

[REDACTED]

From: Dan Spiller [REDACTED]
Sent: Monday, 11 October 2010 11:58 AM
To: Bradley John
Subject: Fwd:
Attachments: cidimage001.png@01C92F65.8EFAC010; ATT00001..htm

Begin forwarded message:

From: Mike Foster [REDACTED]
Date: 11 October 2010 11:42:06 AM GMT+10:00
To: Dan Spiller [REDACTED]

Dan

Releases are currently within river bank

Releases have not reached the designated minor flood levels as determined by the BOM and local councils.

At this stage still very much a minor event. No impact on localised flooding at this stage.

Cheers Mike

Mike Foster

Manager Strategic Relations & Communication

Queensland Bulk Water Supply Authority *trading as Seqwater*

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[REDACTED]

From: Mike Foster [REDACTED]
Sent: Monday, 11 October 2010 12:24 PM
To: Bradley John
Cc: spiller daniel @ SEQWGM; Rob Drury
Subject: Seqwater update as requested
John/Dan

Seqwater operates in accordance with the gazetted flood operations manual

Manual designed to ensure the structural safety of the dam and the mitigate downstream impacts

The process includes advising councils of any impending impacts on their infrastructure (bridges, roads). Current releases have resulted in the closure of bridges in Ipswich and Somerset Regional Council areas including Town Bridges, Savages Crossing and Colleges Crossing.

Wivenhoe

Currently releasing 23,500 ML/day from Wivenhoe.

Releases have not reached the designated minor flood levels as determined by the BOM and local councils. Current releases are within river banks

At this stage still very much a minor event. Any impact on localised flooding, if at all, would be minor.

If further larger releases are required other bridges may be impacted and these include Burtons Bridge, Kholo Bridge and Mt Crosby Weir and Fernvale Bridge in a planned sequence. At this stage it is very unlikely based on current inflows and projected forecasts that Mt Crosby and Fernvale Bridge will be impacted.

North Pine

Four gates currently operating and releasing approx 52,000ML/day. In March this year were releasing almost 40,000 ML/day.

Moreton Regional has been advised and has closed Young's Crossing

All impacted Council have been contacted and advised of current releases by Seqwater prior to releases occurring.

Cheers Mike

Mike Foster
Manager Strategic Relations & Communication
Queensland Bulk Water Supply Authority *trading as* Seqwater



Ph (07) [REDACTED]
Level 3, 240 Margaret St, Brisbane City QLD 4000

1/04/2011

PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

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[REDACTED]

From: Mike Foster [REDACTED]
Sent: Monday, 11 October 2010 12:25 PM
To: Bradley John
Cc: spiller daniel @ SEQWGM
Subject: RE: Flooding

Releases have NOT reached

From: Bradley John [REDACTED]
Sent: Monday, 11 October 2010 12:14 PM
To: Mike Foster
Cc: Spiller Daniel (SEQWGM)
Subject: Flooding

Mike

In your statement below you have a typo – should it be Releases have NOW or NOT reached the designated.....

“Releases have no reached the designated minor flood levels as determined by the BOM and local councils.”

Dan

Can you pls send me through any stuff you have on this (ie. if preparing a note),

John Bradley
Director-General
Department of Environment and Resource Management
Telephone [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Mike Foster [REDACTED]
Sent: Monday, 11 October 2010 12:00 PM
To: Bradley John
Subject: FW:

fyi

From: Mike Foster
Sent: Monday, 11 October 2010 11:42 AM
To: Dan Spiller
Subject:

Dan

1/04/2011

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Cheers Mike

Mike Foster

Manager Strategic Relations & Communication

Queensland Bulk Water Supply Authority *trading as Seqwater*



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3 sheets of A4 paper = 1 litre of water
+-----+

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[REDACTED]

From: Edmonds Rebecca on behalf of Bradley John
Sent: Monday, 11 October 2010 12:36 PM
To: 'Nicole Scurrah'
Cc: [REDACTED] 'Kimberley Gardiner'; Bradley John

Subject: Seqwater update as requested

Good afternoon all

Please find following Seqwater update as requested.

Thanks
John B

From: Mike Foster [REDACTED]
Sent: Monday, 11 October 2010 12:24 PM
To: Bradley John
Cc: spiller daniel @ SEQWGM; Rob Drury
Subject: Seqwater update as requested

John/Dan

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releases occurring.

Cheers Mike

Mike Foster
Manager Strategic Relations & Communication
Queensland Bulk Water Supply Authority *trading as Seqwater*



Ph [REDACTED]
Level 3, 240 Margaret St, Brisbane City QLD 4000
PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

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[REDACTED]

From: Joshua Cooney [REDACTED]
Sent: Tuesday, 12 October 2010 9:30 PM
To: Bradley John

Subject: RE: note comments in the blogs on Development approvals.
this is good to feed in public conscious leading in waterways report card later this month.
Heavy rainfall again a factor this year. Getting a briefing from waterways people tomorrow.

From: Bradley John [REDACTED]
Sent: Tuesday, 12 October 2010 3:27 PM
To: Lane John
Cc: Joshua Cooney
Subject: note comments in the blogs on Development approvals.

<http://www.couriermail.com.au/news/breaking-news/lord-mayor-and-deputy-premier-warn-that-brisbanes-big-wet-could-lead-to-a-repeat-of-the-disastrous-74-floods/comments-e6freonf-1225937571453>

John Bradley
Director-General
Department of Environment and Resource Management
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

+-----+
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3 sheets of A4 paper = 1 litre of water
+-----+

[REDACTED]

From: Lane John
Sent: Wednesday, 13 October 2010 2:39 PM
To: Bradley John
Cc: Cooney Joshua @ Ministerial; Roberts Tony; Wall Terry; Ellwood Dean; Brown Damien; Turner Lynne; Murphy Kelly; Sultmann Sel; Smyth Louise
Subject: RE: Protecting our Coastal Communities Update
John

Will do.

FYI, Dave Robinson has advised the following:

The Rockhampton Regional Council plans to release a DVD *Natural Disasters Happen – Don't be a Statistic* this week.

The video will be available for download from the Council web site. Copies are being posted out to all homes in storm tide threat areas in the Capricorn Coast.

The video advises on how to prepare for cyclones, storm tides, floods and bush fires, and shows the Council storm tide maps (available at http://seamless.rrc.qld.gov.au/Council_Services/Disaster_Management) and a simulation of a storm tide at Kinka Beach.

The Bureau of Meteorology/Department of Community Safety Cyclone Pre-Season Seminar series will be held in Rockhampton tomorrow. (Coastal Unit will not be attending this Seminar)

For your information.

David Robinson
Director, Coastal Unit, Queensland Climate Change Centre of Excellence
Telephone [REDACTED]
www.derm.qld.gov.au

Cheers

John Lane | Director, Environment Planning
Environment and Natural Resource Policy Division
T: [REDACTED]
E: [REDACTED]

Department of Environment and Resource Management
Level 9 400 George Street, Brisbane Q 4000
GPO Box 2454 , Brisbane, QLD 4001

Contact us at www.derm.qld.gov.au

From: Bradley John
Sent: Wednesday, 13 October 2010 2:25 PM
To: Lane John
Cc: Cooney Joshua @ Ministerial; Roberts Tony; Wall Terry; Ellwood Dean; Brown Damien; Turner Lynne
Subject: FW: Protecting our Coastal Communities Update

Hi John

Further to recent discussions re: Queensland Coastal Plan – and approach to Strategic Communications development as per your meeting outcomes recently circulated.

1/04/2011

I wanted to make you aware of the recent paper which went to SDMG from DCS about the POCC work program.

Specifically – note the proposed way forward where DCS intends to start sharing with Local Governments the DEM outcomes so council's can start managing flood evacuation plans.

It is not clear to me from this WHEN DCS intends to provide that info back to relevant Councils.

I realise there might be different time scales (2100 vs short term) involved but the release of this POCC work obviously needs to be carefully integrated into our communications strategy on QCP – both in terms of the sequence of timing and key messages.

Can you pls involve DCS as part of the process you undertake to prepare our comms strategy for QCP?

John Bradley
Director-General
Department of Environment and Resource Management
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Edmonds Rebecca
Sent: Wednesday, 13 October 2010 9:48 AM
To: Bradley John
Subject: Protecting our Coastal Communities Update

Deeg,

As requested...

Bec

Bec Edmonds
Office of the Director-General
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
400 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

[REDACTED]

From: Dan Spiller [REDACTED]
Sent: Wednesday, 13 October 2010 6:19 PM
To: Geoff Stead; Bradley John
Cc: Banks Shelley @ SEQWGM; Dennien Barry @ SEQWGM; coote aleisha @ SEQWGM
Subject: RE: urgent Min request

The releases were not a surprise.

The trigger levels and release procedures are the same as they were when SEQ Water was owned by Councils, and similar to those used to manage inflows in 1999.

Seqwater has been in regular contact with Council officers regarding the releases plans, including a teleconference with Brisbane City Council's emergency team on Sunday. No objections were raised.

We are updating the HIB to include these points.

Dan

-----Original Message-----

From: Geoff Stead [REDACTED]
Sent: Wednesday, 13 October 2010 5:55 PM
To: Dan Spiller; Barry Dennien
Subject: urgent Min request

Can you check urgently whether the rules the dam releases are operating under now are the same as those used under SEq water when it was owned by the council. Thanks Geoff

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Bureau of Meteorology and SEQwater experts agree that Wivenhoe Dam releases will have almost no impact beyond normal high tide levels in the Brisbane River and its feeder creeks today.

In fact, Wivenhoe is protecting low-lying Brisbane suburbs with its flood mitigation capacity.

The dam reduced by one-third the natural flow into the Brisbane River from this week's downpour across the region.

Current releases from Wivenhoe are approximately one-third of what would have naturally come down the river without the dam in place to store flood water.

Releases from Wivenhoe are being made in accordance with the approved flood release manual. This flood management plan is signed off by the Dam Safety Regulator and gazette.

The trigger levels and release procedures are the same as those used by SEQ Water was owned by councils and similar to those used to manage the last multi-gate release in 1999.

Prior to this week's opening of the spill gates at Wivenhoe, SEQwater was in regular contact with Council officers regarding the releases plans, including a teleconference with Brisbane City Council's emergency team on Sunday. No objections to the planned release were raised.

Levels in the Brisbane River today are expected to be within normal expectations on a high tide after a major wet weather event.

From: Geoff Stead [REDACTED]
Sent: Wednesday, 13 October 2010 6:45 PM
To: Stephen Robertson
Cc: Nicole Scurrah; Bradley John; Lance McCallum; Tim Watts; spiller daniel @ SEQWGM; Dennien Barry @ SEQWGM; Lyons Michael @ SEQWGM; coote aleisha @ SEQWGM; Banks Shelley @ SEQWGM; Premiers Office - Media Unit
Subject: draft MR
Attachments: Water-Brisbane-Wivenhoe 131010.docx



Water-Brisbane-Wi
venhoe 131010...

Hi all, this is where I am with the response to Brisbane flooding claims. I believe it should be sent direct to CM from SEQwater. There have been no other media enquiries only a small mention on Ch10 so far.
The same MR could go out more generally if needed in the morning. G

<<Water-Brisbane-Wivenhoe 131010.docx>>

[REDACTED]

From: Megan Saunders [REDACTED]
Sent: Wednesday, 13 October 2010 6:50 PM
To: Geoff Stead; Stephen Robertson
Cc: Nicole Scurrah; Bradley John; Lance McCallum; Tim Watts; spiller daniel @ SEQWGM; Dennien Barry @ SEQWGM; Lyons Michael @ SEQWGM; coote aleisha @ SEQWGM; Banks Shelley @ SEQWGM; Premiers Office - Media Unit

Subject: Re: draft MR

Also would be good to have barry or dan on standby in the am. M

From: Geoff Stead
To: Stephen Robertson
Cc: Nicole Scurrah; Bradley John ; Lance McCallum; Tim Watts; Dan Spiller ; [REDACTED] ; Michael Lyons ; Aleisha Coote ; Shelley Banks ; Premiers Office - Media Unit
Sent: Wed Oct 13 18:45:14 2010
Subject: draft MR

Hi all, this is where I am with the response to Brisbane flooding claims. I believe it should be sent direct to CM from SEQwater. There have been no other media enquiries only a small mention on Ch10 so far. The same MR could go out more generally if needed in the morning. G

<<Water-Brisbane-Wivenhoe 131010.docx>>

[REDACTED]

From: Megan Saunders [REDACTED]
Sent: Wednesday, 13 October 2010 6:47 PM
To: Geoff Stead; Stephen Robertson
Cc: Nicole Scurrah; Bradley John; Lance McCallum; Tim Watts; spiller daniel @ SEQWGM; Dennien Barry @ SEQWGM; Lyons Michael @ SEQWGM; coote aleisha @ SEQWGM; Banks Shelley @ SEQWGM; Premiers Office - Media Unit
Subject: Re: draft MR

Yes thanks geoff. Agree with approach and if possible having min ready to do radio in am. M

From: Geoff Stead
To: Stephen Robertson
Cc: Nicole Scurrah; Bradley John ; Lance McCallum; Tim Watts; Dan Spiller ; [REDACTED] ; Michael Lyons ; Aleisha Coote ; Shelley Banks ; Premiers Office - Media Unit
Sent: Wed Oct 13 18:45:14 2010
Subject: draft MR

Hi all, this is where I am with the response to Brisbane flooding claims. I believe it should be sent direct to CM from SEQwater. There have been no other media enquiries only a small mention on Ch10 so far. The same MR could go out more generally if needed in the morning. G

<<Water-Brisbane-Wivenhoe 131010.docx>>

[REDACTED]

From: Dan Spiller [REDACTED]
Sent: Thursday, 14 October 2010 9:23 AM
To: Bradley John
Subject: FW: are you able to check this for accuracy?

For info.

-----Original Message-----

From: Dan Spiller
Sent: Thursday, 14 October 2010 9:14 AM
To: 'Tim Watts'; Lance McCallum
Cc: Barry Dennien
Subject: RE: are you able to check this for accuracy?

-----Original Message-----

From: Tim Watts [mailto:[REDACTED]]
Sent: Thursday, 14 October 2010 9:00 AM
To: Dan Spiller
Cc: Barry Dennien; Lance McCallum
Subject: are you able to check this for accuracy?

Dan...

The dam safety regulator does not undertake flood modelling - its main role is to assess and manage the risk of catastrophic dam failure. This means ensuring that dams can pass floods without collapsing.

BOM is the point of truth - and public notification - for flood modelling as they have the best information about rainfall and tides. Seqwater provides information on releases to BOM, as one of the inputs to modelling and flood notifications.

BOM modelling predicts that today's high tide (just before 2:30) will be lower than yesterday's high tide. If this prediction is correct, there would not be flooding.

BOM modelling takes

into account the impact of releases from Wivenhoe. However, there are many variables which are hard to quantify and might impact on the actually water level at high tide:

- Around half the catchment of the Brisbane R is below Wivenhoe dam, and it is difficult to precisely predict run-off from this part of the catchment
- The actual height that the tide reaches can vary with onshore wind and other factors

- Wivenhoe is 200km away from the mouth of the river and there are a lot of environmental variables

Council undertakes its own flood modelling. Some differences in the predictions of these kind of models is normal, as there are so many variables. Issuing flood warnings is a council responsibility and this is why BCC does their own flood modelling.

The Flood Manual that governs the release of water from Wivenhoe was put together in consultation with councils and State agencies.

While the drinking water storage part of Wivenhoe is 100% full, the flood storage part is about one third full. Wivenhoe contains 500 000ML of flood water that must be released - this is more than North Pine, Maroon and Hinze Dam put together. Failure to release flood water from Wivenhoe puts Brisbane at greater risk of significant flooding - particularly with more rain predicted to be on the way. It should not be forgotten that the 1974 floods occurred after two significant rain events close together.

Tim Watts
Policy Advisor

Office of the Minister for Natural Resources, Mines and Energy and Minister for Trade
Phone: [REDACTED]
Mobile: [REDACTED]
Fax: [REDACTED]

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From: Barry Dennien [REDACTED]
Sent: Thursday, 14 October 2010 10:17 AM
To: Bradley John; spiller daniel @ SEQWGM; Lyons Michael @ SEQWGM; Geoff Stead; Tim Watts; Ken Smith (ken.smith@premiers.qld.gov.au); Denner Scott @ SEQWGM
Subject: FW: Tide levels in Brisbane [SEC=UNCLASSIFIED]

Guys

Good news we are on track to meet the forecast lower level in the river today.

