking points - LDMG members who may be approached by the media for interviews should agree on what issues need to be addressed, and to ensure a common voice in relation to the issues

Documentation	<ul style="list-style-type: none"> ▪ ALL media releases must be stored along with the Disaster Coordination Centre archives
Types and Sources of Warnings	<ul style="list-style-type: none"> ▪ Meteorological Warnings (Cyclone, Flood, Storm, etc + Tsunami) – Bureau of Meteorology ▪ Hazardous Material Incident – Queensland Police Service or Queensland Fire and Rescue Service ▪ Public Health Warnings (Queensland Health or Local Government) ▪ Geo-technical warnings (Geoscience Australia)
Target Recipients	<ul style="list-style-type: none"> ▪ Members of the community ▪ Members of the Local Disaster Management Group / response agencies
Special Needs Recipients	<ul style="list-style-type: none"> ▪ Schools, pre-schools, day care centres ▪ Hospitals, hospices, nursing homes ▪ Detention facilities ▪ Off-shore island resorts ▪ Sight / Hearing impaired ▪ People in transit (on public transport, walking, etc) ▪ Non-English speaking
Distribution	<ul style="list-style-type: none"> ▪ Contact list of all media outlets in the area ▪ Include after hours contacts ▪ 24 hour capability of radio stations via local arrangements, rather than remote link broadcast
Methods	<ul style="list-style-type: none"> ▪ Telephone ▪ Mobile telephone SMS systems ▪ Facsimile ▪ Email ▪ Internet web sites ▪ Radio ▪ Television (with sign language/sub-titles where available) ▪ Emergency Services public address vehicles

	<ul style="list-style-type: none"> ▪ House to house (State Emergency Service volunteers or Warden System/Neighbourhood Watch as per Community Support Operational Plan) ▪ Roadside electronic billboards ▪ Roadside changeable signs
Warning Content	<ul style="list-style-type: none"> ▪ Official source ▪ Brief ▪ Non-technical language ▪ Nature of the problem ▪ Location of the problem (area affected) ▪ Anticipated lead time ▪ Probability of event occurring ▪ Safety instructions – protective action ▪ Time of next warning/update ▪ Must be designed to promote action ▪ Pre-formatted warnings?

Operational Checklist

Appoint Media Liaison Officer or Public Information officer	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop an information dissemination plan	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify the representative of the LDMG to be the 'public face' of the LDMG's response to the event.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop (in conjunction with relevant member agencies of the LDMG) pre-formatted public information fact sheets regarding various major impact events, and recommended actions	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop pre-formatted media briefing sheets	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop and foster relationships with media organisations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine media release and briefing timetables	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Establish liaison with local radio and other media outlets for community alerts and warnings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop draft media releases and briefings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Monitor news coverage for accuracy, currency, completeness and report discrepancies to the LDMG	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain a record of all media releases, contacts and activities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure that warning are being received by the community	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Where necessary, have warnings repeated via live radio or television appearances	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Check with special needs facilities that they have received warnings as appropriate	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure maintenance of media contact details	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Encourage 24-hour local transmission with staff of broadcast radio stations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop warning templates in conjunction with the Media Liaison Officer, for utilisation in the Public information area	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Check content of warnings from external agencies for accuracy, and advise the originator of the warning of any inaccuracies	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Public Works and Engineering

Context and Assumptions

- A major event may cause extensive damage to property and infrastructure.
- Roads, public buildings, bridges and other facilities may have to be reinforced or demolished to ensure safety.
- Debris may make streets, roads and highways impassable.
- Public utilities may be damaged or be partially or fully inoperable.
- Access to affected areas may require the immediate repair of transportation routes.
- In many locations, it may be necessary to give debris clearance and emergency road repairs top priority to support immediate lifesaving emergency response activities.
- Damage assessment of the affected area will be required to determine potential workload.
- Some LDMG agencies will have addressed a number of these issues via their discrete planning processes, but for overall coordination purposes, all tasks need to be identified in this document.

Operational Support Function:	<u>PUBLIC WORKS & ENGINEERING</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To provide for the continuity of service of essential water and sewerage services, building inspections, road, rail, bridge and marine facility damage assessment, maintenance or repair, and demolitions and debris clearing as required		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Department of Main Roads ▪ Department of Transport (Marine Operations) ▪ Queensland Rail ▪ QBuild 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Damage Surveillance and Assessment (see also Impact Assessment Operational Plan)		<ul style="list-style-type: none"> ▪ Provision of surveillance and reporting capability regarding the extent of damage ▪ Central reporting of extent of damage ▪ Provision of damage repair estimates 		
Water Supply		<ul style="list-style-type: none"> ▪ Emergency restoration of water supply systems and the provision of water for fire-fighting. ▪ Continuity of supply ▪ Inspections of facilities 		

	<ul style="list-style-type: none"> ▪ Liaison with Public Health officials re safety of supply ▪ Water restrictions ▪ Public information/warnings (in conjunction with Public Information and Warnings Operational Plan)
Sewerage Services	<ul style="list-style-type: none"> ▪ Continuity of service ▪ Inspections of facilities ▪ Liaison with Public Health officials re public health implications of the loss of service ▪ Public information/warnings (in conjunction with Public Information and Warnings Operational Plan)
Roads, Rail and Bridges, etc	<ul style="list-style-type: none"> ▪ Assessment of damage to roads, bridges, traffic control devices, levees, spillways, floodways ▪ Temporary construction of emergency access routes which include damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue personnel ▪ Restoration of damaged roads and bridges ▪ Public information/warnings (in conjunction with Public Information and Warnings Operational Plan)
Marine Fixtures	<ul style="list-style-type: none"> ▪ Assessment of damage to wharves, piers, jetties, navigation aids, boat ramps ▪ Emergency repairs ▪ Restoration of damaged wharves, piers, jetties, navigation aids, boat ramps
Building Inspections	<ul style="list-style-type: none"> ▪ Inspection of buildings for structural integrity ▪ Issue of notices concerning unsafe buildings ▪ Barricading of unsafe buildings
Demolition	<ul style="list-style-type: none"> ▪ Identification of authority and processes for legal demolition ▪ Identification of buildings requiring demolition ▪ Stabilization of damaged structures and facilities designated as immediate hazards to the public health and safety ▪ Temporary protective measures to abate immediate hazards to the public for health and safety reasons until demolition is accomplished
Debris Clearance	<ul style="list-style-type: none"> ▪ Coordination of clearance of debris ▪ Emergency debris clearance for reconnaissance of damage areas and

	<p>passage of emergency personnel and equipment.</p> <ul style="list-style-type: none">▪ Identification of emergency landfill areas for debris disposal (in conjunction with Public Health Operational Plan)▪ Identification of transport and heavy earthmoving equipment (in conjunction with Transport Operational Plan)▪ Provision of protective measures to limit further risks to the community throughout the debris removal process
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Operational Checklist

Water Supply

Inspections of facilities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Continuity of supply	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determination of alternative supply	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Emergency restoration of water supply systems and the provision of water for fire-fighting	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Liaison with Public Health officials re safety of supply	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Water restrictions	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Public information/warnings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Sewerage Service

Inspections of facilities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Continuity of service	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Liaison with Public Health officials re public health implications of the loss of service	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Public information/warnings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

<u>Roads, Rail and Bridges</u>				
Assessment of damage to roads, bridges, traffic control devices	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Assessment of damage to rail infrastructure	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Temporary construction of emergency access routes which include damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue personnel	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Restoration of damaged roads and bridges	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Restoration of damaged rail infrastructure	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Public information/warnings (in conjunction with Public Information Operational Plan)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
<u>Marine Fixtures</u>				
Assessment of damage to wharves, piers, jetties, navigation aids, boat ramps	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Emergency repairs	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Restoration of damaged wharves, piers, jetties, navigation aids, boat ramps	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
<u>Buildings</u>				
Inspection of buildings for structural integrity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Issue of notices concerning unsafe buildings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Barricading of unsafe buildings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Identification of authority and processes for legal demolition	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identification of buildings requiring demolition	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Stabilization and/or barricading of damaged structures and facilities designated as immediate hazards to the public health and safety	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Debris Clearance				
Coordination of clearance of debris	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Emergency debris clearance for reconnaissance of damage areas and passage of emergency personnel and equipment	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identification of emergency landfill areas for debris disposal (in conjunction with Public Health Operational Plan)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identification of transport and heavy earthmoving equipment (in conjunction with Transportation Logistics Operational Plan)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identification of and provision of protective measures to deal with hazardous waste	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provision of protective measures to limit further risks to the community throughout the debris removal process	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Council green waste removal program	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

Rescue

Context and Assumptions

Rescue is a function which is addressed on a daily basis by a number of organisations. Rescue as a function of disaster response is an extension of that daily role, and while the intensity and magnitude of the activities may be substantially increased during a major event, the basic principles do not change.

- The State Rescue Policy outlines Queensland’s rescue services, and their specific areas of expertise and responsibility.
- All rescue arrangements in place at individual agency level, and agencies in combination, where appropriate, are as outlined in the Policy.
- These rescue arrangements are guided by standard operating procedures, and regularly tested both by activation and by exercise.