Barry

From: Jeff Perkins [REDACTED]
Sent: Thursday, 14 October 2010 10:12 AM
To: Barry Dennien
Cc: [REDACTED] Peter Baddiley
Subject: Tide levels in Brisbane [SEC=UNCLASSIFIED]

Hi Barry,

The URL below will take you to the latest version of the attached image showing the tide level at the Brisbane City gauge. We have provided access to our model results to SEQWATER flood operations centre and I suggest that if you wish to see the results then I would talk with the current duty engineer which I think is John Tibaldi.

From my perspective the measured tides are matching well with the flood model predictions.

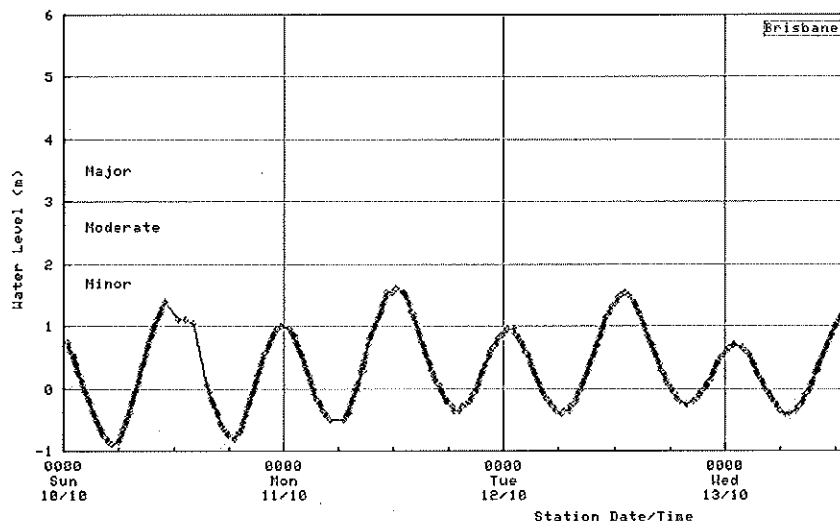
cheers

Jeff

Jeff Perkins
 Supervising Hydrologist
 Seasonal Streamflow Forecasting, Extended Hydrological Prediction
 Climate and Water Division

Australian Government Bureau of Meteorology
 Level 21, 62 Ann Street QLD 4001
 Phone: [REDACTED]

<http://www.bom.gov.au/fwo/DQ65389/DQ65389.540198.plt.shtml>



Australian Government Bureau of Meteorology

Jeff Perkins
 Supervising Hydrologist
 Seasonal Streamflow Forecasting, Extended Hydrological Prediction
 Climate and Water Division

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 Level 21, 62 Ann Street QLD 4001
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From: Robson Chris
Sent: Thursday, 14 October 2010 1:50 PM
To: Williams Lynette; Reilly Bob
Cc: Hogan Stephenie; Bradley John; Wall Terry; Elkwood Dean
Subject: RE: Prem

Most appropriate contact for the development of the protocol is Bob Reilly (and Peter Allen) - he attended this morning's meeting referred to below in Ken's email and also right now with Minister Robertson and the water entities, on basis of his role as dam safety regulator.

Chris Robson
 Deputy Director-General
 Water and Corporate Services
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Level 13, 400 George Street, Brisbane QLD 4000
 GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Williams Lynette
Sent: Thursday, 14 October 2010 1:41 PM
To: Robson Chris
Cc: Hogan Stephenie; Bradley John
Subject: FW: Prem

Hi Chris

Steph took a call from Bruce on this a few minutes ago.

For the moment Bruce has WEO as the immediate contacts until we advise the most appropriate contact

Ta
 Lynette

From: Ken Smith [REDACTED]
Sent: Thursday, 14 October 2010 1:14 PM
To: 'Megan Saunders'; Nicole Scurrah; Chris Taylor
Cc: Bradley John; 'Jim McGowan'; 'Bruce Grady'
Subject: RE: Prem

Yes of course. I will get John Bradley and Jim McGowan to work with the water authorities to finalise, based on an assessment of this and previous incidents.

John...Can you work with DCS, more specifically EMQ's Bruce Grady on protocol which should specifically cover the incident we have been dealing with on SEQ Water/Council. Might also cover or relate to other disaster related incidents.

Happy to discuss.

Regards

Ken Smith
 Director-General
 Department of the Premier and Cabinet
 Phone [REDACTED]
 Mobile [REDACTED]
 Email: [REDACTED]

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From: Megan Saunders [REDACTED]
Sent: Thursday, 14 October 2010 1:08 PM
To: Ken Smith; Nicole Scurrah; Chris Taylor
Subject: Prem


Prem was quoted on radio saying there needed to be a protocol...can we action?

From: Ken Smith [REDACTED]
Sent: Thursday, 14 October 2010 12:55 PM
To: Nicole Scurrah; Chris Taylor; Megan Saunders
Subject: FW: Brisbane River Flood Models

See confirmation of results from the technical meeting this morning, involving BCC, SEQ Water and BOM.

Regards

Ken Smith
Director-General
Department of the Premier and Cabinet
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]


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From: Peter Borrows [mailto:[REDACTED]]
Sent: Thursday, 14 October 2010 12:29 PM
To: Ken Smith; Dennien Barry; Reilly Bob; Allen Peter
Subject: Brisbane River Flood Models

FYI

Regards, Peter.

Peter Borrows
Chief Executive Officer
Queensland Bulk Water Supply Authority *trading as Seqwater*

 cid:image003.png@01C80654.C2


Ph [REDACTED]
 Level 3, 240 Margaret St, Brisbane City QLD 4000
 PO Box 16146, City East QLD 4002
 Website | www.seqwater.com.au


From: Rob Drury
Sent: Thursday, 14 October 2010 12:25 PM
To: Peter Borrows
Subject: FW: Discussions from this morning

Peter,
 Comments as per this morning.

Rob

Robert Drury
Dam Operations Manager
Water Delivery
Queensland Bulk Water Supply Authority *trading as Seqwater*

 Seqwater_No-Lifeguards-Here_email_strap

 cid:image001.png@01CA24E1.B1

Ph [REDACTED]
 Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia
 PO Box 37, Fernvale QLD 4306
 Website | www.seqwater.com.au

From: Rob Drury
Sent: Thursday, 14 October 2010 11:42 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Discussions from this morning


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From: Bruce Grady [REDACTED]
Sent: Thursday, 14 October 2010 2:04 PM
To: Bradley John
Cc: Jim McGowan
Subject: FW: Prem
Follow Up Flag: Follow up
Flag Status: Completed

John, I understand you are in Nth Qld. Following Kens e-mail and phone call I have spoken to your office and arrangements are in place to talk with Chris Robson to progress this. We will set up an urgent meeting including the BoM to develop a position and then engage with BCC (Ken has spoken with Colin Jensen). The objective will be to establish a set of arrangements that will require a level of engagement and agreement by the key players around the risk and its consequence and the nature of the public warnings/announcements required. I will keep you posted of any developments.

Regards

Bruce Grady
 A/Chief Officer
 Emergency Management Queensland

telephone [REDACTED]
 mobile [REDACTED]
 fax [REDACTED]

From: Ken Smith [REDACTED]
Sent: Thursday, 14 October 2010 1:14 PM
To: 'Megan Saunders'; Nicole Scurrah; Chris Taylor
Cc: 'Bradley John'; Jim McGowan; Bruce Grady
Subject: RE: Prem

Yes of course. I will get John Bradley and Jim McGowan to work with the water authorities to finalise, based on an assessment of this and previous incidents.

John...Can you work with DCS, more specifically EMQ's Bruce Grady on protocol which should specifically cover the incident we have been dealing with on SEQ Water/Council. Might also cover or relate to other disaster related incidents.

Happy to discuss.

Regards

Ken Smith
 Director-General
 Department of the Premier and Cabinet
 Phone [REDACTED]
 Mobile [REDACTED]
 Email: [REDACTED]

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Sent: Thursday, 14 October 2010 12:55 PM
To: Nikole Scurrah; Chris Taylor; Megan Saunders
Subject: FW: Brisbane River Flood Models

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Regards

Ken Smith
 Director-General
 Department of the Premier and Cabinet
 Phone [REDACTED]
 Mobile [REDACTED]
 Email: [REDACTED]

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FYI

1/04/2011

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Chief Executive Officer
Queensland Bulk Water Supply Authority trading as Seqwater



Ph [REDACTED]
Level 3, 240 Margaret St, Brisbane City QLD 4000
PO Box 16146, City East QLD 4002
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☒ cid:image001.png@01CA24E1.BE

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From: Ken Smith
Sent: Thursday, 14 October 2010 1:14 PM
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Cc: Bradley John; 'Jim McGowan'; 'Bruce Grady'
Subject: RE: Prem

Follow Up Flag: Follow up

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Ken Smith
 Director-General
 Department of the Premier and Cabinet
 Phone
 Mobile
 Email:

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 Chief Executive Officer
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Ph
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 Website | www.seqwater.com.au

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1/04/2011

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Ph [REDACTED]
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Sent: Thursday, 14 October 2010 11:42 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Discussions from this morning

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 Water Delivery
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☒ cid:image001.png@01CA24E1.B1

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From: Robson Chris
Sent: Thursday, 14 October 2010 2:45 PM
To: Reilly Bob; Williams Lynette
Cc: Hogan Stephenie; Bradley John; Wall Terry; Ellwood Dean
Subject: RE: Prem
Bob

I understand this to be about information and organisational and public communication re flood modelling and predicted impacts on property and community activities and assets.

I expect Mike Shapland from EMQ will have or will shortly be contacting you to initiate the process re the protocol. You may need to involve John Ruffini given his team's role in the flood operations centre.

Chris Robson
Deputy Director-General
Water and Corporate Services
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Level 13, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Reilly Bob
Sent: Thursday, 14 October 2010 2:16 PM
To: Robson Chris; Williams Lynette
Cc: Hogan Stephenie; Bradley John; Wall Terry; Ellwood Dean
Subject: RE: Prem

Hi everyone

The Minister also raised the desirability of the protocol.

I am happy to get work underway—but should it focus on the flooding issue or have a wider focus—see Ken Smith's email below.

Thanks

Bob

Bob Reilly
General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Lvl 3 41 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Robson Chris
Sent: Thursday, 14 October 2010 1:50 PM
To: Williams Lynette; Reilly Bob
Cc: Hogan Stephenie; Bradley John; Wall Terry; Ellwood Dean
Subject: RE: Prem

Most appropriate contact for the development of the protocol is Bob Reilly (and Peter Allen) - he attended this morning's meeting referred to below in Ken's email and also right now with Minister Robertson and the water entities, on basis of his role as dam safety regulator.

Chris Robson
Deputy Director-General
Water and Corporate Services
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Level 13, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

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From: Williams Lynette
Sent: Thursday, 14 October 2010 1:41 PM
To: Robson Chris
Cc: Hogan Stephenie; Bradley John
Subject: FW: Prem

Hi Chris

Steph took a call from Bruce on this a few minutes ago.

For the moment Bruce has WEO as the immediate contacts until we advise the most appropriate contact

Ta
Lynette

From: Ken Smith [REDACTED]
Sent: Thursday, 14 October 2010 1:14 PM
To: 'Megan Saunders'; Nicole Scurrah; Chris Taylor
Cc: Bradley John; 'Jim McGowan'; 'Bruce Grady'
Subject: RE: Prem

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Regards

Ken Smith
Director-General
[Department of the Premier and Cabinet](#)
Phone [REDACTED]
Mobile [REDACTED]
Email: [REDACTED]

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☒ Seqwater_No-Lifeguards-Here_email_strap

☒ cid:image001.png@01CA24E1.8E

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 PO Box 37, Fernvale QLD 4306
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Cc: [REDACTED]
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From: Reilly Bob
Sent: Friday, 15 October 2010 7:25 AM
To: Bradley John
Cc: Robson Chris; Ellwood Dean
Subject: FW: Letter to Lord Mayor regarding possible flooding in Brisbane.docx

Attachments: Letter to Lord Mayor regarding possible flooding in Brisbane.docx



Letter to Lord
Mayor regarding...

Hi John

A copy of the draft Premier's letter is attached.

I have organised a meeting for 8am today comprising ourselves, Emergency Management, Grid Manager, Seqwater, Bureau of Meteorology and Premiers.

Given the timings in the Premier's draft letter, we are going to work up a draft protocol (Emergency Management has already started work on it), so that it is ready for discussions with Brisbane City Council early next week.

Regards

Bob

Bob Reilly
General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management Lvl 3 41 George Street, Brisbane Q
4000 GPO Box 2454, Brisbane Q 4001 -----Original Message-----

For reply please quote: ODDGG/PV – TF/10/ - DOC/10/

The Right Honourable Lord Mayor
Councillor Campbell Newman
Office of the Lord Mayor
GPO Box 2287
BRISBANE QLD 4001

Dear Campbell

I refer to recent advice to the Brisbane community in relation to the possible flooding impacts associated with the release of water from the Wivenhoe Dam.

Regrettably, when the community is in need of important information that effects their wellbeing, conflicting institutional advice, such as differential flood modelling by SEQ Water, the Bureau of Meteorology and the Brisbane City Council, is of great concern.

As you are aware, as we move to a La Nina weather pattern, there is likely to be significant rainfall across Queensland including southeast Queensland, over the summer months. This may be exacerbated by cyclones which have the potential to disperse huge volumes of water in very short periods of time.

I therefore believe it is important to develop a Protocol between the State Government and the Brisbane City Council to ensure a process for the development of consistent and robust information which the community will rely upon in times of such emergencies. Accordingly, I seek your urgent nomination of a senior officer to work with the Department of Community Safety (Emergency Management Queensland), the Department of Environment and Resource Management, SEQ Water, the Bureau of Meteorology and other water entities to develop and finalise the Protocol.

I expect this group to meet early next week and provide a draft Protocol for our consideration by the end of next week. Should you or your officers require further information, please contact Mr Ken Smith, Director-General, Department of the Premier and Cabinet on [REDACTED]

Yours sincerely

ANNA BLIGH MP
PREMIER OF QUEENSLAND

From: Bruce Grady [REDACTED]
Sent: Friday, 15 October 2010 7:11 AM
To: Bradley John
Subject: Re: Prem

John, There is a meeting with your people and the BoM at 8.00 this morning. Everything is going fine. I will drop you a copy of a draft letter from the Premier to the Lord Mayor. Spoke to Ken last night and we will hold any direct engagement with BCC until the letter has gone. Thanks

Bruce Grady
 A/Chief Officer
 Emergency Management Queensland
 Department of Community Safety
 Mob: [REDACTED]
 Ph: [REDACTED]
 Sent via Blackberry

From: Bradley John [REDACTED]
Sent: Friday, October 15, 2010 07:05 AM
To: Bruce Grady
Cc: Jim McGowan; Robson Chris [REDACTED] Reilly Bob
 [REDACTED] Dennien Barry @ SEQWGM [REDACTED]
Subject: RE: Prem

Bruce

Thanks for your advice on this and for getting this underway.

I will touch base with Chris Robson and Bob Reilly later in the day for an update but if you see any issues of concern, please don't hesitate to contact me- particularly if any engagement issues with BCC or water entities.

regards

John Bradley
 Director-General
 Department of Environment and Resource Management
 Telephone: [REDACTED]
 Email: [REDACTED]
 www.derm.qld.gov.au

Department of Environment and Resource Management
 400 George Street, Brisbane Q 4000
 GPO Box 2454, Brisbane Q 4001

From: Bruce Grady [REDACTED]
Sent: Thursday, 14 October 2010 2:04 PM
To: Bradley John
Cc: Jim McGowan
Subject: FW: Prem

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To: Nicole Scurrah; Chris Taylor; Megan Saunders
Subject: FW: Brisbane River Flood Models

See confirmation of results from the technical meeting this morning, involving BCC, SEQ Water and BOM.

Regards

Ken Smith
Director-General
Department of the Premier and Cabinet
Phone
Mobile
Email:

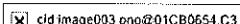
Tomorrow's Queensland: strong, green, smart, healthy and fair - www.towardQ2.qld.gov.au
Please consider the environment before printing this email (3 sheets of paper = 1 litre of water)

From: Peter Borrows
Sent: Thursday, 14 October 2010 12:29 PM
To: Ken Smith; Dennien Barry; Reilly Bob; Allen Peter
Subject: Brisbane River Flood Models

FYI

Regards, Peter.

Peter Borrows
Chief Executive Officer
Queensland Bulk Water Supply Authority trading as Seqwater



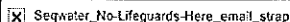
Ph
Level 3, 240 Margaret St, Brisbane City QLD 4000
PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

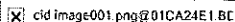
From: Rob Drury
Sent: Thursday, 14 October 2010 12:25 PM
To: Peter Borrows
Subject: FW: Discussions from this morning

Peter,
Comments as per this morning.

Rob

Robert Drury
Dam Operations Manager
Water Delivery
Queensland Bulk Water Supply Authority trading as Seqwater





Ph
Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia
PO Box 37, Fernvale QLD 4306
Website | www.seqwater.com.au

From: Rob Drury
Sent: Thursday, 14 October 2010 11:42 AM
To:
Cc:
Subject: Discussions from this morning

As we discussed this morning, we agreed on the following points

- Brisbane City Council, Seqwater and the Bureau of Meteorology do not have any disagreement on the technical assessment of river levels or models to determine those levels
- Results of those assessments do not show that there should be any flooding in the Brisbane area however Brisbane City Council have undertaken precautionary actions to ensure procedures are in place in case of any unexpected impacts
- BCC, Seqwater and the BoM are continuing sharing of data and information and will continually improve this for future events.

Rob

Robert Drury
 Dam Operations Manager
 Water Delivery
 Queensland Bulk Water Supply Authority trading as Seqwater

☒ Seqwater_No-Lifeguards-Here_email_strip

☒ cid:image001.png@01CA24E1.BC

Ph [REDACTED]
 Wivenhoe Dam, Brisbane Valley Highway, via Fernvale Q4306 Australia
 PO Box 37, Fernvale QLD 4306
 Website | www.seqwater.com.au

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+-----+
 Think B4U Print

1 ream of paper = 64 of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water
 +-----+

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From: Reilly Bob
Sent: Friday, 15 October 2010 11:50 AM
To: Bradley John; Ellwood Dean
Cc: Robson Chris
Subject: FW: Outcomes of Flood Information/Communications Protocol meeting of 15 October 2010

Hi John, Dean

Outcomes of today's meeting on the flood information/communication protocol are below.

The consensus of the group was that the flow of technical information between the various agencies (including the Council) is working alright, but that there is an issue around communication strategies/protocols.

Regards

Bob

Bob Reilly
General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Lvl 3 41 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Reilly Bob
Sent: Friday, 15 October 2010 10:24 AM
To: [REDACTED]

Cc: Allen Peter; [REDACTED]
Subject: Outcomes of Flood Information/Communications Protocol meeting of 15 October 2010

Hi everyone

Attendees: DERM, Seqwater, SEQ Grid Manager, DPC, BOM, Police, Emergency Management Queensland

Outcome of the meeting were:

1. DPC (Brad Smith) will seek direction on whether the protocol should cover all Councils affected by releases from Wivenhoe dam, and whether the focus should be solely on Wivenhoe releases or flooding more generally. Brad will also advise when the Premier's letter is sent and provide an electronic copy of it to the people in this email group.
(Subsequently, Brad has advised that: all councils affected by Wivenhoe releases should be covered, and that the protocol should only cover releases from Wivenhoe, not flooding generally)
2. BOM (Peter Baddiley) will advise whether BOM wishes to be a signatory to the protocol, or whether their role will be primarily described in an Appendix. Drafting of the protocol will proceed on the basis that it will be primarily in an Appendix.

3. EMQ (Mike Shapland/Irina Stankovska) will draft the protocol. They will circulate a revised version by 1pm Friday (15 October 2010), with comments back to EMQ by 1pm Monday (18 October 2010). EMQ will then circulate a revised draft Monday (18 October 2010) afternoon for discussion at the group's next meeting at 8am on Tuesday 19 October 2010.

Next meeting: Floor 3 Mineral House Conference Room, 8am, 19 October 2010. (The meeting's aim will be to refine the draft protocol so that it is sufficiently advanced for discussion with Council(s) on 20 October 2010, if needed).

(Please circulate these minutes to other members of your organisation, as appropriate. Please note that I will not be in the office on Monday 18 October 2010, but any queries can be directed to Peter Allen)

Thanks for coming at short notice and a special thanks to Irina/Mike for having a draft protocol for us to make some preliminary comments on at today's meeting.

Bob

Bob Reilly
General Manager, Office of the Water Supply Regulator

Telephone: [REDACTED]

Email: [REDACTED]

www.derm.qld.gov.au

Department of Environment and Resource Management
Lvl 3 41 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Reilly Bob
Sent: Tuesday, 19 October 2010 5:18 PM
To: Robson Chris; Bradley John
Subject: FW: Protocols - final drafts
Attachments: Protocol_Release of water from dams (2).doc; Protocol_Weather related events.doc
 Hi Chris, John

Previously, I mentioned that a draft protocol would be available for review/comments on late Tuesday. The attached draft has been prepared by Emergency Management Queensland (EMQ) with input from a range of agencies. As EMQ has apparently been asked to provide a copy to Ken Smith this evening, I have attached a copy for your information/comment. Please note that it covers both Wivenhoe and Somerset dams, rather than just Wivenhoe. This is because the dams are operated as one system, and Somerset Council would also wish to see the arrangements for Somerset as that dam's flood release operations directly affects them. (John—the last Appendix covers the form we discussed last Friday. I think it needs some more work, but please let me know if we are on the right track or not).

So far, the councils have not advised us of their representatives so that we can negotiate the draft with them.

Separately, Ken Smith has apparently asked EMQ to start work on a wider protocol covering all SEQ councils and all weather-related events. A draft of that is also attached. DPC is unclear whether it will ultimately subsume the one for Wivenhoe/Somerset dams, but we are currently working on the assumption that it will not.

Bureau of Meteorology is still deciding whether it wishes to be a signatory through their Minister to one or both protocols.

Regards

Bob

Bob Reilly
 General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Lvl 3 41 George Street, Brisbane Q 4000
 GPO Box 2454, Brisbane Q 4001

From: Michael Shapland [REDACTED]
Sent: Tuesday, 19 October 2010 5:32 PM
To: Irina Stankovska; [REDACTED] Dennien Barry @
 SEQWGM; Reilly Bob; [REDACTED] Denner Scott @ SEQWGM; Rob Drury;
 [REDACTED] Dennien Barry @ SEQWGM; [REDACTED] Allen Peter; Bruce
 Grady
Cc: [REDACTED]
Subject: Protocols - final drafts

Please find attached two draft protocols on the issue of communication of,
 • A flooding information from releases - Wivenhoe and Somerset Dams,
 • B natural hazards affecting the community.

Final checks will be made here this afternoon.

Mike

Mike Shapland MBE | Director, Disaster Management
 Emergency Management Queensland | Department of Community Safety
 Level 3, Block E, Emergency Services Complex, Kedron, Queensland
T: [REDACTED]

From: Irina Stankovska
Sent: Monday, 18 October 2010 17:30
To: Michael Shapland; [REDACTED] Scott Denner; Rob Drury;
 [REDACTED] com.au; Reilly Bob; [REDACTED]
Cc: [REDACTED]
Subject: Release of Water from Wivenhoe Dam' protocol - final draft

Good Afternoon Gentlemen

Please find attached the final draft of the 'Release of Water from Wivenhoe Dam' protocol, for tomorrow's meeting.

Kind Regards

Irina Stankovska | A/Program Officer (SDCG, DDMG & LDMG) | Disaster Management Governance Unit |
 Emergency Management Queensland | Department of Community Safety | [REDACTED]
 | GPO Box 1425 BRISBANE QLD 4001 | State Disaster Management Group Email: [REDACTED]
 | State Disaster Coordination Group Email: [REDACTED] A
 Please consider the environment before printing this e-mail |

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 All reasonable precautions will be taken to respect the privacy of individuals

Protocol for the communication of flooding information from releases - Wivenhoe and Somerset Dams

OBJECTIVE

The purpose of this protocol is to outline the processes to be followed by the Brisbane, Ipswich and Somerset Councils, relevant Queensland Government agencies, South East Queensland Water and the Bureau of Meteorology, which will ensure the provision of consistent and robust information to the community, concerning potential flooding impact during release of floodwater from Wivenhoe and Somerset Dams.

The intent is to ensure that consistent, harmonised information, based on an agreed single point of truth, is communicated to the public in a way that contributes to disaster resilient communities.

BACKGROUND

Wivenhoe Dam controls only half of the Brisbane River catchment above Brisbane City. Other factors will influence inundation levels from the river.

The operational strategy for water release from Wivenhoe and Somerset Dams is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe and Somerset Dams are based on sound engineering principles, which ascertain the structural safety of the dam while minimising downstream impacts.

In the event of a major impact on communities, whole-of-government disaster management arrangements in Queensland ensure the collaborative and effective coordination of planning, services, resources and information for all hazards. The Queensland arrangements are based on disaster management groups at local, district and state level, supported by disaster coordination centres.

Local, district and state disaster management and hazard-specific plans document how a community or group intends to deal with disasters. They outline arrangements and structures for disaster management, or the hazard, identify the need for appropriate resourcing, and provide direction on coordination and communications.

This protocol adds to such plans by outlining specific arrangements necessary when advice to the community needs to be based on technical assessments from hazard-specific primary agencies, and other complementary stakeholders across differing levels of government.

GENERAL DECISION MAKING - GUIDING PRINCIPLES

- Protection of public safety is paramount throughout both the Flood Mitigation Manual and this Protocol;
- The Flood Mitigation Manual is used to determine how Wivenhoe and Somerset Dams will be operated during flood events;
- Public inconvenience is a legitimate consideration of any risk assessment;
- Agreed regular communications within government and to the public, in relation to the impacts of floodwater releases from Wivenhoe Dam, are essential;
- Decision-making chains regarding the communications strategy and disaster management should remain flexible;
- If the flood release strategies are followed, then the Queensland Government, rather than the dam owner, assumes legal liability for any consequences.

PROCESS OF COMMUNICATION

There are three stages in the process of communication

- Technical assessment
- Activation of Disaster Management Arrangements
- Public communications

Technical Assessment

The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (human safety and property damage) from the releases.

A fundamental principle is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe or Somerset Dam. This ensures the dams can cope with closely spaced major rain events.

The process is as follows:

1. Routine monitoring of weather events and dam levels by relevant agencies via established systems and procedures;
2. The Bureau of Meteorology (BoM) provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood). In the event of heavy rain and runoff in the Wivenhoe and/or Somerset Dam catchments, BoM and the Queensland Bulk Water Supply Authority (Seqwater) discuss modelled inflows to Wivenhoe and/or Somerset Dam and downstream flood levels.
3. Seqwater discusses and models implications of the necessary water release from Wivenhoe Dam and/or Somerset Dam in accordance with the Flood Mitigation Manual.
4. Seqwater calculates the releases according to dam levels and predicted weather events.
5. BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqwater advice of actual and projected Wivenhoe Dam and/or Somerset Dam releases when these are, or are expected, to occur.

6. BoM participates in technical discussions with Seqwater, Brisbane City Council, Ipswich City Council and Somerset Regional Council as necessary, to share modelling results and establish agreement on predicted flood levels and timing, to be released to the public in Flood Warnings.
7. Councils identify flood inundation areas and assess impacts for their communities.
8. Following agreement, Seqwater advises the SEQ Water Grid Manager of the results, according to their Emergency Response Plan.

If, during this continuous process, there is agreement that the situation is likely to result in significant public safety issues, the SEQ Water Grid Manager will coordinate the production of a joint Technical Situation Report (TSR) - appendix C.

Activation of Disaster Management Arrangements

Once the TSR has been issued, the Disaster Management arrangements will be activated in the following way:

1. SEQ Water Grid Manager will alert the Director-General (DG) of the Department of Community Safety (DCS), DG DERM, and the local governments;
2. DG DCS will inform the State Disaster Management Group (SDMG), and it will activate the State Disaster Coordination Centre (SDCC);
3. Councils will activate their Local Disaster Management Groups (LDMGs);
4. The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs);
5. The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the *Disaster Management Act 2003*;
6. DG DERM will inform the Ministers for Natural Resources, Mines and Energy;
7. In the case of a disaster event, the Crisis Communications Network, chaired by the Department of Premier and Cabinet (DPC), may be activated at the direction of the SDMG Chair to coordinate public messaging agreed by BoM, Seqwater, SEQ Water Grid Manager, QPS, relevant Councils and DCS as per this protocol.

Public Communications Issues

SEQ Water Grid Communications Unit will coordinate the input and liaise with the following, or their representatives over public safety messages (depending on the severity of the event):

- BoM;
- Seqwater;
- Councils' Media Directors.
- QPS Media Director; and

- DCS Media Director.

The BoM, Seqwater and Local Governments are to maintain continual discussions, to ensure that conflicting predictions are not released to the public at any time. Where differences arise, officers of the agencies concerned will liaise and consult to ensure that the information released to the public by all agencies is consistent. Before the information is released to the public, it must be ascertained that agencies share technical information and agree in principle not to differ. Agencies must exchange public releases.

After confirmation, harmonised public communications messages will be released by agreed spokesperson from the following agencies:

- **SEQ Water Grid Manager** - concentrating on the technical aspects of release timings and duration of effects. SEQ Water operational staff are to ensure that technical information is communicated to the SEQ Water Grid Emergency Response Team (if activated) and the SEQ Water Grid Communications Unit;
- **Bureau of Meteorology** - concentrating on Flood Warnings which are widely disseminated to the BoM website, agencies and the media. BoM also participates in media (radio, television, newspaper) interviews to provide factual information regarding observed and forecast weather conditions, rainfalls and water levels;
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of release and safety for residents;
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on uniting front and filtering consistent information to media and agencies concerned.

Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timings of media releases will be dependent on the event and may range from once a day to once an hour.

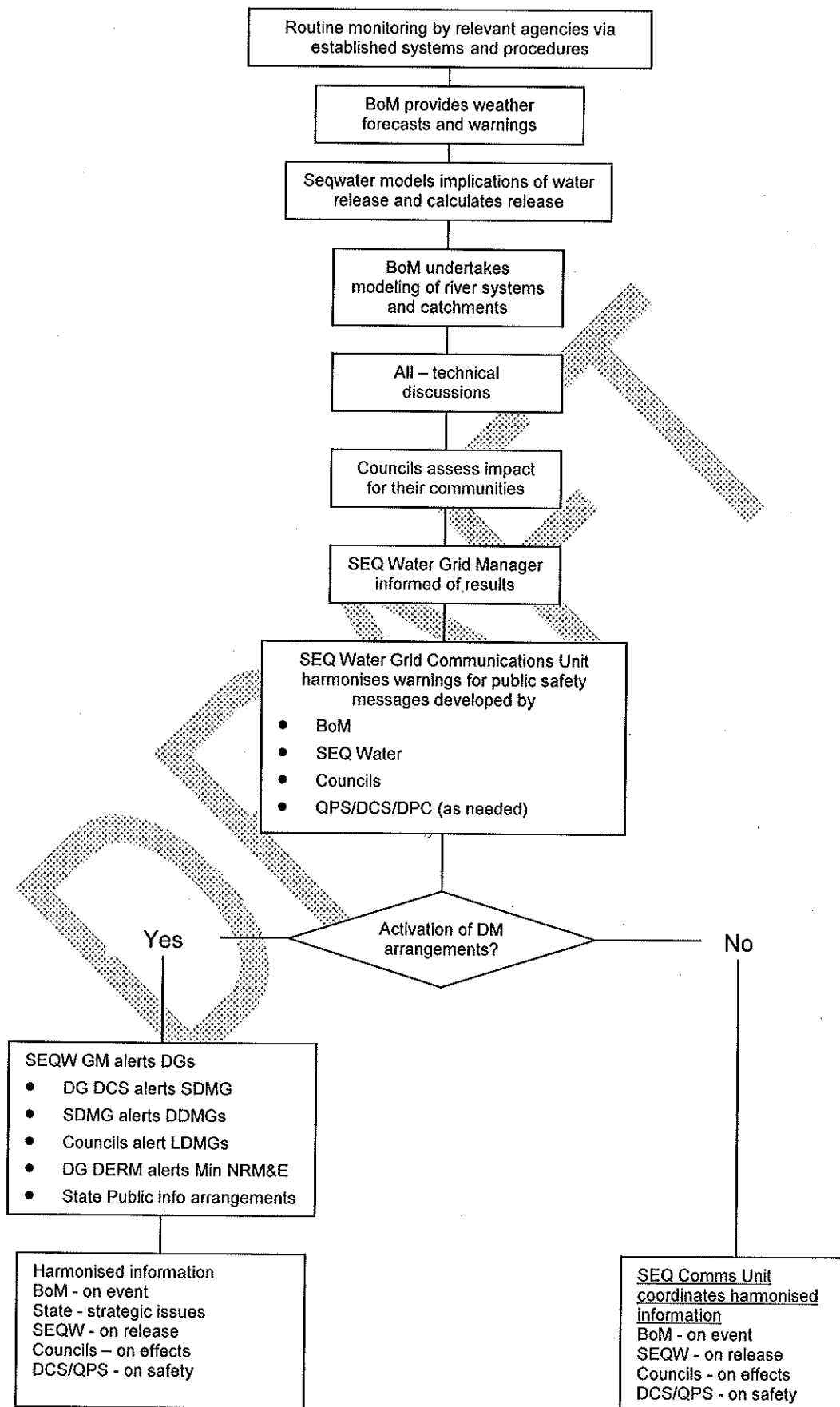
Questions from the Public

All questions from the public should be directed to the relevant local government. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager Communications Unit. Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational floodwater release does not occur, under DDMG arrangements.

Release of water from Wivenhoe and Somerset Dams



ROLES AND RESPONSIBILITIES

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Seqwater (Queensland Bulk Water Supply Authority) operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.
- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

Appendix C

Technical Situation Report
Flood Mitigation Dams

Bureau of Meteorology
Statement

--

Signature

Date

Time

Seqwater
Statement

--

Signature

Date

Time

Local Government
Statement

--

Signature

Date

Time

[REDACTED]

From: Bruce Grady [REDACTED]
Sent: Tuesday, 19 October 2010 5:39 PM
To: Ken Smith
Cc: Bradley John
Subject: Protocol/s
Attachments: Protocol_Release of water from dams (2).doc; Protocol_Weather related events.doc
Ken

Attached are two draft protocols. One is specific to the release of water from Somerset/Wivenhoe and relates to Somerset, Ipswich and Brisbane Councils. The second is a more general version applicable to a range of risks/hazards but based on the same principles. The second also has as an Appendix the Somerset/Wivenhoe scenario as an example of a specific threat attached to the general protocol.

There is some tidying up for the second document as there is some repetition but I think they cover off on the key issues.

The documents have been produced by a team with reps from DERM, BoM, DPC, SEQWater, QPS and EMQ.

The team is on standby to meet again tomorrow should there be feedback requiring further amendment. Many thanks to John for the input and guidance from the DERM team.

Let me know any feedback which we can incorporate in the final draft. Propose to have a final consultation draft by tomorrow. Guidance on how you would like to progress consultation would be appreciated

Regards

Bruce Grady
A/Chief Officer
Emergency Management Queensland

[REDACTED]

telephone: [REDACTED]
mobile: [REDACTED]
fax: [REDACTED]

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Protocol for the communication of flooding information from releases - Wivenhoe and Somerset Dams

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8. Following agreement, Seqwater advises the SEQ Water Grid Manager of the results, according to their Emergency Response Plan.

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Public Communications Issues

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- QPS Media Director; and

- DCS Media Director.

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- **Department of Premier and Cabinet (extreme events only)** - concentrating on uniting front and filtering consistent information to media and agencies concerned.

Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timings of media releases will be dependent on the event and may range from once a day to once an hour.

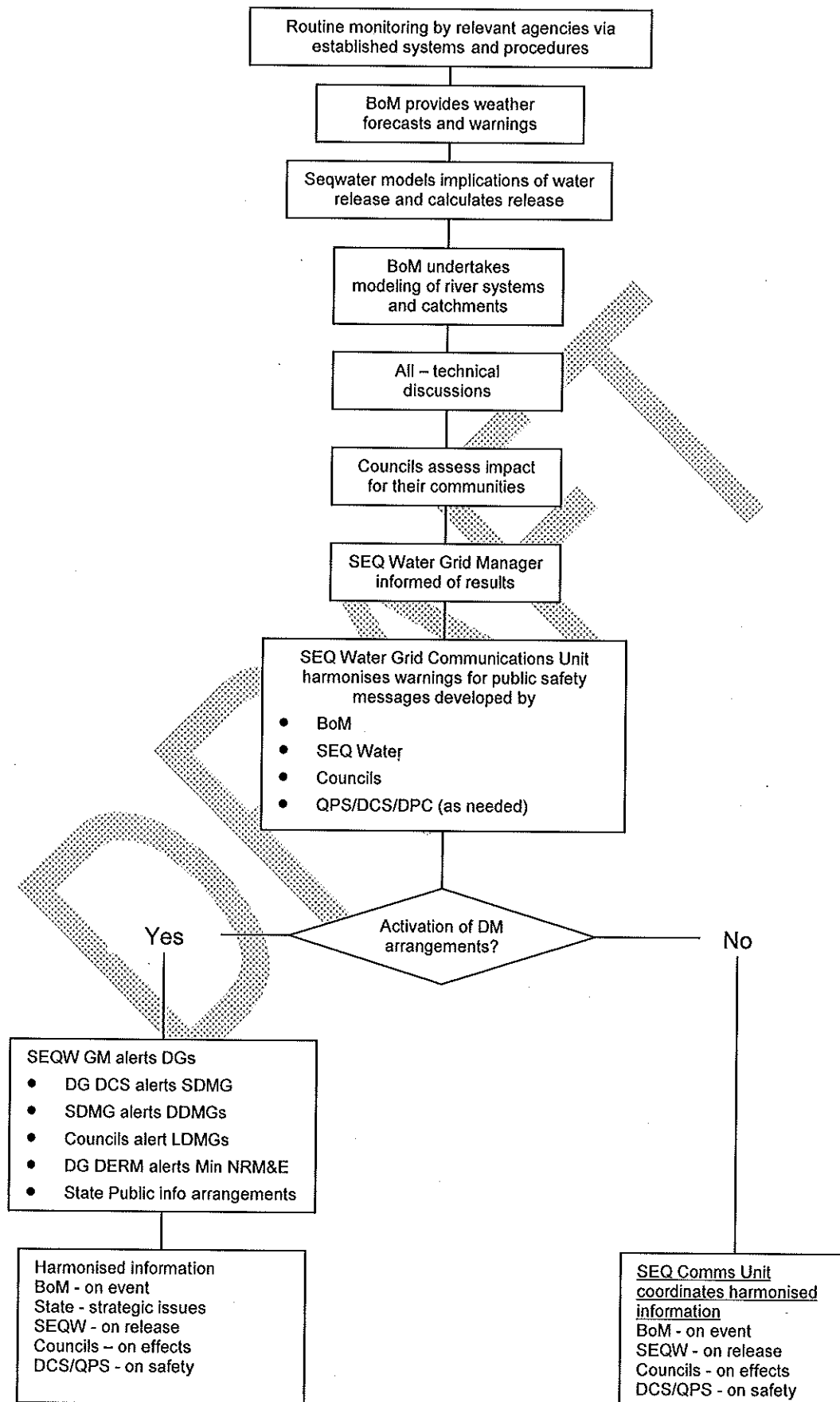
Questions from the Public

All questions from the public should be directed to the relevant local government. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager Communications Unit. Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational floodwater release does not occur, under DDMG arrangements.

Release of water from Wivenhoe and Somerset Dams



ROLES AND RESPONSIBILITIES

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Seqwater (Queensland Bulk Water Supply Authority) operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

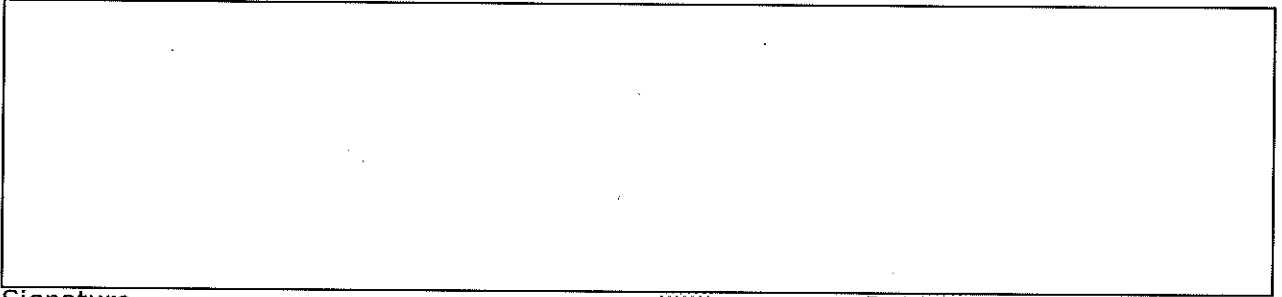
Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.
- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

Appendix C

Technical Situation Report
Flood Mitigation Dams

Bureau of Meteorology
Statement

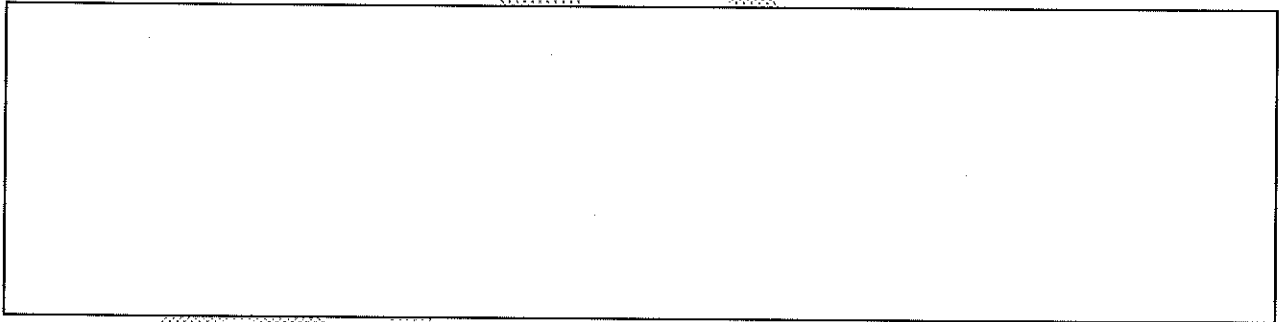


Signature

Date

Time

Seqwater
Statement

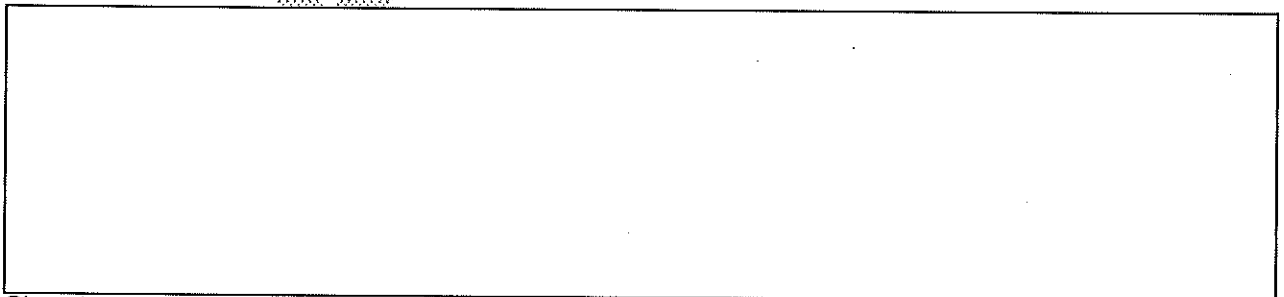


Signature

Date

Time

Local Government
Statement



Signature

Date

Time

Protocol For Public Communication of Natural Hazards Affecting The Community

OBJECTIVE

The purpose of this protocol is to outline the processes to be followed by local governments, relevant Queensland Government agencies, the Bureau of Meteorology and other key stakeholders, which will ensure the provision of consistent and robust information to the community, concerning impacts of weather related events.

The intent is to ensure that consistent, harmonised information, based on an agreed single point of truth, is communicated to the public in a way that contributes to disaster resilient communities.

BACKGROUND

Whole-of-government disaster management arrangements in Queensland ensure the collaborative and effective coordination of planning, services, resources and information for all hazards. The Queensland arrangements are based on disaster management groups at local, district and state level, supported by disaster coordination centres.

Local, district and state disaster management and hazard-specific plans document how a community or group intends to deal with disasters. They outline arrangements and structures for disaster management, or the hazard, identify the need for appropriate resourcing, and provide direction on coordination and communications.

This protocol adds to such plans by outlining specific arrangements necessary when advice to the community needs to be based on technical assessments from hazard-specific primary agencies, and other complementary stakeholders across differing levels of government.

GENERAL DECISION MAKING - GUIDING PRINCIPLES

- Protection of public safety is paramount throughout this Protocol;
- Public inconvenience is a legitimate consideration in any risk assessment;
- Agreed regular communications within government and to the public in relation to natural disaster events are essential;
- Decision-making chains regarding the communications strategy and disaster management should remain flexible;

PROCESS OF COMMUNICATION

There are three stages in the process of communication

- Technical assessment
- Activation of Disaster Management Arrangements
- Public communications

Technical Assessment

The process is as follows:

1. All relevant agencies routinely monitor weather events via established systems and procedures.

2. BoM provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood).
3. In the event of a potential natural hazard event, BoM, the hazard-specific primary agency and local government, severally and together, will;
 - a. model the potential event,
 - b. assess the potential consequences, and
 - c. agree on the situation,
 - d. continuously re-assess the situation.
4. If, during this continuous process, there is agreement that the situation is likely to result in significant public safety issues, the hazard-specific primary agency will coordinate the production of a joint Technical Situation Report (TSR) - appendix A.

Decision-making

Once the TSR has been issued, the hazard-specific primary agency is responsible for activating the disaster management arrangements in the following way:

- Local governments will activate their Local Disaster Management Groups (LDMGs);
- The hazard-specific primary agency will alert:
 - local governments,
 - the Director-General (DG) of the Department of Community Safety (DCS), and
 - other appropriate DGs.
- DG DCS will
 - alert the State Disaster Management Group (SDMG);
 - activate the State Disaster Coordination Centre (SDCC);
- The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs).
- The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the *Disaster Management Act 2003*.
- If warranted by the scale of the event, respective DGs will inform Ministers and the Premier.
- In the case of an extreme event, the Crisis Communications Network, chaired by DPC, may be activated at the direction of the Chair, SDMG to coordinate public messaging.

Public Communications

At levels below the activation of the Crisis Communications Network, the hazard-specific primary agency will arrange appropriate media-specific discussions with public communications officials from relevant agencies:

These discussions will ensure that:

- agencies share technical information and agree in principal not to differ;
- conflicting predictions are not released to the public at any time;
- the information released to the public by all agencies is consistent; and
- agencies exchange public releases.

After confirmation, harmonised public communications messages will be released by:

- **Bureau of Meteorology** - concentrating on Warnings, together with factual information on observed and forecast weather conditions, rainfalls and water levels, disseminated to the BoM website, agencies and the media.
- **The hazard specific primary agency** - concentrating on the technical aspects of the hazard and duration of effects.
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of the hazard and safety issues for residents;

If necessary these will be augmented by:

- **Queensland Police Service** - concentrating on specific community safety messaging during operations.
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on a uniting front and filtering consistent information to media and agencies concerned.

Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timing of media releases will be dependent on the event, and may range from once a day to once an hour.

Questions from the Public

All questions from the public should be initially directed to the relevant local government.

Any hazard-specific questions should be directed to the hazard-specific primary agency.

Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational use does not occur, under DDMG arrangements.

Appendix A

Technical Situation Report
Flood Mitigation Dams

Bureau of Meteorology
Statement

--

Signature

Date

Time

Seqwater
Statement

--

Signature

Date

Time

Local Government
Statement

--

Signature

Date

Time

Appendix B

Specific arrangements for the release of flood water from Wivenhoe/Somerset Flood Mitigation Dams.

General

Wivenhoe Dam controls only half of the Brisbane River catchment above Brisbane City. Other factors will influence inundation levels from the river.

The operational strategy for water release from Wivenhoe and Somerset Dam is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe and Somerset Dams are based on sound engineering principles, that ensure the structural safety of the dam while minimising downstream impacts.

Roles and Responsibilities

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Queensland Bulk Water Supply Authority (QBWSA) as Seqwater operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe and Somerset Dam.

It consults BoM regarding inflows to Wivenhoe and Somerset Dam and expected flood heights along the Brisbane River downstream of Wivenhoe and Somerset Dam.

It initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings

and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.

- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides advisor support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

Technical Assessment

The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (human safety and property damage) from the releases.

A fundamental principle is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe or Somerset Dam. This ensures the dams can cope with closely spaced major rain events.

The process is as follows:

1. Routine monitoring of weather events and dam levels by relevant agencies via established systems and procedures.
2. BoM provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood). In the event of heavy rain and runoff in the Wivenhoe and Somerset Dams catchments, BoM and Seqwater discuss modelled inflows to Wivenhoe and Somerset Dam and downstream flood levels.
3. Seqwater discusses and models implications of the necessary water release from Wivenhoe and Somerset in accordance with the Manual.
4. Seqwater calculates the releases according to dam levels and predicted weather events.
5. BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqwater advice of actual and projected Wivenhoe and Somerset Dam releases when these are, or are expected, to occur.
6. BoM participates in technical discussions with Seqwater, Brisbane City Council,

Ipswich City Council and Somerset Regional Council as necessary, to share modelling results and establish agreement on predicted flood levels and timing, to be released to the public in Flood Warnings.

7. Councils assess the flood inundation and impacts for their communities.

Following agreement, Seqwater advises the Grid Manager of the results, according to their Emergency Response Plan and coordinate the production of a joint Technical Situation Report (TSR) - appendix C.

Decision-making

SEQ Water Grid Manager will coordinate media-specific discussions and input and confer with the following or their representatives over public safety messages (depending on the severity of the event):

- BoM;
- Seqwater
- DCS Media Director;
- QPS Media Director;
- Councils' Media Directors.

The BoM, Seqwater and Local Governments are to continually discuss, to ensure that conflicting predictions are not released to the public at any time. Where differences arise, officers of the agencies concerned will liaise and consult to ensure that the information released to the public by all agencies is consistent. Before the information is released to the public, it must be ensured that agencies share technical information and agree in principal not to differ. Agencies must exchange public releases.

After confirmation, harmonised public communications messages will be released by:

- **SEQ Water Grid Manager** - concentrating on the technical aspects of release timings and duration of effects. Seqwater operational staff are to ensure that technical information is communicated to the Seqwater Grid Emergency Response Team (if activated) and the Seqwater Grid Communications Unit;
- **Bureau of Meteorology** - concentrating on Flood Warnings which are widely disseminated to the BoM website, agencies and the media. BoM also participates in media (radio, television, newspaper) interviews to provide factual information regarding observed and forecast weather conditions, rainfalls and water levels;
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of release and safety for residents;
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on uniting front and filtering consistent information to media and agencies concerned.

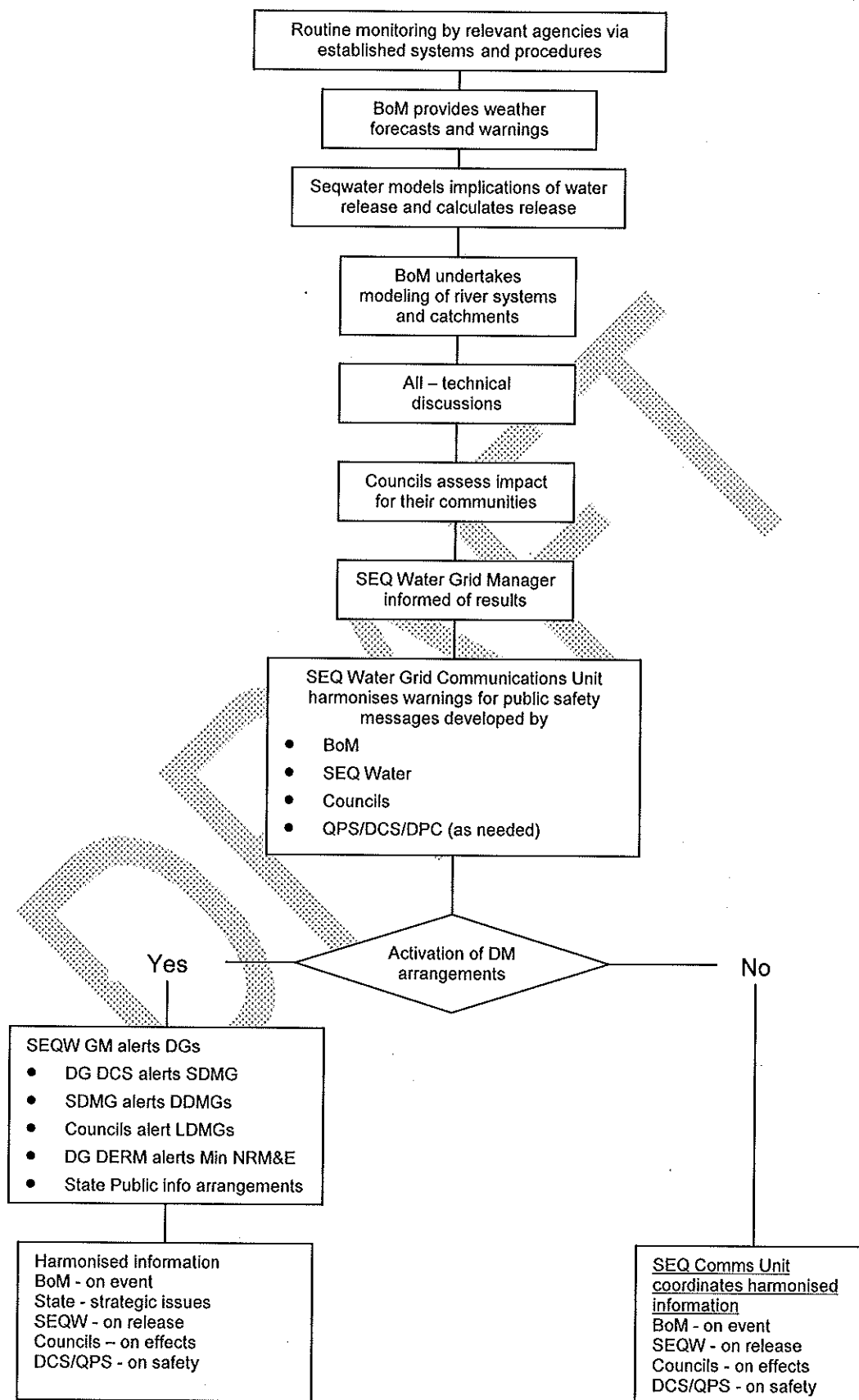
The SEQ Water Grid Manager releases event specific information to the public as frequently as required by the severity and scope of the event.

Questions from the Public

All questions from the public should be directed to the relevant local government. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager. Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

DRAFT

Release of water from Wivenhoe and Somerset Dams



From: Ken Smith
Sent: Wednesday, 20 October 2010 9:17 AM
To: 'Bruce Grady'
Cc: Bradley John; Patrick Vidgen; Sue Orreal; Brad Smith
Subject: RE: Protocol/s

Bruce

As discussed, Sue Orreal from my office will forward my comments on the protocol. It is now important to progress discussions with local government with respect to both docs.

My comments are on the Wivenhoe and Somerset document, but should be carried forward to the general protocol where relevant.

Thanks

Regards

Ken Smith
 Director-General
 Department of the Premier and Cabinet
 Phone
 Mobile
 Email

Tomorrow's Queensland: strong, green, smart, healthy and fair -
www.towardQ2.qld.gov.au

Please consider the environment before printing this email (3 sheets of paper = 1 litre of water)

From: Bruce Grady
Sent: Tuesday, 19 October 2010 5:39 PM
To: Ken Smith
Cc: Bradley John
Subject: Protocol/s

Ken

Attached are two draft protocols. One is specific to the release of water from Somerset/Wivenhoe and relates to Somerset, Ipswich and Brisbane Councils. The second is a more general version applicable to a range of risks/hazards but based on the same principles. The second also has as an Appendix the Somerset/Wivenhoe scenario as an example of a specific threat attached to the general protocol.

There is some tidying up for the second document as there is some repetition but I think they cover off on the key issues.

The documents have been produced by a team with reps from DERM, BoM, DPC, SEQWater, QPS and EMQ.

The team is on standby to meet again tomorrow should there be feedback requiring further amendment. Many thanks to John for the input and guidance from the DERM team.

Let me know any feedback which we can incorporate in the final draft. Propose to have a final consultation draft by tomorrow. Guidance on how you would like to progress consultation would be appreciated

Regards

Bruce Grady
 A/Chief Officer
 Emergency Management Queensland

telephone
 mobile
 fax

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From: Robson Chris
Sent: Tuesday, 19 October 2010 7:33 PM
To: Reilly Bob; Bradley John
Subject: RE: Protocols - final drafts
Attachments: Protocol_Release of water from dams (2)cr.doc
 Bob

I have made some suggestions/comments as highlighted in yellow re the Wivenhoe/Somerset releases document.

As a general comment I found the section re Communications unclear re who would be the key spokesperson for an event - it seemed to be shared depending on whether the information to be provided was technical or about public and property risk and even in that case seemed to be either the Council or local disaster management group or possibly QPS. I suggest the focus in that part of the Protocol needs to be on public and property risk and safety and for this identify who will be the primary spokesperson who can then point to nominated others if need be re technical matters.

Chris Robson
 Deputy Director-General
 Water and Ecosystem Outcomes
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Level 13, 400 George Street, Brisbane QLD 4000
 GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Reilly Bob
Sent: Tuesday, 19 October 2010 5:18 PM
To: Robson Chris; Bradley John
Subject: FW: Protocols - final drafts

Hi Chris, John

Previously, I mentioned that a draft protocol would be available for review/comments on late Tuesday. The attached draft has been prepared by Emergency Management Queensland (EMQ) with input from a range of agencies. As EMQ has apparently been asked to provide a copy to Ken Smith this evening, I have attached a copy for your information/comment. Please note that it covers both Wivenhoe and Somerset dams, rather than just Wivenhoe. This is because the dams are operated as one system, and Somerset Council would also wish to see the arrangements for Somerset as that dam's flood release operations directly affects them. (John—the last Appendix covers the form we discussed last Friday. I think it needs some more work, but please let me know if we are on the right track or not).

So far, the councils have not advised us of their representatives so that we can negotiate the draft with them.

Separately, Ken Smith has apparently asked EMQ to start work on a wider protocol covering all SEQ councils and all weather-related events. A draft of that is also attached. DPC is unclear whether it will ultimately subsume the one for Wivenhoe/Somerset dams, but we are currently working on the assumption that it will not.

Bureau of Meteorology is still deciding whether it wishes to be a signatory through their Minister to one or both protocols.

Regards

Bob

Bob Reilly
 General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Lvl 3 41 George Street, Brisbane Q 4000
 GPO Box 2454, Brisbane Q 4001

From: Michael Shapland [REDACTED]
Sent: Tuesday, 19 October 2010 4:32 PM
To: Irina Stankovska; [REDACTED] Dennien
 Barry @ SEQWGM; Reilly Bob; [REDACTED] Denner Scott @ SEQWGM; Rob
 Drury; [REDACTED] Dennien Barry @ SEQWGM;
 Allen Peter; Bruce Grady
Cc: [REDACTED]
Subject: Protocols - final drafts

Please find attached two draft protocols on the issue of communication of;

- A flooding information from releases - Wivenhoe and Somerset Dams,
- B natural hazards affecting the community.

Final checks will be made here this afternoon.

Mike

Mike Shapland MBE | Director, Disaster Management
Emergency Management Queensland | Department of Community Safety
Level 3, Block E, Emergency Services Complex, Kedron, Queensland
T: [REDACTED]

From: Irina Stankovska
Sent: Monday, 18 October 2010 17:30
To: Michael Shapland; [REDACTED] Reilly, Bob; [REDACTED] Scott
Denner; Rob Drury; [REDACTED]
Cc: [REDACTED]
Subject: Release of Water from Wivenhoe Dam' protocol - final draft

Good Afternoon Gentlemen

Please find attached the final draft of the 'Release of Water from Wivenhoe Dam' protocol, for tomorrow's meeting.

Kind Regards

Irina Stankovska | A/Program Officer (SDCG, DDMG & LDMG) | Disaster Management Governance Unit | Emergency Management Queensland | Department of Community Safety | ☎ 3247 8419 | ☎ 94419 | ✉ I GPO Box 1425 BRISBANE QLD 4001 | State Disaster Management Group Email: [REDACTED] | State Disaster Coordination Group Email: [REDACTED] | ♻ Please consider the environment before printing this e-mail

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From: Sue Orreal [REDACTED]
Sent: Wednesday, 20 October 2010 9:23 AM
To: [REDACTED]
Cc: Bradley John; Patrick Vidgen; Brad Smith; Ken Smith
Subject: FW: Protocol/s
Importance: High
Attachments: Protocol_Release of water from dams (2).doc; Protocol_Weather related events.doc
 Good morning Bruce
 Please find the Director-General's comments and amendments in Track Changes to the first attachment "Protocol Release of water from dams".

Regards
 Sue

Sue Orreal
 Director
 Office of the Director-General
 Department of the Premier & Cabinet
 [REDACTED]
 Executive Building | Level 15 | 100 George Street | Brisbane
 PO Box 15185 | City East | Queensland 4002 |
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 Tomorrow's Queensland: strong, green, smart, healthy and fair - www.towardqz.qld.gov.au

From: Bruce Grady [REDACTED]
Sent: Tuesday, 19 October 2010 5:39 PM
To: Ken Smith
Cc: Bradley John
Subject: Protocol/s

Ken

Attached are two draft protocols. One is specific to the release of water from Somerset/Wivenhoe and relates to Somerset, Ipswich and Brisbane Councils. The second is a more general version applicable to a range of risks/hazards but based on the same principles. The second also has as an Appendix the Somerset/Wivenhoe scenario as an example of a specific threat attached to the general protocol.

There is some tidying up for the second document as there is some repetition but I think they cover off on the key issues.

The documents have been produced by a team with reps from DERM, BoM, DPC, SEQWater, QPS and EMQ.

The team is on standby to meet again tomorrow should there be feedback requiring further amendment. Many thanks to John for the input and guidance from the DERM team.

Let me know any feedback which we can incorporate in the final draft. Propose to have a final consultation draft by tomorrow. Guidance on how you would like to progress consultation would be appreciated

Regards

Bruce Grady
 A/Chief Officer
 Emergency Management Queensland

telephone: [REDACTED]
 mobile: [REDACTED]
 fax: [REDACTED]

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Protocol for the communication of flooding information from releases - Wivenhoe and Somerset Dams

OBJECTIVE

The purpose of this protocol is to outline the processes to be followed by the Brisbane, Ipswich and Somerset Councils, relevant Queensland Government agencies, South East Queensland Water and the Bureau of Meteorology, which will ensure the provision of consistent and robust information to the community, concerning potential flooding impact during release of floodwater from Wivenhoe and Somerset Dams.

The intent is to ensure that consistent, harmonised information, based on an agreed single point of truth, is communicated to the public in a way that contributes to disaster resilient communities.

BACKGROUND

Wivenhoe Dam controls approximately half of the Brisbane River catchment above Brisbane City. Other factors will influence inundation levels from the river. (Comment: very broad can we be more specific?)

Deleted: only

The operational strategy for water release from Wivenhoe and Somerset Dams is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe and Somerset Dams are based on sound engineering principles, which ascertain the structural safety of the dam while minimising downstream impacts.

In the event of a major impact on communities, whole-of-government disaster management arrangements in Queensland ensure the collaborative and effective coordination of planning, services, resources and information for all hazards. The Queensland arrangements are based on disaster management groups at local, district and state level, supported by disaster coordination centres.

Local, district and state disaster management and hazard-specific plans document how a community intends to deal with disasters. They outline arrangements and structures for disaster management, or the hazard, identify the need for appropriate resourcing, and provide direction on coordination and communications.

Deleted: or group

This protocol adds to such plans by outlining specific arrangements necessary when advice to the community needs to be based on technical assessments from hazard-specific primary agencies, and other complementary stakeholders across state and local governments.

Deleted: differing levels of

GENERAL DECISION MAKING - GUIDING PRINCIPLES

- Protection of public safety is paramount throughout both the Flood Mitigation Manual and this Protocol;
- The Flood Mitigation Manual is used to determine how Wivenhoe and Somerset Dams will be operated during flood events;
- ~~Impact on the community upstream or downstream is a legitimate consideration of any risk assessment;~~
- Agreed regular and consistent communications within government and to the public, in relation to the impacts of floodwater releases from Wivenhoe Dam, are essential;
- Decision-making chains regarding the communications strategy and disaster management should remain flexible;
- If the flood release strategies are followed, then the Queensland Government, rather than the dam owner, assumes legal liability for any consequences.

Deleted: Public inconvenience

PROCESS OF COMMUNICATION

There are three stages in the process of communication

- Technical assessment
- Activation of Disaster Management Arrangements
- Public communications

Technical Assessment

The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (human safety and property damage) from the releases.

A fundamental principle is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe or Somerset Dam. This ensures the dams can cope with closely spaced major rain events.

The process is as follows:

1. Routine monitoring of weather events and dam levels by relevant agencies via established systems and procedures;
2. The Bureau of Meteorology (BoM) provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood). In the event of heavy rain and runoff in the Wivenhoe and/or Somerset Dam catchments, BoM and the Queensland Bulk Water Supply Authority (Seqwater) discuss modelled inflows to Wivenhoe and/or Somerset Dam and downstream flood levels.
3. Seqwater discusses and models implications of the necessary water release from Wivenhoe Dam and/or Somerset Dam in accordance with the Flood Mitigation Manual.
4. Seqwater calculates the releases according to dam levels and predicted weather events.

5. BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqwater advice of actual and projected Wivenhoe Dam and/or Somerset Dam releases when these are, or are expected, to occur.
6. BoM participates in technical discussions with Seqwater, Brisbane City Council, Ipswich City Council and Somerset Regional Council as necessary, to share modelling results and establish agreement on predicted flood levels and timing, to be released to the public in Flood Warnings.
7. Councils identify flood inundation areas and assess impacts for their communities.
8. Following agreement, Seqwater advises the SEQ Water Grid Manager of the results, according to their Emergency Response Plan.

If, during this continuous process, there is agreement that the situation is likely to result in significant public safety issues, the SEQ Water Grid Manager will coordinate the production of a joint Technical Situation Report (TSR) - appendix C.

Activation of Disaster Management Arrangements

Once the TSR has been issued, the Disaster Management arrangements will be activated in the following way:

1. SEQ Water Grid Manager will alert the Director-General (DG) of the Department of Community Safety (DCS), DG DERM, and the local governments;
2. DG DCS will inform the DG DPC the Chair of the State Disaster Management Group (SDMG), and it will activate the State Disaster Coordination Centre (SDCC);
3. Councils will activate their Local Disaster Management Groups (LDMGs);
4. The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs);
5. The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the *Disaster Management Act 2003*;
6. DG DERM will inform the Ministers for Natural Resources, Mines and Energy;
7. DG DPC will inform the Premier (DG DPC)
8. In the case of a disaster event, the Crisis Communications Network, chaired by the Department of Premier and Cabinet (DPC), may be activated at the direction of the SDMG Chair to coordinate public messaging agreed by BoM, Seqwater, SEQ Water Grid Manager, QPS, relevant Councils and DCS as per this protocol.

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Public Communications Issues

SEQ Water Grid Communications Unit will coordinate the input and liaise with the

following, or their representatives over public safety messages (depending on the severity of the event):

- BoM;
- Seqwater;
- Councils' Media Directors.
- QPS Media Director; and
- DCS Media Director.

The BoM, Seqwater and Local Governments are to maintain continual discussions, to ensure that conflicting predictions are not released to the public at any time. Where differences arise, officers of the agencies concerned will liaise and consult to ensure that the information released to the public by all agencies is consistent. Before the information is released to the public, it must be ascertained that agencies share technical information and agree on a simple position. Agencies must exchange public releases.

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After confirmation, harmonised public communications messages will be released by agreed spokesperson from the following agencies:

- **SEQ Water Grid Manager** - concentrating on the technical aspects of release timings and duration of effects. SEQ Water operational staff are to ensure that technical information is communicated to the SEQ Water Grid Emergency Response Team (if activated) and the SEQ Water Grid Communications Unit;
- **Bureau of Meteorology** - concentrating on Flood Warnings which are widely disseminated to the BoM Website, agencies and the media. BoM also participates in media (radio, television, newspaper) interviews to provide factual information regarding observed and forecast weather conditions, rainfalls and water levels;
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of release and safety for residents;
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on consistent messages to all media and agencies concerned.

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Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timing of media releases will be dependent on the event and may range from once a day to once an hour.

Questions from the Public

All questions from the public should be directed to the relevant local government. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager Communications Unit. Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

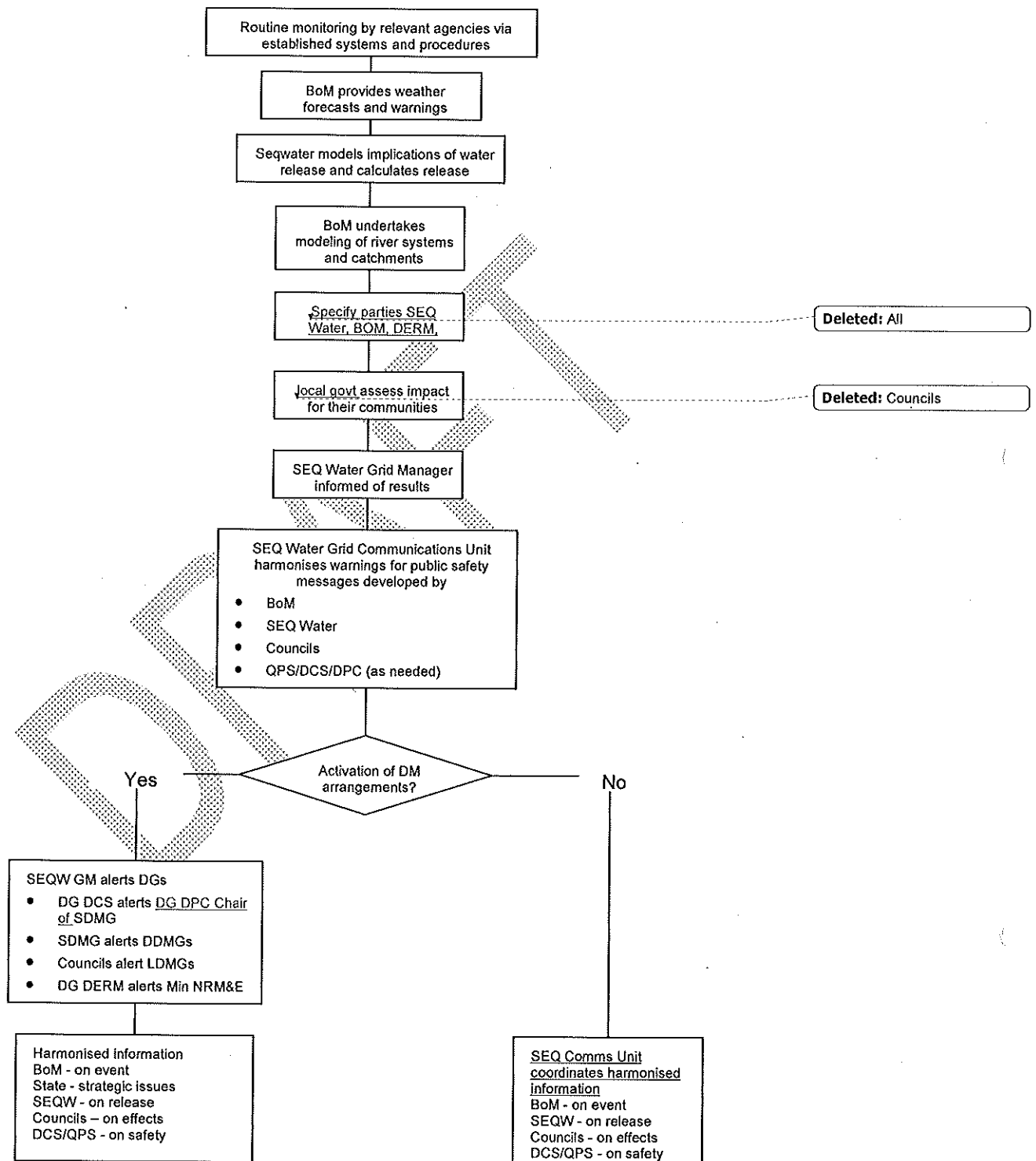
Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational floodwater release does not occur, under

DDMG arrangements.

DRAFT

Release of water from Wivenhoe and Somerset Dams



ROLES AND RESPONSIBILITIES

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Seqwater (Queensland Bulk Water Supply Authority) operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.
- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

Appendix C

Technical Situation Report
Flood Mitigation Dams

Bureau of Meteorology
Statement

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Signature

Date

Time

Seqwater
Statement

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Signature

Date

Time

Local Government
Statement

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Signature

Date

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Protocol For Public Communication of Natural Hazards Affecting The Community.

OBJECTIVE

The purpose of this protocol is to outline the processes to be followed by local governments, relevant Queensland Government agencies, the Bureau of Meteorology and other key stakeholders, which will ensure the provision of consistent and robust information to the community, concerning impacts of weather related events.

The intent is to ensure that consistent, harmonised information, based on an agreed single point of truth, is communicated to the public in a way that contributes to disaster resilient communities.

BACKGROUND

Whole-of-government disaster management arrangements in Queensland ensure the collaborative and effective coordination of planning, services, resources and information for all hazards. The Queensland arrangements are based on disaster management groups at local, district and state level, supported by disaster coordination centres.

Local, district and state disaster management and hazard-specific plans document how a community or group intends to deal with disasters. They outline arrangements and structures for disaster management, or the hazard, identify the need for appropriate resourcing, and provide direction on coordination and communications.

This protocol adds to such plans by outlining specific arrangements necessary when advice to the community needs to be based on technical assessments from hazard-specific primary agencies, and other complementary stakeholders across differing levels of government.

GENERAL DECISION MAKING - GUIDING PRINCIPLES

- Protection of public safety is paramount throughout this Protocol;
- Public inconvenience is a legitimate consideration in any risk assessment;
- Agreed regular communications within government and to the public in relation to natural disaster events are essential;
- Decision-making chains regarding the communications strategy and disaster management should remain flexible;

PROCESS OF COMMUNICATION

There are three stages in the process of communication

- Technical assessment
- Activation of Disaster Management Arrangements
- Public communications

Technical Assessment

The process is as follows:

1. All relevant agencies routinely monitor weather events via established systems and procedures.

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2. BoM provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood).

3. In the event of a potential natural hazard event, BoM, the hazard-specific primary agency and local government, severally and together, will;

- model the potential event,
- assess the potential consequences, and
- agree on the situation,
- continuously re-assess the situation.

4. If, during this continuous process, there is agreement that the situation is likely to result in significant public safety issues, the hazard-specific primary agency will coordinate the production of a joint Technical Situation Report (TSR) - appendix A.

Decision-making

Once the TSR has been issued, the hazard-specific primary agency is responsible for activating the disaster management arrangements in the following way;

- Local governments will activate their Local Disaster Management Groups (LDMGs);
- The hazard-specific primary agency will alert:
 - local governments,
 - the Director-General (DG) of the Department of Community Safety (DCS), and
 - other appropriate DGs.
- DG DCS will
 - alert the State Disaster Management Group (SDMG);
 - activate the State Disaster Coordination Centre (SDCC);
- The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs).
- The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the *Disaster Management Act 2003*.
- If warranted by the scale of the event, respective DGs will inform Ministers and the Premier.
- In the case of an extreme event, the Crisis Communications Network, chaired by DPC, may be activated at the direction of the Chair, SDMG to coordinate public messaging.

Public Communications

At levels below the activation of the Crisis Communications Network, the hazard-specific primary agency will arrange appropriate media-specific discussions with public communications officials from relevant agencies:

These discussions will ensure that:

- agencies share technical information and agree in principal not to differ;
- conflicting predictions are not released to the public at any time;
- the information released to the public by all agencies is consistent; and
- agencies exchange public releases.

After confirmation, harmonised public communications messages will be released by:

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- **Bureau of Meteorology** - concentrating on Warnings, together with factual information on observed and forecast weather conditions, rainfalls and water levels, disseminated to the BoM website, agencies and the media.

- **The hazard specific primary agency** - concentrating on the technical aspects of the hazard and duration of effects.

- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of the hazard and safety issues for residents;

If necessary these will be augmented by:

- **Queensland Police Service** - concentrating on specific community safety messaging during operations.

- **Department of Community Safety** - concentrating on general safety matters regarding flooding;

- **Department of Premier and Cabinet (extreme events only)** - concentrating on a uniting front and filtering consistent information to media and agencies concerned.

Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timing of media releases will be dependent on the event, and may range from once a day to once an hour.

Questions from the Public

All questions from the public should be initially directed to the relevant local government.

Any hazard-specific questions should be directed to the hazard-specific primary agency.

Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational use does not occur, under DDMG arrangements.

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Appendix B¶
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Technical Situation Report
Flood Mitigation Dams

Bureau of Meteorology
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Seqwater
Statement

Signature _____ Date _____ Time _____

Local Government
Statement

Signature _____ Date _____ Time _____

**Specific arrangements for the release of flood water from
Wivenhoe/Somerset Flood Mitigation Dams.**

General

Wivenhoe Dam controls only half of the Brisbane River catchment above Brisbane City. Other factors will influence inundation levels from the river.

The operational strategy for water release from Wivenhoe and Somerset Dam is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe and Somerset Dams are based on sound engineering principles, that ensure the structural safety of the dam while minimising downstream impacts.

Roles and Responsibilities

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

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River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Queensland Bulk Water Supply Authority (QBWSA) as Seqwater operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

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It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe and Somerset Dam.

It consults BoM regarding inflows to Wivenhoe and Somerset Dam and expected flood heights along the Brisbane River downstream of Wivenhoe and Somerset Dam.

It initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings

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and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.

- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides advisor support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

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Technical Assessment

The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (human safety and property damage) from the releases.

A fundamental principle is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe or Somerset Dam. This ensures the dams can cope with closely spaced major rain events.

The process is as follows:

1. Routine monitoring of weather events and dam levels by relevant agencies via established systems and procedures.
2. BoM provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood). In the event of heavy rain and runoff in the Wivenhoe and Somerset Dams catchments, BoM and Seqwater discuss modelled inflows to Wivenhoe and Somerset Dam and downstream flood levels.
3. Seqwater discusses and models implications of the necessary water release from Wivenhoe and Somerset in accordance with the Manual.
4. Seqwater calculates the releases according to dam levels and predicted weather events.
5. BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqwater advice of actual and projected Wivenhoe and Somerset Dam releases when these are, or are expected, to occur.
6. BoM participates in technical discussions with Seqwater, Brisbane City Council,

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Ipswich City Council and Somerset Regional Council as necessary, to share modelling results and establish agreement on predicted flood levels and timing, to be released to the public in Flood Warnings.

7. Councils assess the flood inundation and impacts for their communities.

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Following agreement, Seqwater advises the Grid Manager of the results, according to their Emergency Response Plan and coordinate the production of a joint Technical Situation Report (TSR) - appendix C.

Decision-making

SEQ Water Grid Manager will coordinate media-specific discussions and input and confer with the following or their representatives over public safety messages (depending on the severity of the event):

- BoM;
- Seqwater
- DCS Media Director;
- QPS Media Director;
- Councils' Media Directors.

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The BoM, Seqwater and Local Governments are to continually discuss, to ensure that conflicting predictions are not released to the public at any time. Where differences arise, officers of the agencies concerned will liaise and consult to ensure that the information released to the public by all agencies is consistent. Before the information is released to the public, it must be ensured that agencies share technical information and agree in principal not to differ. Agencies must exchange public releases.

After confirmation, harmonised public communications messages will be released by:

- **SEQ Water Grid Manager** - concentrating on the technical aspects of release timings and duration of effects. Seqwater operational staff are to ensure that technical information is communicated to the Seqwater Grid Emergency Response Team (if activated) and the Seqwater Grid Communications Unit;
- **Bureau of Meteorology** - concentrating on Flood Warnings which are widely disseminated to the BoM website, agencies and the media. BoM also participates in media (radio, television, newspaper) interviews to provide factual information regarding observed and forecast weather conditions, rainfalls and water levels;
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of release and safety for residents;
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on uniting front and filtering consistent information to media and agencies concerned.

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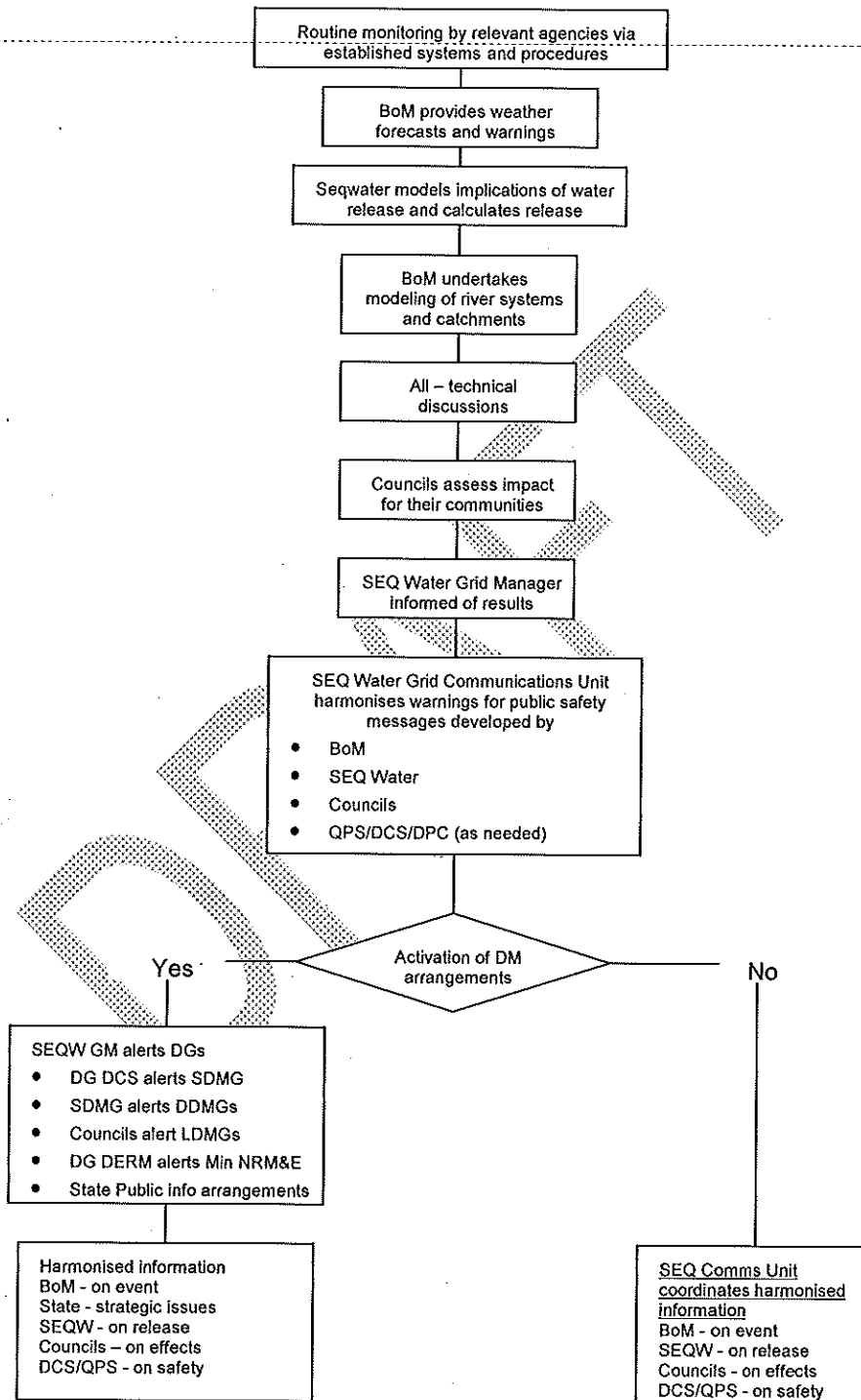
The SEQ Water Grid Manager releases event specific information to the public as frequently as required by the severity and scope of the event.

Questions from the Public

All questions from the public should be directed to the relevant local government. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager. Any queries about disaster management should be addressed by the relevant local and district disaster management groups.

DRAFT

Release of water from Wivenhoe and Somerset Dams



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¶ **The Bureau of Meteorology (BoM)** is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures. ¶

¶ River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required. ¶

¶ **Queensland Bulk Water Supply Authority (QBWSA)** as Seqwater operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas. ¶

¶ It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam. ¶

¶ It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam. ¶

¶ Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders. ¶

¶ **Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC)** distribute consistent, detailed local flood level information, both to their respective operational units, and their broader comm... [81]

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the Brisbane, Ipswich and Somerset Councils

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South East Queensland Water and

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during release of floodwater from Wivenhoe and Somerset Dams

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to make provisions for harmonised communication strategy that will

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– communication strategy, point of truth, community resilience.

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release of information to the public, which will assist with building

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Wivenhoe Dam controls only half of the Brisbane River catchment above Brisbane City. There are other factors that influence the river.

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Therefore, the degree to which it provides flood mitigation is limited.

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The operational strategy for water release from Wivenhoe Dam is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the

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provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe Dam are based on sound engineering principles, that ensure the structural safety of the dam while minimising downstream impacts.

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and resources for comprehensive disaster management		
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and coordination, and identify the need for appropriate resourcing		
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Effective management of any disaster relies on strong coordination arrangements, consultative decision making, collaboration and shared responsibility achieved through supporting relationships, trust and teamwork between individuals, agencies and the community.		
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both the Flood Mitigation Manual and		
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The Flood Mitigation Manual is used to determine how Wivenhoe and Somerset Dams will be operated during flood events;		
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Protection of public safety is paramount throughout both the Flood Mitigation Manual and this Protocol;		
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the impacts of flood water releases from Wivenhoe Dam		
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If the flood release strategies are followed, then the Queensland Government, rather than the dam owner, assumes legal liability for any consequences.		
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ROLES AND RESPONSIBILITIES (possibly an Appendix)

The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (SEQ Water), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

Queensland Bulk Water Supply Authority (QBWSA) as SEQ Water operates Wivenhoe Dam in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of river height forecasts into expected areas and depths of inundation.

DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual, and arranges for the review and approval of the manual prior to its use. DERM also approves any necessary variations to the manual if required during the course of a flood event.

Queensland Police Service (QPS) assumes a legislative role to provide disaster management at a district level including provision of necessary community advice for public safety.

Emergency Management Queensland (EMQ) provides general community safety advice on flooding issues.

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The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (basically property damage and human safety) from the releases.

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The objectives of the Flood Mitigation Manual in order of importance are:

- Ensure the structural safety of the dams;
- Provide optimum protection of urbanised areas from inundation;
- Minimise disruption to rural life in the valleys of the Brisbane and Stanley Rivers;
- Retain the storage at Full Supply Level at the conclusion of the Flood Event;
- Minimise impacts to riparian flora and fauna during the drain down phase of the Flood Event.

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A fundamental principle

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is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe Dam. This ensures the dam can cope with closely spaced major rain events.

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and dam levels by relevant agencies

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heavy rain and runoff in the Wivenhoe and Somerset Dams catchments

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and

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ater discuss modelled inflows to Wivenhoe Dam and downstream flood levels.

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Seqwater discusses and models implications of the necessary water release from Wivenhoe in accordance with the Manual.

Seqwater calculates the releases according to dam levels and predicted weather events.

BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqw

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a procedure for communicating intelligence and public releases as per template, Apendix C.

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Technical agencies agree on

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ater advice of actual and projected Wivenhoe Dam releases when these are, or are expected, to occur.

BoM participates in technical discussions with SEQ Water, Brisbane City Council, Ipswich City Council and Somerset Regional Council as necessary, to share modelling results and establish agreement on predicted flood levels and timing, to be released to the public in Flood Warnings.

Councils assess the flood inundation and impacts for their communities, manage the immediate response according to the Disaster Management arrangements and communicate information to the public.

Following agreement, Seqwater advises the Grid Manager of the results, according to their Emergency Response Plan.

The SEQ Water Grid Manager releases event specific information to the public as frequently as required by the severity and scope of the event.

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SEQ Water discusses and models implications of the necessary water release from Wivenhoe in accordance with the Manual.

SEQ Water calculates the impact according to dam levels and predicted weather events, and approves the release in consultation with DERM.

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(including major floods and events that trigger the Emergency Action Plans)

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If warranted by any release of water that will lead to significant public safety issues

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SEQ Water Grid Manager

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DERM

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, and the Councils;

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DG DERM

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the

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for Natural Resources, Mines and Energy;

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DG DCS will alert the State Disaster Management Group (SDMG);

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The SDMG will activate the State Disaster Coordination Centre (SDCC);

Councils will activate their Local Disaster Management Groups (LDMGs);

The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs), who will take action as appropriate.

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The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the Disaster Management Act 2003.

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State's Public information arrangement may

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Issues

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Following agreement on modelling, results are passed to the SEQ Water Grid Manager.

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SEQ Water Grid Manager will coordinate the input and confer with the following or their representatives over public safety messages (depending on the severity of the event):
BoM;
Seqwater
DCS Media Director;
QPS Media Director;
Councils' Media Directors.

The BoM, Seqw

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ater and Local Governments are to

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meet via teleconferences

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continually discuss, to ensure that

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Where differences arise, officers of the agencies concerned will liaise and consult to ensure that

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. Before the information is released to the public, it must be ensured that

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agencies share technical information and agree in principal not to differ.

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must

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Agreement is reached between all concerned parties on any flooding impacts on communities that are likely to result;

Agreement between the parties on how the advice will be communicated, covering both content and process, is reached;

Disaster management arrangements are activated as necessary.

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a disaster event, the Crisis Communications Network, chaired by DPC, may be activated at the direction of the SDMG Chairperson to coordinate public messaging agreed by BoM,

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ater, SEQ Water Grid Manager, QPS, relevant Councils and DCS as per this protocol.

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Timings of media releases...Agreed spokespersons from BoM, Councils and SEQ Water Grid Manager.

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Media specific discussions between stakeholders must unfold before any public release.

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Roles and Responsibilities

The Bureau of Meteorology (BoM) is the agency responsible for issuing flood

warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

Queensland Bulk Water Supply Authority (QBWSA) as Seqwater operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, and their broader communities. This should include the interpretation of BoM flood warnings and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.

DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.

Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.

Emergency Management Queensland (EMQ) provides advisor support and general community safety advice on flooding issues, during non-operational times.

SEQ Grid Manager Barry Dannien to email me a paragraph.

From: Robson Chris
Sent: Thursday, 21 October 2010 6:21 PM
To: Bradley John; 'Adrian Jeffreys'; 'Tim Watts'; [REDACTED]
Subject: FW: Protocol for release of flood waters from Wivenhoe and Somerset dams
Attachments: Protocol_Release of water from dams 21 Oct.doc
 John/Adrian

Note this draft has been provided by EMQ today at officer level as below to Somerset, Ipswich and Brisbane local governments, for advice and comment, with offer for state officials to meet at any time tomorrow with the Council reps to discuss.

Chris Robson
 Deputy Director-General
 Water and Ecosystem Outcomes
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Level 13, 400 George Street, Brisbane QLD 4000
 GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Reilly Bob
Sent: Thursday, 21 October 2010 10:05 AM
To: Robson Chris
Cc: 'Peter Borrows'; Dennien Barry @ SEQWGM
Subject: Protocol for release of flood waters from Wivenhoe and Somerset dams

Hi Chris

DPC has asked EMQ to lead the engagement with Councils on this matter. As indicated in the email below, a copy of the draft Protocol will shortly be sent to the Ipswich, Somerset and Brisbane City Councils with a request that we meet tomorrow (Friday) with them. The Premier has asked for a copy of the draft Protocol, so you may wish to advise the DG.

Regards

Bob

Bob Reilly
 General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Lvl 3 41 George Street, Brisbane Q 4000
 GPO Box 2454, Brisbane Q 4001

From: Michael Shapland [REDACTED]
Sent: Thursday, 21 October 2010 9:59 AM
To: Peta Robertson
Cc: Irina Stankovska; Reilly Bob
Subject: Protocol for release of flood waters from Wivenhoe and Somerset dams

Peta, As discussed, can we send the email below plus attachment from Bruce's email to the addresses of those council representative below, copy to Bob Reilly and myself?

Mike

You will know of the recent debate over a protocol on information for the release of water from Wivenhoe and Somerset dams.

Attached is draft protocol that covers both technical and public communication aspects.

In view of the interest in the subject I would appreciate an indication of council's response on Friday 2 October.

Officers from the Department of Community Safety, Environment and Resource Management and Seqwater will be available to respond to points of clarification from 8 am. Friday 22 October. Should you wish to meet to discuss the protocol, the conference room on level 3, 41 George Street has been made available at 0800.

I would be grateful if you would copy Bob Reilly and Mike Shapland into any reply.

Regards,

Bruce Grady.

Mike Shapland MBE | Director, Disaster Management
 Emergency Management Queensland | Department of Community Safety
 Level 2, Block E, Emergency Services Complex, Kedron, Queensland

1/04/2011

[REDACTED]

Brisbane City Council	Vicki	Pethybridge	[REDACTED]
Ipswich City Council	Tony	Trace	[REDACTED]
Somerset Regional Council	Tony	Jacobs	[REDACTED]

This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidentiality or All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld

Protocol for the Communication of Flooding Information during Floodwater Releases - Wivenhoe and Somerset Dams

OBJECTIVE

The purpose of this protocol is to outline the processes to be followed by the Brisbane, Ipswich and Somerset Councils, relevant Queensland Government agencies and the Bureau of Meteorology, which will ensure the provision of consistent and robust information to the community, concerning potential flooding impact during release of floodwater from Wivenhoe and Somerset Dams.

The intent is to ensure that consistent, harmonised information, based on an agreed single point of truth, is communicated to the public in a way that contributes to disaster resilient communities.

BACKGROUND

Wivenhoe Dam controls approximately half of the Brisbane River catchment above Brisbane City. Other factors such as storm surges, tides, creek flooding, flooding from Brisbane River below Wivenhoe Dam, including Lockyer Creek and the Bremer River, will influence inundation levels in Brisbane.

The operational strategy for water release from Wivenhoe and Somerset Dams is governed by the *Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam*, henceforth referred to as the Flood Mitigation Manual.

The Flood Mitigation Manual is approved and gazetted by the Department of Environment and Resource Management (DERM), in accordance with the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

The Flood Mitigation Manual was developed to ensure that operational decisions at Wivenhoe and Somerset Dams are based on sound engineering principles, which ensure the structural safety of the dam, while minimising downstream impacts.

In the event of a major impact on communities, Queensland disaster management arrangements, based on disaster management groups at local, district and state level, ensure the collaborative and effective coordination of information for all hazards.

Local, district and state disaster management and hazard-specific plans outline arrangements and structures for disaster management, or the hazard, and amongst other things, identify the need for coordination of public communications.

This protocol adds to such plans by outlining specific arrangements necessary when advice to the community needs to be based on technical assessments from hazard-specific primary agencies and other complementary stakeholders across federal, state and local governments.

GENERAL DECISION MAKING - GUIDING PRINCIPLES

- Protection of public safety is paramount throughout both the Flood Mitigation Manual and this Protocol;
- The Flood Mitigation Manual is used to determine how Wivenhoe and Somerset Dams will be operated during flood events;
- Impact on the community upstream or downstream is a legitimate consideration of any risk assessment;
- Agreed regular and consistent communications within government and to the public, in relation to the impacts of floodwater releases from Wivenhoe Dam, are essential;
- Decision-making chains regarding the communications strategy and disaster management should remain flexible;

PROCESS OF COMMUNICATION

There are three stages in the process of communication:

- Monitoring and Assessment
- Briefing and Activation
- Public Communications

Monitoring and Assessment

The floodwater release strategy is a balance between releasing the water quickly enough so that the flood storage capacity is available if another major rain event occurs, versus minimising downstream flooding impacts (human safety and property damage) from the releases.

A fundamental principle is that all floodwater should be released from the dams within seven days of the flood event peaking in Wivenhoe or Somerset Dam. This ensures the dams can cope with closely spaced major rain events.

Communications with the public on floodwater releases are based on a continuous process of technical assessment. The process is dynamic and evolves according to the event, but will normally contain the following steps:

- Routine monitoring of weather events and dam levels by relevant agencies via established systems and procedures;
- The Bureau of Meteorology (BoM) provides weather forecasts and warnings (e.g. Tropical Cyclone, Severe Weather, Severe Thunderstorm, Flood). In the event of heavy rain and runoff in the Wivenhoe and/or Somerset Dam catchments, BoM and the Queensland Bulk Water Supply Authority (Seqwater) discuss modelled inflows to Wivenhoe and/or Somerset Dam, and downstream flood levels.
- Seqwater discusses and models implications of the inflows on the necessary floodwater release from Wivenhoe Dam and/or Somerset Dam.
- Seqwater calculates the releases according to dam levels and predicted weather events in accordance with the Flood Mitigation Manual. Seqwater shares predicted floodwater releases with BoM and with the Councils.
- BoM undertakes modelling of the Brisbane River catchment and its river systems using Seqwater advice of actual and projected Wivenhoe Dam and/or

Somerset Dam releases when these are, or are expected, to occur.

- BoM participates in technical discussions with Seqwater, Brisbane City Council, Ipswich City Council and Somerset Regional Council as necessary, to share modelling results. The discussions aim to establish an agreement on what to tell the public about predicted flood levels and timings.
- Councils identify flood inundation areas and assess impacts for their communities and regularly share this information with all relevant parties.
- Following a decision to release floodwater, or a significant change in the severity and scope of the event, Seqwater coordinates the completion of the *Flood Release Operations and Impact Report* (FROIR - Appendix C) and provides the Report to the SEQ Water Grid Manager according to their Emergency Response Plan, in order to inform the public communications process.

If, during this continuous process, it becomes apparent to either BoM, local governments or Seqwater that the situation is likely to result in significant public safety issues, the SEQ Water Grid Manager, based on the Report, will commence the public communications process and engage with the disaster management arrangements as appropriate.

Briefing and Activation

Consideration will be given to the activation of the Disaster Management arrangements, if not already activated:

1. SEQ Water Grid Manager will alert the Director-General (DG) of the Department of Community Safety (DCS), DG DERM, and the local governments;
2. DG DCS will inform the DG of the Department of Premier and Cabinet (DPC) - the Chair of the State Disaster Management Group (SDMG), and will activate the State Disaster Coordination Centre (SDCC). DG DCS will also inform the Minister for Police, Corrective Services and Emergency Services;
3. Councils will consider activating their Local Disaster Management Groups (LDMGs);
4. The SDCC and LDMGs will inform the relevant District Disaster Coordinators (DDCs);
5. The Queensland Police Service (QPS) will consider initiating disaster management actions as provided for under the *Disaster Management Act 2003*;
6. DG DERM will inform the Minister for Natural Resources, Mines and Energy;
7. DG DPC will inform the Premier;
8. In the case of an extreme event, the Crisis Communications Network, chaired by the Department of Premier and Cabinet (DPC), may be activated at the direction of the SDMG Chair to coordinate public messaging agreed by BoM, Seqwater, SEQ Water Grid Manager, QPS, relevant Councils and DCS as per this protocol;
9. In the case of a non-disaster, public communications will be in accordance

with this protocol.

Public Communications Issues

SEQ Water Grid Communications Unit will coordinate the input and liaise with the following or their representatives over public safety messages:

- BoM;
- Seqwater;
- Councils' Media Directors.
- QPS Media Director; and
- DCS Media Director.

The BoM, Seqwater and Local Governments are to maintain continual discussions, to ensure that conflicting information is not released to the public at any time. Where differences arise, officers of the agencies concerned will liaise and consult to ensure that the information released to the public by all agencies is consistent. Agencies must exchange public releases.

Harmonised public communications messages will be released from the following agencies:

- **Bureau of Meteorology** - concentrating on Flood Warnings which are widely disseminated to the BoM website, agencies and the media. BoM also participates in media (radio, television, newspaper) interviews to provide factual information regarding observed and forecast weather conditions, rainfalls and water levels;
- **SEQ Water Grid Manager** - concentrating on the technical aspects of release timings and duration of effects as lead technical agency on floodwater release. Seqwater operational staff are to ensure that technical information is communicated to the SEQ Water Grid Emergency Response Team (if activated) and the SEQ Water Grid Communications Unit;
- **Local Governments /Local Disaster Management Groups** - concentrating on the effects of release and safety for their local communities and residents.

If necessary these will be augmented by:

- **Queensland Police Service** - concentrating on specific community safety messaging during operations;
- **Department of Community Safety** - concentrating on general safety matters regarding flooding;
- **Department of Premier and Cabinet (extreme events only)** - concentrating on consistent messages to media and agencies concerned.

Event-specific information will be released to the public as frequently as required by the severity and scope of the event. Timings of media releases will be dependent on the event and may range from once a day to once an hour.

Questions from the Public

All questions from the public should be directed to the relevant local government in the first instance. Any questions relating to the release of water should be directed to the SEQ Water Grid Manager Communications Unit. Any queries about disaster

management should be addressed by the relevant local and district disaster management groups.

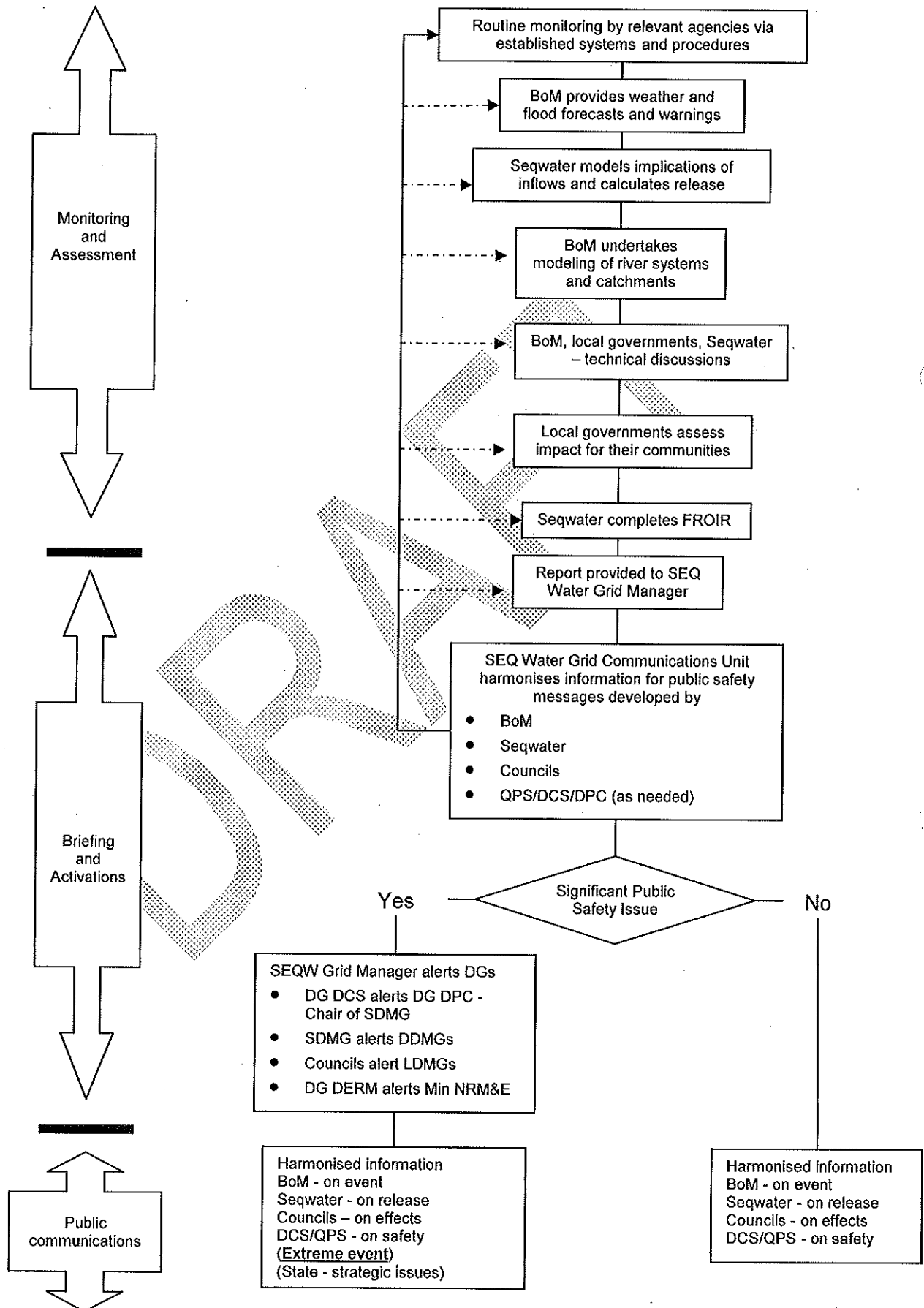
Protocol Maintenance

This protocol will be reviewed annually by agencies involved and exercised, during the years when operational floodwater release does not occur, under DDMG arrangements.

The protocol should provide for a review after each event of what worked and could be improved for management of future events, to be led by DCS.

DRAFT

**Communications process for the release of floodwater from
Wivenhoe and Somerset Dams**



ROLES AND RESPONSIBILITIES

- The Bureau of Meteorology (BoM) is the agency responsible for issuing flood warnings for the Brisbane River and its major tributaries. These, when required, include rainfall forecasts for the Brisbane catchment and predicted river heights for Brisbane City, Ipswich, Jindalee and Moggill according to established procedures.

River height predictions are agreed in consultation with South East Queensland Water (Seqwater), Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC), as required.

- Queensland Bulk Water Supply Authority (Seqwater) operates Wivenhoe and Somerset Dams in accordance with the Flood Mitigation Manual. It provides dam outflow information to BoM, to allow the development of Flood Warnings and to local authorities, to assist them in quantifying likely impacts within their areas.

It informs BoM and other agencies on the status of dams, and actual and projected releases from Wivenhoe Dam.

It consults BoM regarding inflows to Wivenhoe Dam and expected flood heights along the Brisbane River downstream of Wivenhoe Dam.

Seqwater initiates proposed changes to the Flood Mitigation Manual, undertaking consultation with Councils and other stakeholders.

Seqwater coordinates the production of the FROIRs.

- Brisbane City Council (BCC), Ipswich City Council (ICC) and Somerset Regional Council (SRC) distribute consistent, detailed local flood level information, both to their respective operational units, their senior management and their broader communities. This should include the interpretation of BoM flood warnings and river height forecasts into expected areas and depths of inundation. Councils are responsible for activating their respective Local Disaster Management Groups (LDMGs), which then undertake the disaster management responsibility for response in the community.
- DERM consults with the stakeholders prior to the approval of any updates to the Flood Mitigation Manual. DERM also approves any necessary variations to the strategies in the manual if required during the course of a flood event.
- Queensland Police Service (QPS) assumes a legislative role, as per the Disaster Management system, to provide disaster management at a district level during an event, including provision of necessary community advice for public safety.
- Emergency Management Queensland (EMQ) provides support and general community safety advice on flooding issues, during non-operational times.
- SEQ Water Grid Communications Unit coordinates the general harmonisation, but not specific detail of public messaging with BoM, SEQ Water Grid, BCC and DCS, as required. It does this by ensuring that each agency understands the extent of the release and that there is a general consensus as to the level of potential impacts.

FLOOD RELEASE OPERATIONS AND IMPACT REPORT

OPREP Number		Date of OPREP release		Time of OPREP release	
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Next OPREP due	Date	Time	or Event
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This report is as at the time of assessment, and may be out of date quickly, depending on current events. It relies on timely information provided by Seqwater, BoM and Councils. A reply will be required by a specified time and if not received by that time no information will be included. If any information is not provided, the section will remain blank. There will be no follow up requests.

Each Authority will provide an email and telephone contact for all communications. If an event escalates, there may be less time to respond or it may not be possible to respond to requests.

The initial step in the process is for Seqwater to email advices on releases to the organisations email address provided. Once a flood event is initiated, at any time a Council or agency can contact Seqwater to discuss if they have a serious concern regarding the information on releases provided, this would normally be by phone and followed by email. However the ability to respond to any queries depends on the event. The frequency of advices will depend on the severity of the event and the needs of each agency.

Seqwater will also request at that time, a situation Assessment from each agency as per details outlined in this document. Each agency will then email in return the requested information if possible or advice that it has not changed. If it is not received in the time specified, it is assumed it is not being provided.

Seqwater status of inflows and dam operations

(to include information on the current and/or predicted levels of Somerset and Wivenhoe Dams and the probable or planned release strategy with assessment as governed under the Manual of Operational Procedures for Flood Mitigation at Wivenhoe Dam and Somerset Dam)

This is Seqwaters status report on the dam levels, probable inflows and planned releases.

.....

This has been supplied to

BCC on

ICC on

SRC on

Issues raised by Councils were

Actions taken were

Seqwater Technical Officer name

Seqwater Technical Officer position title

Seqwater Technical Officer contact details

BoM assessment

(consisting of references to latest Flood Warning for the Brisbane River and other relevant Bureau forecasts and warnings (eg weather/rain forecasts, Tropical Cyclone Warning etc) and other updates/comments if needed)

BoM is to provide either a copy of, or links to, their current information and other updates or comments if needed. This will be their current set of warnings and may be updated or changed at any time.

BoM Technical Officer name

BoM Technical Officer position title

BoM Technical Officer contact details

Brisbane City Council (BCC) assessment

(to include predicted local inundation areas and depths of inundation based on the information)

This is an assessment as above provided by BCC. A request for this information will be sent to the email address provided by BCC.

BCC Technical Officer name	
BCC Technical Officer position title	
BCC Technical Officer contact details	

Ipswich City Council (ICC) assessment (if required)

Somerset Regional Council (SRC) assessment (if required)

(both ICC and SRC requirements are the same as for BCC)

Collated and distributed by Seqwater

Seqwater Contact Officer signature	
Seqwater Contact Officer name	
Seqwater Contact Officer position title	
Seqwater contact details	

From: Robson Chris
Sent: Thursday, 21 October 2010 6:21 PM
To: Bradley John; 'Adrian Jeffreys'; 'Tim Watts'; [REDACTED]
Subject: FW: Protocol for release of flood waters from Wivenhoe and Somerset dams
Attachments: Protocol_Release of water from dams 21 Oct.doc
 John/Adrian

Note this draft has been provided by EMQ today at officer level as below to Somerset, Ipswich and Brisbane local governments, for advice and comment, with offer for state officials to meet at any time tomorrow with the Council reps to discuss.

Chris Robson
 Deputy Director-General
 Water and Ecosystem Outcomes
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Level 13, 400 George Street, Brisbane QLD 4000
 GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Reilly Bob
Sent: Thursday, 21 October 2010 10:05 AM
To: Robson Chris
Cc: 'Peter Borrows'; Dennien Barry @ SEQWGM
Subject: Protocol for release of flood waters from Wivenhoe and Somerset dams

Hi Chris

DPC has asked EMQ to lead the engagement with Councils on this matter. As indicated in the email below, a copy of the draft Protocol will shortly be sent to the Ipswich, Somerset and Brisbane City Councils with a request that we meet tomorrow (Friday) with them. The Premier has asked for a copy of the draft Protocol, so you may wish to advise the DG.

Regards

Bob

Bob Reilly
 General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
 Lvl 3 41 George Street, Brisbane Q 4000
 GPO Box 2454, Brisbane Q 4001

From: Michael Shapland [REDACTED]
Sent: Thursday, 21 October 2010 9:59 AM
To: Peta Robertson
Cc: Irina Stankovska; Reilly Bob
Subject: Protocol for release of flood waters from Wivenhoe and Somerset dams

Peta, As discussed, can we send the email below plus attachment from Bruce's email to the addresses of those council representative below, copy to Bob Reilly and myself?

Mike

You will know of the recent debate over a protocol on information for the release of water from Wivenhoe and Somerset dams.

Attached is draft protocol that covers both technical and public communication aspects.

In view of the interest in the subject I would appreciate an indication of council's response on Friday 2 October.

Officers from the Department of Community Safety, Environment and Resource Management and Seqwater will be available to respond to points of clarification from 8 am. Friday 22 October. Should you wish to meet to discuss the protocol, the conference room on level 3, 41 George Street has been made available at 0800.

I would be grateful if you would copy Bob Reilly and Mike Shapland into any reply.

Regards,

Bruce Grady.

Mike Shapland MBE | Director, Disaster Management
 Emergency Management Queensland | Department of Community Safety
 Level 2, Block E, Emergency Services Complex, Kedron, Queensland

1/04/2011

[REDACTED]

Brisbane City Council	Vicki	Pethybridge	[REDACTED]	<input type="checkbox"/>
Ipswich City Council	Tony	Trace	[REDACTED]	<input type="checkbox"/>
Somerset Regional Council	Tony	Jacobs	[REDACTED]	<input type="checkbox"/>

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From: Robson Chris
Sent: Thursday, 28 October 2010 6:36 PM
To: Bradley John
Cc: Reilly Bob
Subject: FW: Wivenhoe flood protocol
John

FYI

Bob advised BCC were not supportive of the draft Protocol in its current focus solely on dam flood releases as they believe it needs to also cover off on river in-bank high flow and lower level flood events that do not normally trigger a Disaster Management Plan but do effect business and community services that use or are dependent on the Brisbane River, such as operation of the City Cats. The dam flood operations releases would be part of the Protocol - this request seems reasonable. BCC advised they would co-operate re technical assessments /monitoring of such events.

The sticking point is the communication co-ordination - appears BCC to make announcements as it sees fit.

I understand EMQ will be briefing Ken Smith on progress.

Chris Robson
Deputy Director-General
Water and Ecosystem Outcomes
Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Level 13, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

Please note I have recently moved offices to 400 George Street.

From: Reilly Bob
Sent: Thursday, 28 October 2010 4:46 PM
To: Robson Chris
Subject: FW: Wivenhoe flood protocol

Hi Chris

FYI

Regards

Bob

Bob Reilly
General Manager, Office of the Water Supply Regulator
Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management
Lvl 3 41 George Street, Brisbane Q 4000
GPO Box 2454, Brisbane Q 4001

From: Michael Shapland [REDACTED]
Sent: Thursday, 28 October 2010 1:56 PM
To: Brad Smith; Bruce Grady
Cc: Reilly Bob
Subject: Wivenhoe

Meeting with BCC and ICC took place today.

The protocol will be redrafted as a result. Major amendments will.

- Broaden the protocol to floods in the Brisbane river including those influenced by Dam floodwater releases
- Emphasise the ability of any agency to initiate public communications

A redrafted version will be circulated within State government agencies by late COB today, before being sent to the councils for further comment.

Brad, grateful if you keep Ken Smith in the picture.

Mike

Mike Shapland MBE | Director, Disaster Management
Emergency Management Queensland | Department of Community Safety
Level 2, Block E, Emergency Services Complex, Kedron, Queensland
[REDACTED]

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1/04/2011