Operational Support Function:	<u>RESCUE</u>	Functional Responsibility:	Queensland Police Service	Completion/Review Date
				/ /
Purpose:		Provide support to communities after a disaster event and to coordinate the use of resources in search and rescue in response to an actual or potential disaster condition.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Queensland Rescue ▪ Queensland Fire & Rescue Service ▪ State Emergency Service ▪ Queensland Ambulance Service ▪ Aviation Services ▪ Volunteer Marine Rescue ▪ Australian Volunteer Coast Guard ▪ Mines Rescue Organisations 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Queensland State Rescue Policy ⇒ Vertical Rescue ⇒ Road Accident Rescue ⇒ Confined Space Rescue ⇒ Trench Rescue ⇒ Flood and Inland Waterways Rescue ⇒ Swift Water Rescue ⇒ Structural Collapse Rescue ⇒ Urban Search and Rescue ⇒ Land Search		<ul style="list-style-type: none"> ▪ Roles, Responsibilities and Requirements for various rescue functions are outlined in the following documents: <u>‘State Rescue Policy Statement 2000’</u> <u>‘State Rescue Policy Guidelines 2000’</u> <u>‘State Register of Rescue Units’</u> ▪ For further information, contact your local Area Director, Emergency Management Queensland 		

Re-Supply Operations

Context and Assumptions

- As with the 'Medical Services' area, this issue is normally only relevant in rural and remote areas of the State, which are vulnerable to being isolated for lengthy periods.
- The document '*Resupplying Isolated Community Policy and Procedures*' enumerates the various roles and responsibilities of different levels of the disaster management system in relation to this issue.

Operational Support Function:	<u>RE-SUPPLY OPERATIONS</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To ensure that communities are re-supplied with food and other essentials during times of isolation		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Retailers ▪ Suppliers ▪ Disaster District Co-ordinator 		
Introductory Comment				

See attached State Disaster Management Group Policy:

“RESUPPLYING ISOLATED COMMUNITIES POLICY AND PROCEDURES”

http://www.disaster.qld.gov.au/publications/pdf/Resupply_Policy.pdf

Transport

Context and Assumptions

- The provision of transport resources in response to a major event is an area which requires the development of information in relation to the resources available locally.
- This is more relevant in rural and remote communities, where transportation resources are not as plentiful as in larger communities.
- Much of the information included in this section will also be gathered by the District Transport Functional Committee as part of their role from a District perspective.
- That does not detract from the need for local information and capacity in the event that outside resources are not available.

Operational Support Function:	<u>TRANSPORT</u>	Functional Responsibility:	Local Government	Completion/Review Date
				/ /
Purpose:		To coordinate the use of transportation resources to support the needs of local government, voluntary organizations and other disaster support groups requiring transportation capacity to perform their emergency response, recovery and assistance missions.		
Support Agencies <i>(indicative listing only, dependent upon location)</i>		<ul style="list-style-type: none"> ▪ Air Carriers ▪ Airport operators ▪ Marine carriers ▪ Marine port operators ▪ Council bus lines ▪ Private bus lines ▪ Private transport contractors ▪ Private companies with suitable heavy vehicles ▪ Voluntary agencies with transportation available ▪ QRail 		
Introductory Comment				
<u>Element</u>		<u>Issues to be addressed</u>		
Maintenance of Information		<ul style="list-style-type: none"> ▪ Completion of a database of all transportation capabilities ▪ Maintenance of the information ▪ Many councils will already have this information on tender databases 		
Provision of emergency transport		<ul style="list-style-type: none"> ▪ Provision of suitable transport resources ▪ Provision of suitably qualified transport operators 		

Mass movement of people	<ul style="list-style-type: none">▪ Identification and maintenance of evacuation routes (both primary and alternative)▪ Physical evacuation (in conjunction with Evacuation Operational Plan)▪ Transportation of work teams into and out of the disaster-affected area
Fuel Supplies	<ul style="list-style-type: none">▪ Maintenance of information regarding the state of available fuel▪ Advice to Disaster Coordination Centre re supply state

Operational Checklist

Prepare and maintain a database of transport resources, including road, air and marine	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Prepare and maintain a database of fuel suppliers and retail outlets	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure that the LDMG and the DDC are aware of the current situation in relation to fuel availability	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify routes suitable for mass evacuation, and determine maximum traffic capacities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate the provision of transport resources as required for mass evacuation (land based)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Coordinate the provision of transport resources as required for mass evacuation (marine or air from off-shore islands)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed